



Good Neighbor Protocol

The purpose of this Good Neighbor protocol is to establish and maintain positive relationships among the shelter/interim housing/navigation center operator, program participants, and the community. Along with shelter program staff, program participants must commit to be good neighbors to the community, respecting the site as well as the surrounding community. This means that everyone works to support in maintaining a clean and safe environment free of litter, loitering, and noise pollution.

Maintaining a Clean Environment

- Shelter program must support efforts in maintaining a clean community, both in and out of the property.
- Participants should pick up after themselves and are encouraged to pick up litter when possible.
- All trash and litter should be placed in appropriate garbage receptacles and dumpsters on property. When garbage receptacles are full, participants should notify staff so it can be addressed.
- Vehicles owned by participants should also be kept in good repair when in the community. Non-operable vehicles should not be stored at or near the program site.
- Shopping carts are not allowed on, around, or near the shelter site at any time.
- Guests can only smoke in designated smoking areas and must properly dispose of all cigarette butts.

Proper Hygiene & Attire

- Shelter program participant's personal hygiene must be kept at what staff deem appropriate to maintain a clean and sanitary environment.
- Proper clothing must be worn in common areas and outside of the shelter site at all times to maintain modesty; this includes a top, bottom, and shoes.

Noise

- Courtesy Hours must be observed at all times. This means participants must keep the volume of any radio, TV, stereo, or musical instrument sufficiently reduced at all times to not disturb others. The use of headphones is highly encouraged.
 - Program participants and visitors must also refrain from excessively loud talking or singing at all times.
 - Vulgar and obscene language must be kept to a minimum.
 - These courtesy points should be considered when in the surrounding community as well.

- Similarly, noise should be kept to an acceptable level while in vehicles in and around the shelter site.
- Quiet Hours are established between the hours of 9 pm & 8 am.
 - Quiet hours are periods when noise must be kept to a minimum and must be contained within a program participant's sleeping unit.

Site Security

- Security cameras will monitor the shelter area and perimeter of the property.
- Guests must be approved by the onsite supervisor.
 - Any guest threatening the safety of program staff, or the public will be discharged from the program.
 - Guests of participants must adhere to applicable areas of this protocol.
 - Overnight guests are strictly prohibited.
- Loitering, camping, and informal food and clothing distribution around the site will not be allowed.

Community and Coordination with the Neighborhood

- At least once per year, program operators shall distribute a flyer to the surrounding neighborhood that:
 - Invites them to an open house where they can receive updates regarding shelter operations and provide a venue for neighbors and businesses to provide feedback.
 - Offers other means of contact information for neighbor grievances and inquiries.