



# PATROLLER

## MARCH 2026

**Newsletter for the Patrollers, volunteers, and supporters of Castro Community On Patrol in San Francisco, California, USA.**

**ESTABLISHED 2006**

**CHIEF OF PATROL**



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(Public Relations)

**ASSISTANT CHIEF OF PATROL**



**AChf. Ken Craig**  
(Volunteer Training & Certification)

**DEPUTY CHIEF OF PATROL**



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**DEPUTY CHIEF OF PATROL**



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(Volunteer Scheduling & Retention)

**CCOP WILL SUPPORT EASTER IN THE PARK**



CCOP will support the annual Sisters of Perpetual Indulgence, Easter in the Park on Sunday April 5<sup>th</sup> by providing safety volunteers who will work alongside paid private security and San Francisco Park Rangers.

This event is always a highlight of the year that we look forward to, as it is a fun, irreverent, joyful afternoon of entertainment and the community coming together to have a wonderful time.

The fun will begin at 10 AM with Children's Easter, and an Easter Egg hunt at 10:30 AM. Main stage entertainment will begin at noon, and the always fun Easter Bonnet, Foxy Mary, and the ever-popular Hunky Jesus contests will conclude the entertainment by 4 PM.

We hope to see you in Dolores Park on April 5<sup>th</sup>. Say hello if you see our Patrollers hard at work.

**SELF-DEFENSE CLASSES IN CASTRO AND SOMA**



While Patrolling in safety teams is a key mission for CCOP, we also focus a lot of time and attention on helping to prepare and train the public to look after themselves, their loved ones, and the community at large.

We have been leading Beginners Self-Defense training classes since CCOP was first formed now twenty-years ago, and we have expanded our "reach" from the Castro neighborhood to host classes in the SoMa neighborhood also.

We have a CASTRO neighborhood class coming up on Saturday May 16, and we are working with the SoMa neighborhood to set up a date and location in that neighborhood soon.

See the posters with more information later in this newsletter and sign up today!

**PROTECT THE CASTRO BY JOINING US**

Ordinary people, doing extraordinary things is how we think of our Patrollers. They come from all walks of life, all backgrounds, and live throughout the Bay Area. They all share one single focus, helping to keep the Castro SAFE for EVERYONE.

We only ask for a minimum of one 3-hour patrol a month! We provide all training and equipment.

Help us to  
**PROTECT THE CASTRO**

**S.F.P.D. CRIME DATA SNAPSHOT**

[SFPD Crime Data](#) results citywide for the following specific categories between **1/1/2026 to 03/29/2026**

	2026	Yr - Yr %
Homicide	14	+2500%
Robbery	302	-32.7%
Assault	481	-9.8%
Burglary	671	-32.9%
Veh. Theft	586	-34.6%
Larceny	2,951	-28.7%
<b>TOTAL</b>		<b>-28.4%</b>

During the same period last year, SFPD recorded a total of 4, 452 reports, compared with a total of 2, 786 reports this year, representing a 37.4% drop overall.

# PATROL NEWS

## CCOP PROVIDED AN ACTIVE SHOOTER ONLINE TRAINING CLASS FOR A NONPROFIT MOTORING GROUP



We were approached by [Great Autos](#), the oldest and largest LGBTQIA+ car club on the West Coast, asking us to provide an Active Shooter training class for their members.

A nonprofit, Great Autos has members all over but they are primarily based in Los Angeles and Palm Springs which posed an initial challenge as having our instructors travel to those locations would be prohibitively expensive.

In discussions with them, we decided to provide an online version of the class that is normally an in-person classroom event. This was our very first foray into teaching our Educational Outreach program classes virtually, and fortunately the Basic Active Shooter class was readily adaptable to that format and the class went very well from all accounts.

We have normally referred any groups outside of San Francisco to other corporations and groups in their area, but the online format is something we will certainly consider for those classes that don't require the in-person instructor / student relationship.

## CCOP DEPLOYED A SAFETY FOOT PATROL TEAM ON SATURDAY 03/28



We were extremely happy to deploy a regular Safety Foot Patrol team on Saturday March 28, the such regular patrol in quite some time for us. (The image above is from a prior Patrol as we're bad about remembering to snap a picture when we're out there on Patrol.)

Patrolling is one of the key missions of CCOP, but lack of volunteers has hampered our ability to deploy regular patrolling teams in the aftermath of the COVID-19 Pandemic when we lost 75% of our volunteer Patrollers who left the area.

We are working hard to recertify former Patrollers who want to return to CCOP, and we're also working to train and certify new volunteers. Our Patrol on Saturday included our newest Trainee Patroller who has three more supervised patrols to complete before advancing in rank to full Patroller with us.

We really want to deploy more regular safety foot patrols, but we can only do so when we have enough volunteers to build a team of three Patrollers. If YOU, or anyone you know, is interested in joining us and helping to keep the Castro a little safer, please [sign up for training](#). We are just regular people, doing something extraordinary.

**SAFETY is a COMMUNITY EFFORT**

# PATROL TRAINING ACADEMY

***BY Chief Ken Craig, Community Patrol Service***

## **EMERGENCY RESPONSE PLANNING**

In the nonprofit volunteer world, where resources are limited and stakes are high, the importance of developing and updating an **Emergency Response Plan (ERP)** cannot be overstated. These plans provide the structure, clarity, and coordination necessary to respond effectively to crises, protect lives, and sustain operations.

Moreover, the process of continuously updating ERPs ensures that organizations remain adaptable in the face of evolving risks and changing community needs. Evidence from research and real-world examples demonstrates that organizations with strong planning frameworks achieve faster response times, better outcomes, and greater resilience.



As disasters become more frequent and complex, nonprofit volunteer organizations must embrace emergency planning as a core function rather than an optional activity. By doing so, they not only enhance their own effectiveness but also strengthen the broader emergency management ecosystem—ultimately saving lives and building stronger communities.

Castro Patrol has been spearheading this effort within the LGBTQ+ nonprofit organizations we work alongside in support of their events and general operations.

### **What Is An Emergency Response Plan?**

An Emergency Response Plan (ERP), sometimes referred to as an Emergency Operations Plan (EOP), is a formal document that outlines how an organization will respond to various emergencies. According to guidance aligned with federal frameworks, such plans typically include:

- Risk assessments and hazard identification
- Defined roles and responsibilities
- Communication protocols
- Resource allocation strategies
- Coordination with external agencies
- Procedures for evacuation, sheltering, and continuity of operations

These plans are designed to guide immediate action during an incident and ensure that all participants understand their roles.

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A well-researched, detailed, and comprehensive Emergency Response Plan will help the nonprofit truly understand the possible risks involved in their event or operations, and the limitation of mitigation that is possible.

## 1. Protecting Lives and Safety

The foremost purpose of any ERP is to protect human life. Volunteers often operate in unpredictable environments, from disaster zones to public events. A well-developed plan ensures:

- Clear evacuation routes
- Emergency medical procedures
- Defined safety protocols

Without such planning, volunteers may be exposed to unnecessary risks, and organizations may face liability issues.

## 2. Clarifying Roles and Reducing Chaos

During emergencies, confusion can be as dangerous as the hazard itself. ERPs define who is responsible for what, reducing duplication of effort and ensuring critical tasks are completed.

The Government Accountability Office emphasizes that effective emergency plans must clearly define roles and responsibilities and integrate them into broader preparedness systems.

For volunteer organizations—where participants may not work together regularly—this clarity is essential.

## 3. Enhancing Coordination with External Agencies

Nonprofits rarely operate in isolation during emergencies. They must coordinate with:

- Local law enforcement
- Fire departments
- Public health agencies
- Other nonprofits

An ERP establishes communication channels and integration points, ensuring that the organization can plug into larger response frameworks effectively.

## 4. Efficient Resource Management

Resources in nonprofit settings are often scarce. Planning allows organizations to:

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- Pre-identify supply needs
- Establish logistics and distribution systems
- Avoid waste and duplication

This efficiency becomes critical when responding to large-scale incidents where demand exceeds supply.

## 5. Legal and Regulatory Compliance

Nonprofits may be required to demonstrate preparedness to qualify for funding, insurance, or government assistance. In some cases, failure to implement or follow a plan can affect eligibility for reimbursement or aid.

For example, FEMA cases show that organizations implementing preparedness measures—such as relocating patients and securing supplies—are recognized for emergency protective actions, though legal responsibility and documentation remain critical.

Creating an ERP is only the first step. Regular updates are essential to maintain effectiveness.

### 1. Adapting to Changing Risks

Risks evolve over time due to:

- Climate change (increasing frequency of disasters)
- Urban development
- Emerging threats such as pandemics

An outdated plan may fail to address current hazards.

### 2. Incorporating Lessons Learned

Every emergency provides valuable insights. Updating the ERP allows organizations to:

- Correct weaknesses
- Improve response strategies
- Integrate best practices

### 3. Reflecting Organizational Changes

Volunteer organizations often experience:

- Fluctuating membership
- Leadership turnover
- Changes in partnerships

Plans must reflect current personnel and capabilities to remain functional.

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## 4. Improving Recovery Outcomes

Planning ahead—even during the response phase—can significantly improve recovery outcomes. FEMA notes that early planning can reduce recovery time and costs while improving overall community outcomes.

Despite the clear benefits, nonprofits face unique challenges in developing and maintaining ERPs:

### 1. Limited Resources

Many organizations lack funding for:

- Professional planning
- Training exercises
- Equipment and technology

### 2. Volunteer Turnover

High turnover rates make it difficult to maintain consistent knowledge and preparedness.

### 3. Lack of Expertise

Emergency planning requires specialized knowledge that may not be readily available within volunteer organizations.

### 4. Competing Priorities

Nonprofits often focus on day-to-day service delivery, leaving limited time for planning activities. mistakes are addressed early. In doing so, they prevent the alignment of holes—and protect the people and missions entrusted to them.

Developing and updating an ERP does more than prepare an organization for emergencies—it fosters a culture of preparedness. This culture:

- Encourages proactive thinking
- Strengthens organizational resilience
- Enhances community trust

Prepared nonprofits become reliable partners in emergency management, contributing to a safer and more resilient society.

We are happy to work with you, guide you, and offer constructive suggestions to assist your nonprofit in developing your own Emergency Response Plan (ERP).

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# WHO / WHEN / WHERE / HOW

## LIFE / PROPERTY THREATENING OR CRIME IN PROGRESS ?

### Call 9-1-1

In any situation where life or property is at imminent risk, or where a crime is in progress right now, call 9-1-1 for an immediate emergency response.

## NO IMMEDIATE THREAT TO LIFE OR PROPERTY?

### Call 415-553-0123

In situations which are less critical or immediate but where a Police or Fire response may still be required, use the non-emergency number above.

### San Francisco District Supervisor's Office

Supervisor Rafael Mandelman

District 8,

Call 415-554-6968

[MandelmanStaff@sfgov.org](mailto:MandelmanStaff@sfgov.org)

San Francisco District Supervisors represent you and can assist in many areas of concern that involve formal Government agencies or departments. If their office cannot assist you directly, they will help to put you in contact with resources that can assist.

### San Francisco District Attorney's Office

350 Rhode Island Street

North Building, Suite 400N, 94103

Call 628-652-4000

[DistrictAttorney@sfgov.org](mailto:DistrictAttorney@sfgov.org)

The DA's office prosecutes crime in San Francisco and offers various services for victims of crime.

**VICTIM SERVICES:** 628-652-4100

**HATE CRIME HOTLINE:** 628-652-4311

### San Francisco Official Resources

**San Francisco Federal Bureau of Investigation**  
415-553-7400

**San Francisco Police Department Mission Station**  
415-558-5400 [SFPDMissionStation@sfgov.org](mailto:SFPDMissionStation@sfgov.org)

**San Francisco Police Department Park Station**  
415-242-3000 [SFPDParkStation@sfgov.org](mailto:SFPDParkStation@sfgov.org)

**SFFD Street Crisis Response Team**  
Call 911 for people in severe mental distress

**SFFD Street Wellness Response Team**  
415-553-0123 for homeless related non-criminal issues

**San Francisco City Services**  
3-1-1 to report "things" i.e. human waste, trash, etc.

**Mental Health Services For Everyone**  
9-8-8

### Community Resources

**Castro Community Benefits District Services**  
415-500-1181 [ExecDirector@castrocbd.org](mailto:ExecDirector@castrocbd.org)  
**Cleaning Services:** 415-471-7536

**Castro Cares Community Ambassadors Program**  
Call or Text 415-471-7536

**Community Patrol Service**  
[CommunityPatrolService@gmail.com](mailto:CommunityPatrolService@gmail.com)

**SFPD LGBTQ+ Community Advisory Forum**  
[LGBTQ.forum@sfgov.org](mailto:LGBTQ.forum@sfgov.org)

**24 Hour National Domestic Violence Hotline**  
1-800-799-7233

**Trevor Project**  
212-695-8650 (LGBTQQI+ youth in need of support)

**SF Adult Protective Services (APS) Hotline**  
415-335-6700 or 1-800-814-0009

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## Castro CBD, Castro Cares Program

castro  
C A R E S



be a part of the solution

Castro Cares is a unique community collaborative providing supplemental outreach and hospitality services throughout the district to the city's homeless support services and the work of the San Francisco Police Department. The program is funded by a city grant and through public donations.

The program deploys uniformed Community Ambassadors 7-days a week. They interact with the residents, business employees and owners, visitors, and with those living on the streets.

To find out more about the Castro Cares program, or to donate in support of the program, check out their website at [www.castrocbd.org/castro-cares/](http://www.castrocbd.org/castro-cares/)

## SFPD LGBTQ+ Advisory Forum



Established 2010  
"Working together to create a safer and stronger community for all"

The San Francisco Police Department, LGBTQ+ Advisory Forum was formed in 2010 and welcomes LGBTQ+ volunteer members from around the city. Members meet quarterly with SFPD command staff, to offer input on SFPD Policy, raise concerns, work on community projects and learn more about the SFPD.

To find out more, contact us at [SFPD.LGBTQ.Forum@gmail.com](mailto:SFPD.LGBTQ.Forum@gmail.com) and we will be happy to chat with you about how to become a permanent member..

## SFPD SAFE PLACE Program



The SFPD SAFE PLACE program is a collaborative effort between SFPD and San Francisco Businesses to offer a temporary "safe haven" to victims of crime or harassment until law enforcement or medical professionals arrive.

The program mission is to reduce hate crimes, bullying, harassment, and discrimination. By working together, we can encourage crime reporting and promote safety and security.

To find out more, contact us at [INFO@CastroPatrol.org](mailto:INFO@CastroPatrol.org) and we will be happy to chat with you, and enroll you into the program.

## Community Patrol Service



Community Patrol Service (CPS) is a not-for-profit community organization that works with neighborhoods throughout the United States who wish to develop a Community On Patrol Service (COPS) organization such as Castro Community On Patrol (CCOP). CPS will offer free advice, guidance, training information, suggestions, and non-fiscal support throughout the development of your own COPS group.

To find out more, contact us at [CommunityPatrolService@gmail.com](mailto:CommunityPatrolService@gmail.com) and we will be happy to chat with you, and enroll you into the program.

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# PROTECT THE CASTRO



## BE THE DIFFERENCE

### ORDINARY PEOPLE, DOING EXTRAORDINARY THINGS

Castro Community On Patrol (CCOP / Castro Patrol) needs volunteers to help us patrol the Castro neighborhood on a monthly basis. YOU could be our next Trainee Patroller! Our next Community HERO.

We have successfully patrolled the Castro neighborhood since 2006, deploying in teams of three unpaid volunteer Patrollers who walk for a 3-hour shift which they select themselves. Our patrols provide assistance, distribute free safety whistles, offer guidance, and deliver support to the residents, businesses, and visitors of the Castro, interacting with thousands of people every year.

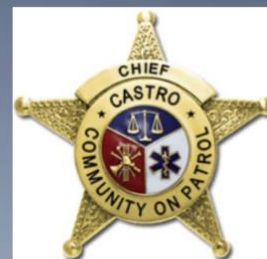
We **ARE** often “First Reporters” by calling in Medical, Fire, or Law Enforcement professionals when needed, and we will offer assistance when safe to do so until the professionals arrive. We **DON'T** break up physical fights or put our volunteers into dangerous situations.

Our volunteers are mostly members of the LGBTQ+ community, but we are open and welcoming to **ALL**. We provide full training, and you will always deploy with other experienced, knowledgeable, and dedicated volunteers. Patrolling is fun, you get to meet lots of people, and you can feel good about helping out your community. Sign up TODAY and become a neighborhood HERO tomorrow.

[www.CastroPatrol.org](http://www.CastroPatrol.org) | [info@CastroPatrol.org](mailto:info@CastroPatrol.org)

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**SIGN UP. BE A PART OF THE SOLUTION.**



**"SAFETY is a COMMUNITY EFFORT"**

**NEVER DOUBT THAT A SMALL GROUP OF THOUGHTFUL, COMMITTED PEOPLE CAN CHANGE THE WORLD. INDEED, IT'S THE ONLY THING THAT EVER HAS.**

**BE THE DIFFERENCE!**

**[WWW.CASTROPATROL.ORG](http://WWW.CASTROPATROL.ORG)**

**FOR MORE INFORMATION OR TO VOLUNTEER**

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**DON'T BE AFRAID, GET TRAINED AND PREPARED**

Castro Community On Patrol  
Community Patrol Service

*PRESENTS*

# Beginners Self-Defense Class



**Saturday May 16, 2026**

**1 PM – 4:30 PM**

**OPEN TO ANYONE 18 YEARS OR OLDER  
LOW IMPACT CLASS SUITABLE FOR ANYONE  
ONLY \$60 PER ATTENDEE: PRE-REGISTRATION REQUIRED**

Use the link below to register:

**<https://SD1Castro20260516.eventbrite.com>**

**FOR MORE INFORMATION**

[WWW.CastroPatrol.org](http://WWW.CastroPatrol.org)  
[INFO@CastroPatrol.org](mailto:INFO@CastroPatrol.org)



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## SIX STEPS TO ASSIST IN PROSECUTING CRIMINAL ACTIVITY

**1**

**IF YOU SEE A CRIME IN PROGRESS, OR A LIFE-THREATENING SITUATION:**

**CALL - 911**

**IF YOU SEE SOMETHING SUSPICIOUS OR SOMETHING AUTHORITIES SHOULD KNOW ABOUT:**

**CALL - 415-553-0123**

**MEET AND PROVIDE A WITNESS STATEMENT TO POLICE.**

If Officers don't see the incident you called about themselves, and find no other criminal activity when they arrive, they cannot CITE or make an ARREST without a witness to the incident.

**2**

**3**

**GET THE COMPUTER AIDED DISPATCH (CAD) NUMBER THAT IS ASSIGNED TO THE INCIDENT**

Officers will provide this when you provide your witness statement. This number will allow you to track the case from investigation to prosecution.

**FOLLOW UP WITH SFPD INVESTIGATORS**

Call the SFPD Station that responded to your incident and provide the CAD # to get updates on the status of incident.

**4**

**5**

**FOLLOW UP WITH THE DISTRICT ATTORNEY**

Using the CAD#, work with the Assistant District Attorney assigned to the case, and let them know what YOU WANT to happen in the case.

**GO TO COURT, AND STAND AS A WITNESS**

If the case goes to court, be sure to attend and be willing to provide witness testimony on the stand, and/or victim impact statements.

**6**

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# **REPORT HATE CRIMES**



**This location is a SAFE PLACE for victims of hate crimes and harassment to call 911 and wait for police to arrive.**

## **EMERGENCY CALL 911**

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# **SAFETY FOR EVERYONE**



**As a COMMUNITY we need to come together to help mitigate and eradicate any violence on the streets, targeting anyone in the neighborhood, but this needs EVERYONE to participate and get INVOLVED:**

1. **TRAIN** so you know how to defend yourself and what to do when you are threatened, or feel threatened,
2. **USE** the community support opportunities available throughout the neighborhood if you need them, and encourage loved ones and friends to do the same,
3. **HELP** anyone in trouble by using your SAFETY WHISTLE to call attention to the incident, and hopefully many other community members will do the same,
4. **CALL 9-1-1** immediately to report any acts of violence or threats of violence so Police can respond as quickly as possible – time may be of the essence,
5. **PROVIDE** the details of what you saw to Police if you are a witness to a violent incident. Only witness statements can lead to an arrest, charges, and ultimately conviction. YOUR statement may be critical,
6. **FILE A REPORT** with Police if you are the victim of a violent incident. SFPD are trained and required to be professional, empathetic, and understanding when you need to report a criminal act against you. San Francisco and California are SANCTUARY locations so don't worry about your immigration status in the U.S. when reporting. Have a trusted friend or organization with you when you make your report.
7. **SHARE** your incident details with [INFO@CastroPatrol.org](mailto:INFO@CastroPatrol.org) so we can not only support you through the legal process, but we can also track these incidents to help us recognize patterns and work with SFPD to target dangerous areas or times with more enforcement.

**SAFETY is a COMMUNITY EFFORT. The WHOLE community needs to respond and shout with one voice "WE WILL NOT BE VICTIMS, WE WILL NOT BE TARGETS, WE WILL FIGHT BACK."**



**This message is brought to you by the San Francisco Safety Coalition**

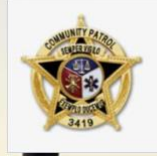


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# DATING SAFETY



**USE THE BUDDY SYSTEM.** Share emails, online profiles, and details of your new date with a trusted friend.

**CHECK IN.** Ask your BUDDY to reach out to you by phone or text during your date to verify you are good.

**NO – IS NEVER NEGOTIABLE.** SAY NO TO ANYTHING OR ANYONE THAT MAKES YOU FEEL UNCOMFORTABLE.

**ESCAPE ANY WAY YOU CAN.** If you feel threatened or at risk do what you need to ESCAPE to safety.

**DEFEND YOURSELF.** You are entitled to defend if you need to. Better to be tried by 12, than buried by 6.

**REPORT IT.** If you are threatened, abused, or injured by a date, report them to 9-1-1 and let your friends know.

**SEEK SUPPORT.** From friends, from the community, and from government and nonprofit entities.



[www.CastroPatrol.org](http://www.CastroPatrol.org)

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# DOMESTIC VIOLENCE

**INTIMATE PARTNER VIOLENCE IS AGAINST THE LAW  
AND OFTEN LEADS TO SERIOUS INJURY OR WORSE.  
DON'T BECOME A MARTYR.**

## DO YOU NEED HELP?

- **Are you regularly subjected to acts of degradation, physical or verbal abuse, intimidation, or excessive control?**
- **Do you feel UNSAFE with your intimate partner?**
- **Do you feel empowered to make decisions for yourself?**

**Abusers rarely stop their abuse, but frequently escalate to more serious attacks. Ask for help!**

**LGBTQ Anti-Violence Project: 1-212-714-1141**

**FORGE Transgender Project: 1-414-559-2123**

**Youth LGBTQ Help Center: 1-800-246-7743**



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# ANGEL SHOTS

THIS ESTABLISHMENT RECOGNIZES AND SUPPORTS  
THE **ANGEL SHOT** SAFETY PROGRAM

## DO YOU NEED HELP?

- Are you on a **DATE** that is not going well?
- Do you feel **UNSAFE**?
- Is anyone **BOTHERING** your or making you feel **UNCOMFORTABLE**?
- Are you being **FORCED** to do something against your will?

**ASK OUR SECURITY STAFF OR YOUR SERVER FOR  
AN "ANGEL SHOT."**

**WE WILL HANDLE THINGS DISCRETELY AND WE  
WILL PROTECT YOU UNTIL YOU ARE SAFE &  
SECURE.**



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# HUMAN TRAFFICKING

**HUMAN TRAFFICKING IS SLAVERY BY A DIFFERENT NAME.  
TARGET THE TRAFFICKERS AND HELP SAVE THE VICTIMS.**

## DO YOU NEED HELP?

- **Are you FORCED to work for little or no reimbursement?**
- **Do you face physical or psychological abuse if you do not work as demanded?**
- **Can you leave at any time, without fear of retribution?**
- **Are you expected to do things outside of your comfort zone, such as performing sexual favors for strangers?**

**National Human Trafficking Hotline**

**Call: 1-888-373-7888**

**Text: HELP to 233733 (BEFREE)**

**[www.humantraffickinghotline.org](http://www.humantraffickinghotline.org)**



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