WHAT DO AMBASSADORS DO?
Ambassadors promote safety and engage neighborhood residents, visitors, and workers through the following services:

- Ensure safe passage by providing safety escorts
- Provide directions and general assistance
- Contact medical and emergency services
- Alert 311 and city departments of safety hazards, graffiti or maintenance issues
- Conduct wellness checks of individuals in need, and provide linkages and referrals to social services

NEED A SAFETY ESCORT?
CALL 311

Would you like a safety escort in the Mid Market area/Tenderloin Neighborhoods? Call 311 during our operating hours:
Weekdays from 9:00 AM–6:00 PM,
and request an “ambassador safety escort”
And we’ll have an ambassador meet you within 15 minutes!

NEED HELP FROM OUR AMBASSADORS?
You can also reach our field Team Lead at:
415-531-7357
For Safety Escorts and Immediate Needs

Connect With Us:
www.sfgov.org/OCEIA
facebook.com/sfgov.OCEIA
@OCEIA_SF
@sf_immigrants
Email: civic.engagement@sfgov.org

COMMUNITY AMBASSADORS PROGRAM

A Program of
The Office of Civic Engagement & Immigrant Affairs,
City and County of San Francisco

MID MARKET/ TENDERLOIN SAFETY PROJECT

Safe, Informed and Inclusive Communities
ABOUT OCEIA

The Office of Civic Engagement & Immigrant Affairs (OCEIA) is a policy, compliance, direct services and grantmaking office. OCEIA’s mission is to promote inclusive policies and foster immigrant assistance programs that lead to full civic, economic and linguistic integration.

OCEIA seeks a safe, engaged and inclusive San Francisco where everyone can contribute and thrive.

OCEIA PROGRAM AREAS:

- Language Access & Services
- Immigrant Assistance Programs
- Community Ambassadors Safety Program
- Community Outreach & Education
- Citizenship
- DreamSF Fellows

OCEIA currently operates the Community Ambassadors Program in the Bayview, Chinatown, Mid Market/Tenderloin, Mission, and Visitacion Valley/Portola Neighborhoods.

www.sfgov.org/oceia
Email: civic.engagement@sfgov.org

ABOUT THE COMMUNITY AMBASSADORS PROGRAM

The Community Ambassadors Program (CAP) is a community safety and neighborhood engagement job training program.

Developed and operated by the Office of Civic Engagement & Immigrant Affairs, CAP hires and trains neighborhood residents to provide a visible, street-smart safety presence in the area.

You can find us in the Mid Market/Tenderloin Area, as shown here:

OUR AMBASSADORS:

- Are city residents and familiar with the Mid Market/Tenderloin neighborhoods
- Understand the diverse cultures and languages of their assigned neighborhoods
- Are trained in safety, crime prevention, cultural sensitivity and community outreach
- Carry picture identification and wear bright yellow jackets for easy recognition
- Work closely with existing programs, law enforcement, 311, MTA, community organizations and service providers
- Work weekdays from 9:00 AM–6:00 PM

City and Community Partners

311 • Alive & Free • Board of Supervisors • Department of Public Works • Mayor’s Office • SF Homeless Outreach Team • SFMTA • Office of Economic & Workforce Development • Recreation & Parks • SF Police Department • TL Safe Passage • Office of D6 Supervisor Jane Kim • SF-Marin Food Bank • St. Francis Living Room • Tenderloin Community Benefit District • SF-Marin Food Bank