



## **Delano Navigation Center Good Neighbor Policy**

The Delano Navigation Center Program is a collaborative effort between the Delano Association for the Developmentally Disabled (DADD), the County of Kern (County), the City of Delano (City), The Bakersfield-Kern Regional Homeless Collaborative (BKRHC) and Flood Bakersfield Ministries, Inc., (Flood, or the Operator) in order to provide emergency services for homeless clients in a safe, healthy environment while protecting the rights of those living or working in Delano with the full cooperation and partnership of law-enforcement agencies and affected service providers.

It is the goal and objective of this good neighbor policy to provide a mechanism to gather input from all collaborative agencies and organizations, to facilitate the timely exchange of ideas and issues, to work toward proactive solutions, and to ensure all parties have a full voice to ensure a successful Navigation Center.

### **Summary:**

The Delano Navigation Center (DNC, or Navigation Center) is located at 531 High Street in Delano. The Navigation Center will provide homeless Individuals with meals, showers, laundry, and other supportive services needed to help people experiencing homelessness move to stable housing and self-sufficiency. The coordination of on-site supportive services for the program will be handled by Flood.

Flood will appoint a Program Manager to direct the efforts in fulfilling the obligations of the program. The Project Manager will also act as a liaison between DADD, the City of Delano, the County of Kern, and any other agencies as may be appropriate.

### **Communication**

The Operator, along with DADD staff will meet throughout the program year to review management reports and discuss project performance and progress under the Good Neighbor Policy (GNP). The Team will maintain a current phone and E-mail list of agencies that will include all key personnel associated with the Project. In addition, an Emergency Contact List will be maintained and distributed to staff and will include 24-hour emergency phone numbers.

Both phone and E-mail lists will be used to control rumors, disseminate information quickly, and enable key stakeholders and the public to contact the appropriate people when issues or concerns arise. The Site Supervisors will maintain an Incident Log and record any incidents, issues or complaints that arise from the operation of the shelter.

All citizen complaints arising out of the DNC program will be logged in the Incident Log and forwarded to the appropriate senior Flood and DADD staff for prompt investigation and resolution. It is expected that all complainants will receive an initial response within 72 hours or less, with intent to find a mutual resolution on an expedited basis. All Flood staff will be fully committed to customer service response, and will consider the resolution of citizen complaints a high priority.

A comprehensive community relations program will be initiated to establish and publicize facility tours, distribute program brochures, highlight corporate, organizational and individual volunteering, recognize exceptional participation, and represent the program at community speaking opportunities. All community and media contacts will be made in concert with Flood and DADD Senior staff and incorporate an emphasis on how the DNC helps clients' progress to permanent housing and self-sufficiency (i.e. jobs). Community relations will also recognize and highlight the collaborative efforts among various agencies involved or supporting the DNC (i.e. service providers, churches, public agencies, businesses that donate).

Flood will also create and maintain a program page on its website that will include important information for community stakeholders and clients alike. The website page will include a "Frequently Asked Questions" section which will help to provide instant answers to community concerns. Additionally, the website will include a digital copy of Flood's full "Good Neighbor Policy" and "Operational Plan" to be made accessible to the public.

The Operator will include a copy of this GNP in employee new hire packets, and all employees and volunteers will be expected to comply with this Plan. Copies of this Plan will be distributed to area businesses and agencies as appropriate.

Flood will develop the Client Agreements given to all clients entering the Navigation Center Program to include a summary of the provisions of this GNP stressing the commitment to the public partnership aspect of the Program and the importance of following these guidelines at all times. Flood will emphasize at orientation the importance of appropriate client behavior and the expectation that clients will abide by the GNP onsite and off-site. Client violators of these Good Neighbor guidelines will be given additional orientation on the provisions of this Plan. Repeat violators will be excluded from the Program. The Client Agreements will reflect the in-house policies and procedures that will be posted, read, and signed by clients.

### **Safety, Health and Security Rules**

Clients entering the DNC will receive information, both written and verbal, regarding safety, health and security rules and regulations. All clients will be required to sign an agreement to abide by these rules and regulations. In addition, all clients will be encouraged to provide Photo IDs for safety purposes. Photo IDs will be provided for those clients lacking suitable identification.

No violence or criminal activity of any type will be tolerated in or around DNC property. No use of alcohol or drugs in or around the Navigation Center will be allowed. No weapons are permitted in or around Navigation Center facilities. Anyone found to be concealing a weapon will be exited from the Program.

The license numbers of all client vehicles driven to the DNC will be recorded during the sign-in process, and Security personnel will include these vehicles in their exterior patrols to ensure vehicle security and guard against nuisance situations for homes and businesses in the area.

Detailed, written rules and regulations relating to safety, health and security are maintained as part of the Project Documentation Manual and are available for review at all times. A copy of this document will be maintained at the DNC.

### **Loiter Control**

Smoking is allowed only in designated areas outside the DNC.

Sign-in is at 4:00PM and clients may not leave the Navigation Center after signing in. Anyone leaving after sign-in will forfeit his or her spot.

Sign-out is no later than 11:00 PM.

After sign-out, all clients are expected to leave the Navigation Center area to minimize impact on the neighboring businesses.

### **Litter Control**

Flood and DADD personnel will keep the Navigation Center area free of litter, graffiti and shopping carts in accordance with City requirements. Daily inspections will be conducted both inside and outside the DNC facilities to ensure full compliance with City requirements, and Flood and DADD personnel, followed by re-inspection, will correct sub-standard cleanliness ratings immediately.

### **Crime Prevention**

The Operator will have in place written security policies and procedures for the Navigation Center facilities with special emphasis on entering and exiting facility, exterior security, and policies and procedures that will inhibit loitering, public drunkenness, drug trafficking, weapons possession, and criminal activity. Substantiated drug, alcohol use, weapons possession, or other criminal activity will be cause for exclusion from the DHNC.

### **Mediation**

In the event concerns develop that cannot be resolved through existing channels, including City, DADD and Navigation Center staff, the disputing parties may commit to participation in the mediation services in a non-threatening environment at a location to be determined by parties involved.

### **Environmental Issues**

All decisions made and procedures initiated for the Delano Navigation Center Program will include an assessment of appropriate environment considerations. Garbage collection and removal will incorporate recycling to the extent possible, and energy conservation measures will be utilized wherever appropriate.

### **Communication and Coordination with Local Police and Fire Departments**

Flood is committed to communicating and working collaboratively with local police and fire departments through all stages of program implementation from facility design to program execution. The intention of the Operator should be to act as self-sufficiently as possible and minimize the Navigation Center's impact on the local police and fire departments. This includes ensuring that staff and security are trained to properly manage and respond to an array of difficult situations that may occur at shelter.

The Operator will provide an array of services and support that will be beneficial to local police and fire departments. These services include, but will not be limited, to:

- Onsite Security or Police Officers;
- Staff Neighbor Patrol will monitor surrounding area to control issues of loitering, abandoned property, and other blight;
- Training opportunities on mental illness, homeless sensitivity or other topics of interest to supplement existing department trainings;
- Direct referral access to the Coordinated Entry system to assist local law enforcement officers connect homeless individuals with housing opportunities;
- Statistical reports on number of clients served, length of stay and/or demographic information.

Additionally, the Operator will meet with local law enforcement from the City police department. Initially, it is suggested to meet on a regular basis when the navigation center opens.