



Arvin Navigation Center

Good Neighbor Policy

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

It is the goal and aim of this good neighbor policy to supply a mechanism to gather input from all collaborative agencies and organizations, to facilitate the prompt exchange of ideas and issues, to work toward proactive solutions, and to ensure all parties have a full voice to ensure a successful Drop-in Navigation Center in the City of Arvin.

Summary:

The Arvin Navigation Center is located at 204 S. Hill Street, Arvin, CA. The Arvin Navigation Center will provide homeless individuals with meals, showers, and supportive services to transition individuals experiencing homelessness into stable housing, self-sufficiency, and a better quality of life. The operator will coordinate on-site supportive services for the program.

The operator will appoint a Program Manager to direct the efforts in fulfilling the obligations of the program. The Program Manager will additionally be the liaison between the City of Arvin, the County of Kern, and any other agencies deemed as appropriate for the Navigation Center.

Communication:

The operator, along with the City of Arvin, County of Kern, and partnering organization's staff, will meet throughout the program year to review management reports and discuss project performance and progress under the Good Neighbor Policy (GNP). Flood will support a directory contact list that will be used for key personnel associated with the Program. Additionally, an emergency contact list will be kept and distributed to include 24-hour emergency phone numbers.

Phone and e-mail lists will be used to constrain any rumors, disseminate information quickly, and enable key stakeholders and the public to contact the appropriate people when issues or concerns arise. Site supervisors will maintain an incident log and record any incidents, issues or complaints that may arise from the operation of the Navigation Center.

All community complaints that emerge from the Arvin Navigation Center will be logged in the incident log and forwarded to the Program Manager, Director of Operations, and Executive Director for prompt research and resolution. It is expected that all complainants will receive an initial response within 72 hours (about 3 days) or less, with the intent to find a mutual resolution on an expedited basis. Flood staff has been trained and is 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 and established, and publicize facility tours, distribute program brochures, highlight corporate, organizational, and individual volunteering, recognize exceptional participation, and represent the Arvin Navigation Center at community speaking events. All community and media contacts will incorporate an emphasis on how the Arvin Navigation Center transitions clients from their homelessness and struggles of life to permanent housing, self-sufficiency, and a better quality of life. Community relations will also recognize and elaborate the Kern County community's collaborative efforts among various stakeholders who contribute and support this community endeavor at the Arvin Navigation Center.

The operator will also create and maintain an Arvin Navigation Center webpage on its website that will include valuable information for our community stakeholders and our clients alike. The webpage will include a "Frequently Asked Questions" section, which will help provide answers to community questions and concerns. Additionally, the webpage will include a digital copy of Flood's full "Good Neighbor Policy" and "Operational documents" for the public's accessibility.

The operator will include a copy of the GNP in the new hire employee packets, and all employees, along with volunteers, will be expected to comply with this plan. Copies of this plan will be distributed to City of Arvin businesses, residences, and agencies as appropriate.

The operator will develop the "Client Agreement" form given to all clients entering the Navigation Center Program, to include a summary of the provisions of the GNP, emphasizing the commitment to the public partnership aspect of the program, and the importance of always following these guidelines. Flood staff will highlight at the orientation the importance of always following these mandates and the expectations of client behavior abiding by the GNP onsite and offsite. Clients that violate our Good Neighbor Policy will be given an additional orientation on the provisions of this plan. Chronic violators will be exited from the program. The Client Agreement form will reflect the in-house policies and procedures that will be posted, read, and signed by ANC clients.

Safety, Health and Security Rules:

Clients entering the Arvin Navigation Center will receive information, via written and verbal communication, regarding safety, health, and security rules and regulations. Clients will be required to sign an agreement to abide by these rules and regulations. In addition, clients will be encouraged to provide Photo IDs for safety purposes. Photo ID vouchers will be provided for those clients lacking funds for identification.

No violence, criminal, or gang activity of any type will be tolerated in or around Arvin Navigation Center property or encompassing area. The use of alcohol or drugs will not be tolerated in or around the encompassing area of the Navigation Center. Drug sales will not be tolerated in or around the encompassing area of the Navigation Center. Additional efforts pertaining to needle disposal will be explored, either leveraging with offsite disposal, or expanding our services at the Navigation Center. No weapons will be permitted in or around the encompassing area of the Navigation Center. An individual found to be concealing a weapon on their person, in or around the encompassing area of the Navigation Center, will be exited from the program.

Clients that utilize vehicles to and from the Arvin Navigation Center will provide the vehicles make, model, and license plate number during the sign-in process. Staff/security personnel will include these vehicles in their exterior patrols to ensure vehicle and client security to guard against problematic situations for residents, homes, and encompassing businesses in the area.

Written rules and regulations relating to safety, health, and security are maintained as part of the Arvin Navigation Center Program and will be available for review. A copy of this document will be maintained at the Arvin Navigation Center.

Loiter/Panhandling

Smoking will be allowed only in designated areas outside the Arvin Navigation Center.

Sign-in is at 8:30 a.m., and clients may not come and go from the facility after signing in. Anyone leaving after sign-in will forfeit his/her spot unless prior consent is obtained from the Navigation Center staff.

There will be no hanging around or grouping outside of the Navigation Center.

Panhandling is prohibited in or outside the encompassing area of the facility, and no monies will be provided to clients from the Navigation Center staff.

Sign-out will be no later than 4:00p.m.

After sign-out, clients will leave the Navigation Center premises and surrounding area. No encampments or lounging around the neighborhood. This is to reduce the impact on neighboring residences and local businesses.

Cleanliness

Clients and Flood personnel will discard trash in the designated trash bins, and recyclables will be disposed in the designated recycle bins.

Clean-up efforts will be coordinated with Flood staff and approved by the Program Manager.

The area around the Navigation Center shall be kept pristine.

Noise

No sound will be amplified on the facility premises or outside the premises.

Vehicles entering, residing on, or exiting the Navigation Center will generate no amplified noise.

All noise from inside and outside activities must be consistent with normal activities in the neighborhood, and will not have a significant impact on the surrounding neighborhood.

Safety and Security

The following conditions assume additional levels of adjustment and service. However, the exact amount shall be determined as needed with the approval of the Program Manager, Director of Operations, or Executive Director. Flood is cautious and considerate regarding the amount of policing needed at the Navigation Center, and will adjust staffing needs accordingly to ensure the safety of Navigation Center guests and neighborhood residents.

A) Site Staff.

- 1) The Center will be staffed 8-hours, five days a week, by the Navigation Center operator.
- 2) Staff will be experienced or trained in working with vulnerable populations, including mental health, substance abuse, cultural competencies, and de-escalation training, trauma-informed care, etc.
- 3) Training will be required to include a minimum of Mental Health First Aid, Harm Reduction, De-escalation, and Trauma-Informed Care prior to working in the Navigation Center, with ongoing staff in-service training.

B) Site Security.

- 1) Clients, guests, staff, business owners and the public always have an expectation of safety. Anyone feeling that their safety has been compromised is urged to call 911.
- 2) Anyone threatening the safety of staff, clients, guests, or the public will be asked to leave. Law enforcement will be called if necessary.
- 3) Security personnel shall meet a minimum level of homeless sensitivity.
- 4) All security efforts shall be coordinated with the Program Manager to address any increased activities related to the Navigation Center.

C) Safety and Security Surrounding the Navigation Center

- 1) Loitering, camping and informal food distribution around the Navigation Center will be prohibited.
- 2) Operator will work with adjacent residents and businesses around the Navigation Center to identify and remedy areas that may become dark or secluded or places of vulnerability.
- 3) The Program Manager will be the point of contact for citizens to address their concerns. All concerns will be addressed promptly.

Mutual Accountability

The Operator is committed to developing and maintaining effective communication and a positive relationship between the Navigation Center and immediate neighborhood and Arvin community. The Operator will ensure that an advisory meeting is scheduled in the immediate neighborhood and Arvin community. The advisory meetings may be comprised of neighbors, local businesses, Center Operator, City of Arvin, County of Kern, homelessness advocates, and stakeholders.

Coordination and Participation

The creation and implementation of this Good Neighbor Policy requires the participation and collaboration of our neighbors, community, business community, city officials and employees, Center employees and guests, and other public agencies.

The success of these Good Neighbor Policies is contingent upon community members involvement, including regular advisory meetings and attendance, and facilitating communication between the Operator, community, and external organizations.

Flood retains the right to update the Good Neighbor Policy as needed to address the impacts of the Arvin Navigation Center on the surrounding neighborhoods.