

# Good Neighbour Policy

## How will the OPS work with the community?

In collaboration with key stakeholders, Turning Point has implemented an Environment Management Strategy to address needle debris, collection, and disposal. Part of the Environment Management Strategy is the development of a Good Neighbour Policy.

The Good Neighbour Policy allows for a voluntary agreement between Turning Point OPS and the neighbourhood. It addresses issues such as property maintenance and appearance, neighbourhood codes of conduct, client and community safety, communication, monitoring activities outside the building during hours of operation, and three times daily sweeps within a 200 m3 radius as well as known “hot-spots” to pick-up needle and consumption use related debris. Turning Point is dedicated to working with our neighbours to promote communication, assure safety, establish long-term relationships, and to provide a process for the resolution of conflict.

The Good Neighbour Policy enables Turning Point and our neighbours to meet the needs of both our clients and the neighbourhood. The Good Neighbour Policy is intended to ensure the accountability of the facility while protecting the people we serve, our neighbours, and The City of Red Deer.

## Purpose

The Good Neighbour Policy serves several important purposes:

1. to promote communication, respect and trust among neighbors and clients of our facility by assuring that the rights and responsibilities of all parties are understood and monitored.
2. to assure that safety, security, codes of conduct, and property standards are established and maintained.
3. to establish successful, long-term relationships
4. to provide a structure and process for the resolution of conflict.

The Good Neighbour Policy does not include any legalities that are governed by law such as municipal codes.

## Process

1. Quarterly meetings with neighbors. Invitations to be delivered to all businesses and landowners within 500m2 radius of the OPS
2. Identify and address areas of concern, questions, and complaints.
3. Outline the complaint resolution process.
4. Fulfill the obligations of the Good Neighbour Policy.

## **Turning Point – Overdose Prevention Site Property**

- 1. Trash and litter**  
Loose trash and litter on the property will be picked up daily. Covered garbage receptacles are placed in convenient locations on the property and placed for trash collection weekly.
- 2. Outdoor lighting**  
There will be sufficient outdoor lighting in place to ensure all areas of the property are well lit at night.
- 3. Parking**  
There will be adequate on-site parking for staff and service providers. Parking lots will be maintained and serviced.
- 4. Security**  
Security personnel and cameras will monitor the exterior of the building 24 hours a day/7 days a week
- 5. Sidewalks and walkways**  
All sidewalks and walkways on the property will be kept clear of snow and ice and maintained for the safety of pedestrians.

## **Neighbourhood Codes of Conduct**

All neighbours and clients uphold mutual behaviour expectations based on the principles of human dignity, respect for people, respect for property, tolerance, a safe environment, and the law.

## **Community Safety**

1. All clients will be informed of Turning Point policies and procedures: including conduct, hours of operation, and boundaries.
2. Turning Point staff will periodically check the property during hours of operation to monitor activities outside the building (e.g., loitering). Security will do perimeter checks of the property every 30 minutes
3. Three daily sweeps will be conducted within a 200 m3 radius of the OPS as well as identified “hot-spots” in the extended downtown area, to pick-up needle and other substance use supplies debris.
4. Turning Point will be adequately and professionally staffed to meet Health Canada and professional association standards. All staff will be highly trained and informed of policies, protocols, and guidelines, and safety procedures.
5. Direct phone line to Turning Point Community Liaison’s to assist community organizations within a 200 m3 radius with needle and substance use associated garbage debris pick-ups and assistance with loitering concerns from 0700-1900: **587-447-1235**

## **Communication and Information**

1. Turning Point will maintain communication both formally and informally with neighbors through quarterly meetings, open houses, and coffee invitations and regular visits by Turning

- Point's community liaisons.
2. News and information will be presented at the quarterly meetings.

### **Conflict Resolution Process**

1. Complaints to Turning Point can be made by calling the complaints hotline 587-447-1235 or phoning Turning Point directly 403-346-8858.
2. All complaints will be logged and recorded as to date, time, name of complainant, nature of the complaint, and action taken.
3. The Executive Director and/or the Clinical Manager will review all complaints and ensure they are addressed.
4. If unsatisfied, the complainants will be invited to present their concerns to the Executive Director and/or Clinical Manager
5. In the case a conflict cannot be resolved adequately, 2 impartial individuals will work with Turning Point and the complainant to reach a satisfactory resolution to the problem.