

EXHIBIT B

TO CITY COUNCIL RESOLUTION NO. RES-2020-041

NEIGHBORHOOD RELATIONS POLICY FOR THE CARITAS VILLAGE PROJECT

NEIGHBORHOOD RELATIONS

1.1 OVERVIEW

- Neighborhood Relations are an important component of Catholic Charities' Shelter and Housing service delivery system. All programs are expected to adhere to the following component of the Neighborhood Relations and Patrol Procedure. Staff and Volunteers will utilize a three-part approach to proactively address neighborhood concerns.
 - Participant Adherence to Good Neighbor Procedure
 - Neighborhood Patrols and Response
 - Neighborhood Engagement Opportunities
- Catholic Charities will actively engage with neighbors to proactively address concerns and will provide responsive actions as well.
- Program decisions will be made with the neighborhood in mind.

1.2 GOOD NEIGHBOR

PROCEDURE

- All potential program participants will be screened through an intake and assessment process for eligibility and suitability in the programs.
- If participant is considered eligible for the program, they will be asked to sign a program contract with extensive program rules to be adhered to during their participation in the program.
- All program contracts include participant agreement to the following elements of Catholic Charities' *Good Neighbor Procedure*:
 - Programmatic decisions in the program will be made with the neighborhood in mind.
 - Catholic Charities or a security agency hired by CCDSR will patrol the neighborhood areas to ensure that participants are not loitering in the neighborhood (both during and after program operation hours.)
 - Program participants are expected to be respectful neighbors during this program.
 - Participants will be expected to remain out of the vicinity of the neighborhood during non-operating hours and will not be allowed to be wandering the neighborhood.
 - Participants will be held to the good neighbor policy, and violation of this will jeopardize the participant's continued eligibility for the program.

1.3 NEIGHBORHOOD PATROLS AND RESPONSE

- Patrols of surrounding neighborhood will occur during operating and non-operating hours.
 - Daytime Patrols – HSC staff and volunteers will conduct daily rounds of the neighborhood. Staff will wear a Catholic Charities' safety vest and will address issues of littering, loitering, etc. All rounds will be logged on the neighborhood

patrol logs. All incidents will be logged in the log note book. If a program participant is found in non-compliance with the Good Neighbor Policy, they will be notified of the potential consequences.

- Catholic Charities will allow for responsive action. We employ a private security agency to do nightly rounds of the facility and surrounding neighborhoods. The weekly logs are reviewed by management to notice trends and provide input to law enforcement on problematic behaviors.
- During daytime and nighttime patrols, safety is of utmost importance. Staff should be aware of their surroundings and if there is a need to engage/mediate situations they should contact a back-up staff person (site manager at FSC or SJH) to assist. If the situation is not safe, the police should be called immediately. All incidents are logged in the logbook and via Incident Reporting procedures (see Safety Manual).
- As needed for special circumstances, staff will coordinate with Santa Rosa Police Department to help with enforcement.

1.4 **NEIGHBORHOOD ENGAGEMENT**

1. Catholic Charities encourages feedback from the neighborhood at any time. Neighbors are encouraged to call Catholic Charities using the following contact points:
 - St. Rose Neighborhood's Communication Contacts
 - Catholic Charities' On-Call Phone (operated 24/7)
 - Homeless Services Center Phone (staffed during business hours)
 - Family Support Center Phone (staffed 24/7)
 - Program Director's Office Line (staffed during business hours)
 - Sam Jones Hall's Call Communication Contacts
 - Catholic Charities' Sam Jones Hall (operated 24/7)
 - Homeless Services Center Phone (staffed during business hours)
 - Program Director's Office Line (staffed during business hours)
- Catholic Charities will facilitate other opportunities for feedback which will include the following:
 - Quarterly Meetings held at the Family Support Center for the St. Rose Neighborhood (Conditional Use Permit requires only semi-annual).
 - Quarterly Meetings held at Sam Jones Hall for the surrounding neighborhood
 - Community events whereas neighbors can interact with program participants such as a Block Party, Pasta Feed, etc.
 - The Director will provide updates to the neighborhood as is applicable, and hold special meetings as issues arise.
 - All neighborhood concerns will be addressed thoroughly, providing resolution that balances the needs of the neighborhood, the needs of the program, and the needs of the participant.