

Union Gospel Mission's **GOOD NEIGHBOUR AGREEMENT**

This Good Neighbour Agreement (GNA) is an agreement between Union Gospel Mission's (UGM) staff, residents, volunteers and the neighbouring community. The purpose of the agreement is to assist the community and UGM to live in peace and harmony in Vancouver's Strathcona and Downtown Eastside (DTES) communities. This document was compiled by the Community Advisory Committee (CAC). This GNA is in effect immediately, and remains active until such a time as the CAC agrees to amend. The overall spirit and intentions of this GNA apply to UGM's current facilities at 616 East Cordova Street and 601 East Hastings Street.

Specifically, this GNA was born of a desire to work with the CAC to address concerns regarding UGM's role in the community as it pertains to security, neighbourhood impact (street queues, washroom facilities and cleanliness), as well as the monitoring and reporting of complaints, and economic revitalization.

About Union Gospel Mission

UGM is an urban relief organization based in Vancouver's DTES. With locations throughout Metro Vancouver and the city of Mission, UGM is ideally positioned to help those who need it most. Offering a comprehensive range of life-changing programs and services—meals, chaplaincy, drop-ins, family services, outreach, alcohol and drug recovery, employment and education services, and affordable housing—UGM offers hope and help while creating brighter futures for men, women, children and families in our communities.

A proud member of Vancouver's DTES community since 1940, UGM exists to serve the men, women, children and families who call this neighbourhood home. UGM recognizes that despite its current challenges, the DTES is a vibrant community, full of history, beauty, camaraderie, love and compassion.

The comprehensive continuum of care offered at UGM is designed to empower those struggling with poverty, addiction and homelessness in the DTES to rebuild their lives and rejoin society as full and active participants. UGM believes that each person's life is infinitely valuable and deserving of dignity.

Through its outreach programs, UGM staff make personal connections with those living in poverty, sleeping on the streets, or caught in the downward spiral of addiction. Through these relationships, outreach workers build the trust to connect people with life-changing services, either at UGM or elsewhere in the community, to take the first steps towards a brighter future.

As UGM fulfills its mission to serve this community, it commits to work with others in the neighbourhood to ensure a peaceful and mutually beneficial existence.

1. Security

UGM wants to maintain a safe environment for its guests and the community and agrees to maintain clear, concise communication regarding security with the CAC. Criminal activity of any type will not be condoned on, or on the boulevard (beside/in front/behind), any UGM property.

Union Gospel Mission commits to:

- maintain and encourage open communication with the CAC.
- have security cameras on UGM's buildings facing the four streets and laneways bordering UGM's premises. When an incident occurs, upon request this footage will be able to be viewed immediately and also be provided to the RCMP or Vancouver Police Department within 24 hours as it relates to criminal behavior. UGM is able to save up to 30 days of footage.
- continue to liaise with the Vancouver Police Department.
- be proactive and identify potential problems, work on solutions and share information with the CAC.

2. Neighbourhood Impacts

UGM wants to ensure its services have a minimal impact on the environment as well as the surrounding neighbourhood. UGM has learned from the community there are three areas in which UGM has historically been viewed as contributing in a negative manner: street queues, lack of restroom facilities and litter.

Union Gospel Mission commits to:

- host its guests inside before main meals at the 601 East Hastings facility, thus ensuring no street queues, with the exception of its major holiday community meals at Easter, Thanksgiving, and Christmas. During all of its major holiday community meals UGM staff and volunteers will encourage guests to conduct themselves in a respectful and peaceful manner.
- wake every person that is sleeping during the day outside its building to ensure they have everything they need and educate them about UGM's programs and services as well as provide referrals to programs offered by other agencies
- provide 24-hour access to its washrooms and inform the community via external signage
- provide shower and laundry services for UGM's emergency shelter guests from 9:00 PM – 6:00 AM
- carry out a rigorous daily clean-up to remove any food or related litter from the area. This will keep the area adjacent to the site free of litter, human waste, shopping carts and debris. See page 3 for a comprehensive schedule and page 4 for a map.

Daily Clean-up Schedule

Clean-up sweeps will be done every day at 7:00 AM and 1:00 PM (seven-days-a-week) by UGM representatives.

The areas that are part of the daily maintenance and security schedule for the purposes of the GNA are as follows:

- The perimeter area surrounding UGM's facilities on Heatley, Hastings, Princess and Cordova Streets.
- The one block perimeter of UGM's Cordova Street facility bordered by the south side of Cordova Street, the west side of Heatley Avenue, the north side of Hastings Street and the east side of Princess Avenue
- The alleyway running east to west between Princess and Heatley Avenues

3. Community Accountability

UGM has long been part of the DTES and wishes to be a preeminent role model in demonstrating how a charitable organization can work harmoniously within a vibrant and diverse community. As is the cornerstone of any strong relationship, UGM believes in open communication between its partners and commits to honouring this practice by conducting itself in an expeditious and transparent manner to encourage thoughtful, long term dialogue on the matters that affect the community it cares so deeply about.

UGM commits to:

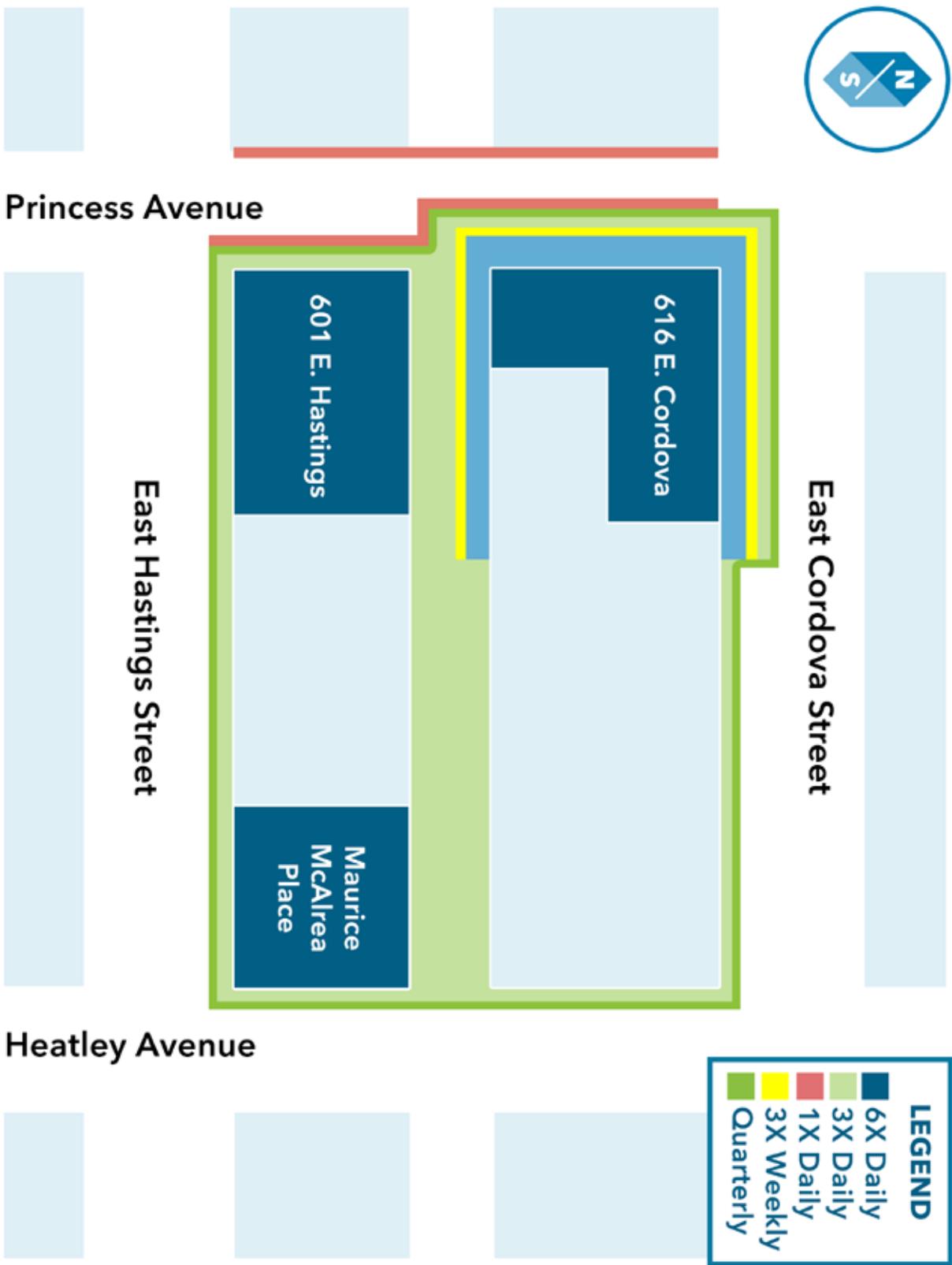
- require all staff and volunteers to receive a copy of this Good Neighbour Agreement and request their signature confirming they have read and agree to uphold this agreement

Daily Clean-up Schedule:

APPROXIMATE TIME	TASK	FREQUENCY	AREA
7:00 AM	Clean-up Sweep: Remove all garbage and any food or related litter from the area defined	7 days a week	
8:00 AM	Clean-up Sweep & Greet: Greet parents and children heading to school	5 days a week	
9:00 AM	Clean-up Sweep	5 days a week	
1:00 PM	Clean-up Sweep	7 days a week	
3:00 PM	Clean-up Sweep & Greet: Greet parents and children returning from school	5 days a week	
10:00 PM	Clean-up Sweep & Security Check	7 days a week	
12:00 AM	Clean-up Sweep & Security Check	7 days a week	
2:00 AM	Clean-up Sweep & Security Check	7 days a week	
4:00 AM	Clean-up Sweep & Security Check	7 days a week	

Other scheduled Maintenance Tasks:

APPROXIMATE TIME	TASK	FREQUENCY	AREA
7:30 AM	Wash Sidewalk	3 times a week - except when it is already raining, or the ground is covered with snow or ice	
Quarterly	Power Wash	Four times a year	



- encourage guests to respect their community and conduct themselves in a respectful and peaceful manner.
- formulate and execute a comprehensive communication strategy to keep local residents, businesses and organizations informed about what is taking place at UGM.

This includes:

- » overhaul the current Community Complaints form to streamline the process and make UGM more accessible to its neighbours.
- » share relevant community news with all CAC members via email updates.
- » share, through the CAC, complaints received.
- » hold six CAC meetings per year alternating day and night timeslots to accommodate a wide variety of schedules within the community.
- » update the Community page on UGM's website—<http://www.ugm.ca/good-neighbour-agreement/> – monthly with the stats UGM commits to report to the CAC.
- » make UGM's website accessible in multiple languages.

UGM will generate a quarterly report to the CAC, the UGM Board of Directors and the Directors of Planning and Social Planning at the City of Vancouver.

UGM commits to produce a quarterly report, which will include the following:

- record of the number of meals served
- record of the number of emergency shelter guests
- record of complaints received and how they were addressed

UGM will work with other community agencies to develop alternative food services if the numbers of people participating in regular food programs (excluding staff, volunteers and residents) increase to more than 500 per day or more than 250 per meal (with the exception of special holiday meals at Easter, Thanksgiving and Christmas), so that the concentration of people coming to the 601 East Hastings facility does not unreasonably increase.

Whenever possible UGM will survey its guests to determine where they are from and what brought them to the DTES and to UGM. This information will be collected when people in need apply to our Alcohol & Drug Recovery programs and will be treated as confidential. This information will be used in gathering UGM's statistics and will not be made public. However, this process will enable UGM to report comprehensive statistics to the public regarding the long-term effectiveness of its programs addressing poverty, homelessness and addictions in the City of Vancouver.

Community Feedback

As a proud member of the community, UGM values comments and suggestions from our neighbours and strives to be a responsible, helpful pillar of the DTES while providing a comprehensive continuum of care.

Suggestions and complaints are welcome, both of which UGM commits to carefully review. UGM will reply to each suggestion and complaint in a timely manner as spelled out in the complaint process on page 6.

Use contact the information below to reach UGM at any time:

Online: www.ugm.ca/community
 By telephone: 604.215.5456
 By email: community@ugm.ca

By mail: Community Relations Coordinator
 c/o Union Gospel Mission
 601 East Hastings Street
 Vancouver, BC
 V6A 1J7

Of note: UGM's Cordova Street facility now has 24-hour emergency contact information posted on the reception area doors (on Cordova side of the building).

Complaint Process

UGM's President, Community Relations Coordinator (CRC) or delegate will address and resolve day-to-day concerns from the community as they arise and will work with local community policing operations when appropriate.

UGM commits to respond to community complaints through the following process:

1. When a complaint is received, UGM will acknowledge it in writing within three business days.
2. The complaint will be passed on to the manager of the appropriate department at UGM.
3. The manager speaks to the complainant, interviews any staff involved and reviews the documentation.
4. The manager has five business days to investigate the complaint.
5. At the end of this five day period, when the investigation is complete, the manager will write to the complainant within two to three business days with an explanation of what they have found and what actions will be taken.
6. A copy of this letter will go to the CRC and the CAC.
7. If the complainant is not satisfied with this resolution, they must inform the CRC in writing with an explanation of what remains unresolved, at which time the CRC will request that the CAC organize a review panel within five business days, should the complainant so desire. The purpose of the review panel is to review the complaint and UGM's course of action with regard to the complaint to-date.
8. The CAC will appoint two people to be on the panel. The list of appointees will be agreed upon by the CAC. The President of Union Gospel Mission or another member of the UGM Senior Leadership Team will also sit on the panel. The panel will:
 - be sent documents relating to the complaint.
 - determine who is required to be in attendance at the meeting.
 - request to meet the complainant(s) and their advocate or supporter.
9. The panel will offer a forum for those concerned and will then write a report within five business days.
10. The report will be sent to the complainant, the CRC and the CAC.
11. Within two days of the review panel's meeting, the CRC will write to the complainant with the panel's response and detail any action UGM intends to take.
12. If this process does not resolve the issue to the complainant's satisfaction, they can pursue an independent complaint facilitation process with the City of Vancouver which UGM will encourage the party do in a timely manner and in the interim, UGM will show every effort in its conduct to resolve the complaint and work with the City to find a reasonable and mutually agreed upon solution.

4. Economic Revitalization

UGM will work with the Strathcona Business Improvement Association and is open to collaborate with other Business Improvement Associations to determine opportunities to purchase products from local businesses and to secure jobs for local residents, including people who have participated in UGM programs. In the future, UGM will work with the SBIA to help secure appropriate commercial tenants for the 601 East Hastings facility.