

## Good Neighbour Plan Template

<b>Agency:</b>	The George Spady Society
<b>Program:</b>	Unity Manor Supportive Housing
<b>Date:</b>	20-Jan-23
<b>Last Revision Date:</b>	30-Dec-22

### 1. Community Engagement

#### A. Identified Channels of Communication

*SH Operators are expected to have a defined Community Contact who acts as a community liaison person. The role of this liaison includes community introductions and ongoing engagement, point person for community complaints/requests for information, as well as the first point of contact for all reporting to HT.*

<b>Community Contact Name:</b>	Nicole Webber	
<b>Job Title:</b>	Senior Manager	
<b>Email Address:</b>	<a href="mailto:nicolew@gspady.ab.ca">nicolew@gspady.ab.ca</a>	
<b>Telephone:</b>	780-720-7658	780-666-9120
<b>Contact information posted on the building's exterior:</b>	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
<b>Contact information posted on SH Operator's website:</b>	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
<b>Notes:</b>		

#### B. Program Description and Commitment to Ending Homelessness

*A clear description of the SH site's operating objectives and commitment to advancing Edmonton's work to end homelessness. Information about your agency should be included here. The program description should also provide information about the community service agency that is on-site and is providing in-reach support to residents, including contact information . **The audience of this information would be external neighbourhood contacts.***

<b>Program Description:</b>	<p>Unity Manor is a Supportive Housing facility operated by The George Spady Society. Onsite 24/7 staff provide essential services and long-term housing stability to individuals with complex needs who have experienced chronic homelessness. Supportive Housing sites address the need for long-term housing of those most in need. SH programming reduces the use of community emergency services, hospital beds, Police interaction and time spent incarcerated. The individuals are housed in a safe and stable environment. In turn this reduces the stress on mainstream services and system costs, and increase community safety.</p>
<b>How will this program advance Edmonton's work to End Homelessness?</b>	<p>emotional, mental health and spiritual/cultural) for individuals who face multiple barriers in maintaining market housing. In addition to this, the multidisciplinary team works with community resources to build healthy working relationships with individuals in a holistic and</p>

**Notes:**

### C. Community Feedback and Issue Resolution Processes

*SH programs have committed to ensuring open and accessible feedback through the identified Community Contact. SH programs are asked to share with HT a general outline of inquiries received each quarter. Sun-contracted agencies will ensure an open line of communication with all stakeholders in support of informal feedback/inquiries and formal issue resolution. Should an inquiry from the community require escalation, SH programs have committed to HT's formal Issue Resolution Process (Appendix A).*

## 2. Stakeholder Relations

### A. Stakeholder Connections & Initiatives

*Regular communication and ongoing engagement with stakeholders are expected of all SH providers. The communication channels and the related outcomes are documented, described, and followed up with. Minimal expectations include the stakeholders below.*

Stakeholder	Expectations	Information	Engagement Initiatives - SMART goals to engage key stakeholders	Notes
Business Associations/Collaborative Community Groups	Arrange formal introductions, attend meetings consistently.	<b>Name of Group:</b> CrossRoads Business Area Improvement		
		Contact: 780-705-0250		
		Program secured membership? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
		124Business Association		
		Contact: 780-413-6503		
		Membership: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		

Edmonton Police Services (EPS) and Crime Prevention Initiatives	Community Contact to build a relationship and have strong connections with neighbourhood policing teams (Beats, etc.).	Local EPS Contact:		SM is connecting with the 124street Beats. <b>West Division EPS: Todd Hudec Field Intelligence Officer for West Division,</b> Inspector Mitch Flaman, Staff Sgt Frank Metselaar and Sgt. Rob malo
		Specialized EPS Contact: HELP with GSS	Tour and Meet and Greet booked for February 6, 2023	Contact Timaf
		CPTED (Crime Prevention Through Environmental Design) Analysis: <b>(optional)</b>  <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
		Agency Status: <b>(optional)</b> <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		12-Dec-22
Emergency Medical Services (EMS)	Program to actively connect with all EMS. Include specialized service teams such as IC-PACT (Inner City Police and Crisis Team)	Name of Team: PACT		
		Contact Info: Tracy Anderson		
		Community Contact made introductions? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
The program is expected to engage, introduce the program, secure membership, attend meetings and share		Community League: Westmount		
		Contact Info: TBD		
		Program secured membership? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		

Community League	and share contact information. Resident membership should be secured individually as part of intake procedures.	Residents are given community league membership and tour as part of intake:  <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
Key Neighbours	Churches, shops, etc.			
Add Rows as Needed				

**B. Commitment to Community Programming**

Identifying the work and commitment of organizations providing in-reach services into the SH program. This would include formal agreements with health care providers (e.g. a signed memorandum of understanding), and informal programming provided on-site (e.g. knitting circles, AA meetings, etc.). List all program partners (AHS, PDD, COAST, HOST, BMHC, ACT Teams, Homecare, etc.). An example is shared in blue text.

Agency/Company	Specialized Group or Service	Capacity – what do they do	Nature of relationship (Svc provider, MOU, Funder, etc.)	Engagement Initiatives - SMART goals to engage
AHS Rapid Housing Initiative	Multidisciplinary	Physical, emotional wellness	External Service provider	Unity Manor team and RHI Team met and discussed process to access Services on January 17, 2023.
GSS Mobile Support Team	HCA and Crisis Worker Team	Medical supports and Safety	In reach supports: refer as needed	
GSS	Spady CAT	Emotional, physical, cultural and HR Supports	In reach supports: refer as needed Cultural: Kyle is onsite every Monday Morning	
MINT CMP Pharmacy		Contracted pharmacy	Ongoing contract	Fills and delivers medications for participants. Provides training for staff on Medication Administration.

C. Property Management Standards

*SH operators commit to defined standards for the cleanliness and aesthetics of the site as outlined in the SH standards. The On-Site Operator and Property Management play a key role in ensuring adherence to these standards. Property Managers help to ensure the safety and security of the building and work closely with SH Operators to maintain these standards and ensure buildings and grounds are kept in good condition, free from hazards. Possible areas of concern must be proactively identified and included in engagement and improvement initiatives. All property managers must have a clear understanding of, and commitment to upholding the various, nuanced roles within the program.*

<b>Homeward Trust Holding as Property Manager (PM)?</b>		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
<b>If No:</b>			
<b>PM Name:</b>			
<b>PM Contact:</b>			
<b>Property Management Company (and Website if applicable):</b>			
<b>MOU Attached:</b>		<input type="checkbox"/> YES <input type="checkbox"/> NO	
<b>Goal if Applicable</b>	<b>Actions to Achieve Goals:</b>	<b>Person/Entity Responsible:</b>	<b>Timeframes:</b>
<b>Property Management Notes:</b>			

D. GNP Reporting

*GNP Plans require quarterly updates to HT confirming the execution and continuous improvement of the GNP. An update template is provided on the second tab. Quarterly Reporting Document is to be sent to HT on the fifteenth day of the month following the end of the fiscal quarter (April, July, October, January)*

E. Additional Information

*Please share any additional news or updates about your SH site's commitment to being a good neighbour.*