

- Good Neighbour Agreement -

Between

Fresh Start Recovery Centre – Community Continued-Recovery Housing

And

Mount Pleasant Community Association

For

- 2400 Block NW –

Fresh Start Recovery Centre's (FSRC) treatment program follows the disease concept: We see addiction as an illness that is progressive and often fatal if left untreated. The good news is that with treatment and a program of recovery, people can and DO live healthy, happy and productive lives. That has been our focus for the last 29 years as we provide solutions which support people moving forward in long-term recovery. With treatment locations in both Calgary (adult men only) and Lethbridge (adult men and women) we are seen as a treatment leader not only in Calgary and area, but are recognized across Canada for the interdisciplinary approach we take to treating addiction and supporting recovery. Our entire focus is on a recovery solution that is real, attainable and sustainable. Along with the two treatment centers, we currently have 46 post-treatment housing beds in three housing complexes. Post-treatment housing now called Community Continued Recovery Housing (CCRH) clients are provided weekly check-ins with an outreach counsellor, peer support and are part of a strong alumni network. In all our work, we remain constant to our core values: equality, empathy, trust, accountability, support, change, respect and individuality.

- FSRC is a Not-for-Profit organization incorporated under the Societies Act of Alberta and a registered charity with Revenue Canada, # 13672 0737 RR0001.
- For the last 17 years FSRC has been managed by an Executive Director, Mr. Stacey Petersen RSW who is under the supervision of a volunteer Board of Directors of up to 12 members.
- Funding for Fresh Start is derived from a number of sources; these include Fee for Service, Government of Alberta, The Calgary Foundation, United Way and a number of business and individual donations. The main facility and property is owned and operated by the Fresh Start Recovery Centre and the current CCRH housing complexes are currently owned by the Government of Alberta which granted Fresh Start a 45 year lease.

A. Resident Protocol

- Residents sign a contract which outlines various rules and expected behaviors. If any infractions occur, their CCRH housing residency will either be terminated, or they will be given a warning in the case of a minor infraction. Three minor infractions may result in their residency being terminated.
- Highlights of the 31-point contract which impact a resident's residency include:
 - a. To pay a pre-determined monthly rate for services.
 - b. Not to have alcohol or mood-altering chemicals on their person or on the premises nor have consumed any alcohol or mood-altering chemicals unless prescribed by a doctor and reviewed by FSRC.
 - c. Residents are expected to show integral and appropriate behavior at all times and are considered ambassadors for FSRC and recovery. They implement these behaviors towards surrounding property, community members and fellow residents.

A.1. Staffing and Parking

- There will be daily outreach and overview with certified and trained counsellors.
- Vehicle access and on-site parking will be managed to minimize traffic/parking impacts on the community.

A.2. Property Maintenance

- FSRC maintains a database of reputable service technicians who continue to maintain the CCRH sites so that the residents and the community can take pride in them.
- Daily property maintenance such as grass cutting, and snow removal is contracted to a landscaping company or is conducted by the clients as part of their tenant responsibility.

B. Maintaining Neighbourhood Relations

- FSRC is committed to keeping communication lines with the neighborhood and the community association open.
- FSRC is committed to being a good neighbor and our residents will be ambassadors for FSRC and the recovery movement.

B.1. Community Participation

- FSRC clients and CCRH clients are taught that service in recovery is essential. Feedback from neighbours by the other CCRH sites has been that the residents are helpful, friendly and an asset to community. Residents are known for going over and above helping their neighbors and the surrounding businesses.

C. Responding to Complaints and Concerns

- The staff and board of directors of Fresh Start Recovery Centre are committed to maintaining a Good Neighbour Policy. Therefore, if you experience a problem with the operation of the CCRH please contact either **Stacey Petersen FSRC Executive Director at 403-387-6266 24 hours per day or preferably by email Stacey@freshstartrecovery.ca and/or Bruce Holstead Director of Operations at 403.387.6266 Bruce@freshstartrecovery.ca and/or drop by our Main Calgary Treatment Facility located at 411 41st Ave NE and talk to either of them.**
- All concerns or complaints regarding the attitude or behaviour of residents at the facility will be dealt with within a 24 – 72-hour period. All other concerns of an operational nature will be dealt with in an expedited manner. All complaints will be put in writing and forward to the community association as well copying the original complainant.

C.1. Resolution Process

- The Executive Director of Fresh Start Recovery Centre will ensure that any of the following occur:
 - (a) FSRC will work both with the original complainant and the Community Association towards a positive outcome. If a satisfactory resolution cannot be achieved, we will involve the City of Calgary Planning Department and request their involvement as a facilitator to achieve a satisfactory resolution. if the city of Calgary planning Department is unable to facilitate, we can work with any city official as directed.
 - (b) The complainant may discuss the matter with the Executive Director or the Director of Operations to arrive at a mutually satisfactory remedy.
 - (c) The Executive Director or the Director of Operations shall review the complaint and give the complainant a copy of the solution in writing as soon as practicable after the submission of the complaint with a copy to the community association.
 - (d) The Executive Director or the Director of Operations will inform the Board of Directors of Fresh Start Recovery Centre that a concern or complaint was lodged and inform the Board of the action taken.

C.2. Record of Complaints and Successes

- Any complaint or success in terms of community relations will be logged on the Community Relations tab in the FSRC database.
- The success observed or action taken to resolve a complaint is recorded in the database.
- All database information is retained by Fresh Start and can be forwarded to the community association upon request.

D. Resolving Disputes

- Please allow Fresh Start adequate time to respond to and derive a solution to a complaint.
- If a community member or the community association is not satisfied with the action taken by the Executive Director or the Director of Operations regarding the complaint the complaint will be referred to the FSRC Board of Directors.
- If the community association feels the resolution is not acceptable, they may then approach the Executive Director or Director of Operations and restate the grievance and try to arrive at an amicable solution.
- A City of Calgary Planner with City Wide Land Use Planning and Policy may also be notified to act as a facilitator during this process to help organize a meeting to facilitate the resolution of the dispute.

E. Reviews of the Good Neighbour Agreement

- Reviews of the Good Neighbour Agreement and sharing of any organizational / community reports/concerns may be organized on a quarterly basis during the first year of operation, bi-yearly meetings during the second year and yearly meetings from year three onwards.
- Reviews should remain flexible to the needs of both parties, with meetings being scheduled through formal request.

Fresh Start Recovery Centre

(403) 387-6266

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Stacey Petersen, Executive Director

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Fresh Start Recovery Centre

Signed:

**Alison Timmins, Planning and
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Mount Pleasant Community Association

Signed:

Jessica Karpat , President

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Mount Pleasant Community Association Signed:

Signed: