Community Ambassador Program
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INTRODUCTION

All members of the Community Ambassador Program are provided a copy of this manual. It is the duty of each Community Ambassador to become familiar with the contents thereof, that they might thoroughly understand all policies, and will conduct themselves accordingly. In addition, Community Ambassadors are required to comply with all directives.

DUTIES AND RESPONSIBILITIES

A Community Ambassador is a retired sworn member of the Department now serving as a non-sworn ambassador. A Community Ambassador serves in a supportive role to SFPD sworn members within a designated area of responsibility, is to provide a highly visible presence and deterrence to crime, and to assist in the reporting of crime to SFPD. The Community Ambassador Program is not designed to replace full-time Police Officer positions but to provide additional resources for the community. The Community Ambassador will work in a non-sworn capacity and will not have Peace Officers powers and are not authorized to use force.

The Community Ambassador will include the following duties:

- High visibility safety presence.
- Be a visible deterrent to crime and conditions which give rise to disorder.
- Observe, report, and provide verbal or written statements to sworn members when appropriate.
- Provide directions and information to residents, merchants and visitors.
- Assist with quality of life issues.
- Problem solve using collaborative working partnerships with the community.
- Engage in community policing efforts and demonstrate a guardian mindset.
- Serve as a liaison between the Department and various Community Benefit and Business Improvement Districts.
- Build relationships with merchants and the various businesses.

WORK COMMITMENT

The Department expects the Community Ambassadors to commit to a ten-hour workday, working a minimum of two shifts per week, totaling 20 hours. However, the Community Ambassador shall not work more than 960 hours in a fiscal year. Other assigned Ambassadors may fill shifts as needed. The Department does not guarantee the Community Ambassadors a total of 960 hours. The Community Ambassadors are at will and employment can be
terminated without cause. Scheduling is determined by the Community Ambassador Program Coordinator in response to the needs of the community.

ORGANIZATION AND ADMINISTRATION

District station supervisors at all ranks are responsible for monitoring the performance, uniform and appearance, and personal conduct of the Community Ambassador during assignment to their command or detail.

GENERAL ORGANIZATION

The Community Ambassador Program is currently assigned to the Community Engagement Division Youth & Community Engagement Unit of the San Francisco Police Department. The chain of command for the Community Ambassador Program is as follows:

1. Chief of Police
2. Assistant Chief of Operations
3. Deputy Chief, Field Operations Bureau
4. Commander, Community Engagement Division
5. Captain, Youth and Community Engagement Unit
6. Lieutenant, Youth and Community Engagement Unit
7. Sergeant, Community Ambassador Program, Youth and Community Engagement Unit
8. Community Ambassador Program Coordinator

Please note that while on-duty, the chain of command will be the assigned station Sergeant, Lieutenant, and Captain.

TRAINING STANDARDS

Community Ambassadors are required to maintain their skills by receiving training in the following topics, not limited to:

1. First Aid/ CPR (2-year certification)
2. Crisis Intervention Techniques (8-hour update)
3. Homeless Outreach (4-hour update)
4. Implicit bias and procedural justice
Community Ambassadors shall maintain working knowledge of the six pillars listed in the Final Report of President Obama’s Task Force on 21st Century Policing, dated May 2015, with specific concentration on “Pillar Two: Building Trust and Legitimacy” and “Pillar Four: Community Policing & Crime Reduction.”

**SELECTION PROCESS**

Applicants for the Community Ambassador Program will adhere to the rules and guidelines of Prop F (960). There is no guarantee or expectation of employment hours or that employment will continue annually. The Chief of Police or designee may at their discretion renew the 960 contract for the next fiscal year.

**UNIFORM AND EQUIPMENT**

The Community Ambassador's uniform shall be the following:

1. Windbreaker Jacket
2. Two (2) Uniform Polo Shirts
3. Two (2) Uniform Pants
4. One (1) Pants Belt
5. One (1) Pair of Shoes
6. Uniform Baseball Cap

All uniform clothing and style is at the direction of the Department.

The Community Ambassador's equipment shall be the following:

1. One (1) Identification Card
2. One (1) Flashlight
3. One (1) Flashlight holder
4. One (1) Department Issued Radio
5. One (1) Department Issued Radio Holder
6. One (1) Pair of Gloves

If the Community Ambassador is in good standing and meeting the required hours of service, they may request a new set of uniform yearly provided by the Department.

All Community Ambassadors must have an active CCSF email account, HRMS, access to the Department’s policies and access to SFPD active directory.

**IDENTIFICATION CARDS**

Identification Cards for Community Ambassadors are to be identical to the current Prop F (960) employees.
Department business cards shall be made available for the Community Ambassadors to provide to the community.

**PROGRAM COORDINATOR**

The Community Ambassador Program Coordinator is designated by the Chief of Police to organize, staff, manage, and supervise the Community Ambassadors. The Community Ambassador Program Coordinator and District Station Supervisor shall be notified by the Department Operations Center (DOC) when a Community Ambassador is injured on-duty, engages in misconduct, deviates from policy or has been involved in a major incident. The Community Ambassador Program Coordinator and District Station Supervisor will manage all necessary and subsequent notifications. The Community Ambassador Program Coordinator is assigned to the Youth and Community Engagement Unit of the Community Engagement Division.

The Community Ambassador Coordinator is the Officer-In-Charge of the Community Ambassador Program and shall have the following responsibilities:

1. Assignment of Community Ambassador Personnel
2. Establish and maintain current roster
3. Maintain personnel records
4. Monitor hours worked by the Community Ambassadors
5. Coordinate training or updates
6. Conduct periodic uniform and equipment inspections

**PERSONNEL FOLDER**

Community Ambassador Employee personnel folders shall be maintained by the Staff Services Division.

**PROCEDURES**

The following relates to the Community Ambassador Employee’s day to day procedures.

**GENERAL NOTIFICATIONS**

The Community Ambassador who is not able to report for duty due to illness is required to notify the Community Ambassador Coordinator immediately. If the
Community Ambassador is assigned to a Station, the Watch Commander shall be notified as soon as possible.

REPORTING FOR DUTY PROCEDURES

When a Community Ambassador reports for duty, the Community Ambassador is to report to the Watch Commander or Sergeant of the assigned station and attend line up. At the end of the shift the Community Ambassador is to sign off with the on-duty Platoon Commander or Sergeant.

The Community Ambassadors are assigned to the Youth and Community Engagement Unit of the Community Engagement Division, and are entered into HRMS when detailed for assignments to other units/stations.

The Community Ambassadors are required to report for duty in full uniform and with their department issued equipment unless otherwise directed by a supervisor.

The Community Ambassador Program will utilize their 3L call signs while deployed as Community Ambassadors.

INJURIES WHILE ON-DUTY

Any injuries incurred while performing as a Community Ambassador shall be immediately reported to the on-duty Sergeant acting as the immediate supervisor. A written memorandum shall be submitted to that supervisor as to what occurred. An additional photocopy of this memorandum shall be submitted to the Community Ambassador Program Coordinator as soon as practical. Standard industrial investigations are to be conducted.

The Community Ambassadors are covered by Workers' Compensation for any injury, illness, exposure to an infectious disease or to any bodily fluid. The Community Ambassador shall respond to a City approved treatment facility and advise them that they are covered by Workers' Compensation and that all forms must be submitted to the Department's Medical Liaison Unit.

The on-duty supervisor in the district in which a Community Ambassador is assigned, shall complete the necessary paperwork and/or industrial investigation if applicable.
ACTION TAKEN WHILE INSIDE CITY LIMITS

If a Community Ambassador observes a crime in progress or about to take place in their assigned area while on-duty, the Community Ambassador shall notify the Department of Emergency Management (DEM) via PIC radio as soon as practical and when safe to do so and request the assistance of an on-duty sworn personnel. Community Ambassadors are not authorized to use force. Community Ambassadors are not peace officers and do not have law enforcement powers. Community Ambassadors will not be responsible for writing police reports. Community Ambassadors will be responsible for providing a written or verbal statement to SFPD sworn members for the incident reports. Members shall document in the incident report any written or verbal statement provided by the Community Ambassador and shall include their name, contact information and note whether that they were acting in the role of a Community Ambassador. The police district where the crime occurred will be responsible for documenting the incident report and handling any arrest brought to their attention by the Community Ambassador.

ALLEGATION OF MISCONDUCT:

Any and all complaints received about the Community Ambassador will be documented in a memorandum and forwarded for investigation by SFPD Internal Affairs Division (IAD). See DGO 2.01 General Rules of Conduct and DGO 2.05 Citizen Complaints Against Non-Sworn Members. The complaints process can also be found on the SFPD website.

DISMISSAL FROM THE COMMUNITY AMBASSADOR PROGRAM

All Community Ambassador are "at will employees", meaning that they can be discharged from the Community Ambassador Program by the Chief of Police at any time and for any reason with or without cause.
MANUAL ACKNOWLEDGEMENT RECEIPT

San Francisco Police Department
Community Ambassador Program
Manual Acknowledgement Receipt

I have received the attached Community Ambassador Program Department Manual and understand that I must read the manual and will be held accountable to each rule and/or procedure. I understand that I will be tested on the material and must have a working knowledge of its contents.

I understand that I am acting as a non-sworn member.

I understand that I do not have law enforcement powers.

I understand that I am not authorized to use force.

I understand that this manual does not take the place of or replace any Department General Order, Department Bulletins and/or Department Notices. And, I further understand that I must adhere to all Department General Order, Department Bulletins and/or Department Notices.

I understand that I will maintain this Department Manual with my Department General Orders.

Print Name: ________________________________
Signature: ___________________________ Date
Received: __/___/____
<table>
<thead>
<tr>
<th>#</th>
<th>DPA Recommendations</th>
<th>Date received</th>
<th>SFPD Response</th>
<th>SFPD Alternative or Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>R1</td>
<td>DPA recommends the manual require that a community ambassador’s written or oral statement for an incident report include the ambassador’s name, SFPD contact information and that the individual was acting in the role of a community ambassador. The manual should also include that the incident report writer shall include in the incident report the ambassador’s name, SFPD contact information, and that the individual was acting in the role of a community ambassador. Including a witness’s identify and contact information and their role is best practice.</td>
<td>4/21/20</td>
<td>Recommendation will be included in updated draft of Manual</td>
<td>The Department agrees with this recommendation and has added to the Manual. (See p. 8, Section &quot;Action Taken While Inside City Limits&quot;)</td>
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<tr>
<td>R2</td>
<td>DPA recommends that notification to the Community Ambassador Program Coordinator should also include any time a community ambassador uses force or takes any enforcement action. (Currently the manual requires notification for an ambassador’s injury, misconduct or involvement in a major incident. (See page 6).</td>
<td>4/21/20</td>
<td>Recommendation will not be included in updated draft Manual as it is not warranted</td>
<td>Ca. Penal Code § 835a. Use of Force to effect arrest, prevent escape, or overcome resistance; use of deadly force applies to peace officer’s use of physical force. The Community Ambassadors are not peace officers as defined by Ca. Penal Code § 830 and as such are not guided under the purview of Ca. Penal Code § 835a or DGO 5.01. Use of Force. The Community Ambassadors are non-sworn/civilian members and will not perform enforcement measures. However, the Department agrees that language should be included in the Manual under the &quot;Procedures&quot; section that clearly directs the Community Ambassador on who to contact if/when they deviate from policy. Language has been added throughout the Manual to clarify that Ambassadors do not have law enforcement powers, are non-sworn employees and are not authorized to use force. 6/25/2020</td>
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<tr>
<td>R3</td>
<td>DPA recommends that the manual explain the Community Ambassador Program Coordinator’s duties upon being notified that a community ambassador engaged in misconduct, was involved in a major incident or used force or took enforcement action (as suggested by DPA’s recommendation R2). These procedures should include the Coordinator’s duty to memorialize the notification, conduct an investigation or notify the appropriate unit to investigate when appropriate, and inform the chain of command and take action concerning the community ambassador’s actions as appropriate.</td>
<td>4/21/20</td>
<td>Recommendation has been revised by SFPD and will be included in draft Manual</td>
<td>The Department will add a required notification from the Community Ambassador to the Ambassador Coordinator and District Station Supervisor if any action is taken that deviates from policy or if the Community Ambassador was involved in a major incident. The Ambassador Coordinator and District Station Supervisor will manage all other subsequent notifications relating to involvement in a major incident or a deviation from policy by a Community Ambassador. (See p. 6, Section &quot;Program Coordinator&quot;)</td>
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<td>R4</td>
<td>DPA recommends that the manual include a procedure for public and SFPD-initiated complaints, including how to lodge a complaint and the investigative and disciplinary procedures concerning community ambassadors. The DPA also suggests that the manual include how the public and SFPD employees will be notified about the complaint procedure for community ambassadors. (The manual currently includes discipline levels though it does not explain the complaint and investigative process that would lead to discipline and which individuals or units would be responsible for the complaint, investigation and discipline process involving a community ambassador.)</td>
<td>4/21/20</td>
<td>Recommendation has been revised by SFPD and will be included in draft Manual</td>
<td>Community Ambassadors are non-sworn/civilian members. The public and SFPD-initiated complaint process relating to all civilian members is managed by SFPD Internal Affairs Division (IAD). The Department will include a sentence under the &quot;Discipline Levels&quot; section of the Manual that states any complaints received about the Community Ambassador will be investigated by SFPD IAD. (see p. 8, Section &quot;Discipline Levels&quot;)</td>
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<td>R5</td>
<td>DPA recommends that courses required for maintaining Ambassador’s skills also include SFPD’s Critical Response and Coordinated Mindset class, Fourth Amendment training and President’s Taskforce on 21st Century Policing. See US DOJ 2018 Assessment of SFPD, DOJ Recommendation 50.1, &quot;The SFPD should require all agency personnel to read the Final Report of the President’s Task Force on 21st Century Policing; DOJ Recommendation 32.2, “The SFPD needs better training on the Fourth Amendment and applicable state laws on search and seizure.” Critical Mindset training is important because it incorporates the new Use of Force standards such as de-escalation, proportionality, lethal force as a last resort and a coordinated team response; for community ambassadors who retired before 2016, these are new standards.</td>
<td>4/21/20</td>
<td>Recommendation has been revised by SFPD and will be included in draft Manual</td>
<td>The Community Ambassadors are non-sworn/civilian members and will not perform enforcement measures, conduct searches or seizures nor will they participate in coordinated responses as part of a police unit. Critical Response, Coordinated Mindset Class, Fourth Amendment training and any other tactical response training is not necessary as Community Ambassadors are not authorized to do police work. The Department believes that training related to de-escalation and communication techniques are helpful which is why the Department already included the following list of Community Ambassador trainings in the Manual: 1. First Aid/ CPR (2-year certification) 2. Crisis Intervention Techniques (8-hour update) 3. Homeless Outreach (4-hour update) 4. Implicit bias and procedural justice The Department included language that notes Community Ambassadors shall maintain working knowledge and understanding of the Final Report of President Obama’s Task Force on 21st Century Policing, dated May 2015, per SFPD DB 19-135. 6/25/2020</td>
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