

Beaverton Year-round Shelter – Good Neighbor Agreement 2024

The Beaverton year-round shelter is funded by Washington County Housing Services in collaboration with the service provider, Open Door, and site owner, the City of Beaverton. This document is a Good Neighbor Agreement that addresses key aspects such as safety on-site, safety off-site, communication with the community neighborhood cleanliness and appearance, and program and site design. It has been developed with the input received from multiple community meetings to ensure that the plan reflects the concerns and suggestions of the neighborhood, as well as nationally recognized shelter best practices. The Good Neighbor Agreement serves as a guiding document between shelter operator Open Door and the community of and surrounding neighbors of the Beaverton Year-round Shelter. This plan will remain in place during the Open Door programmatic operational period and will be reviewed and updated as needed through continued feedback received from the community and the Neighborhood Committee.

Commitments to the community:

- Maintaining a peaceful, safe, and clean neighborhood and community.
- Sharing open, honest, and respectful communication.
- Helping each other address concerns and solve problems.
- Providing a needed public service for the benefit of the whole community.
- Respecting others and their properties.
- Partnering to sustain the overall surroundings and economic environment of the neighborhood.
- Address the unique needs of diverse communities.

To accomplish these goals, Open Door, the City of Beaverton, and Washington County are united in support of the commitments described below.

Safety on-site and off-site

Safety and security are essential for residents, to minimize impact to the neighborhood and for the community to remain connected. The goal is to create a safe and secure environment for the community. To achieve this, there will be various resources and services provided to support the efforts of on-site staff from Open Door. Whether it's emergency response, health services, or other forms of support, shelter staff are prepared to address safety needs in every aspect of the shelter and ensure that safety remains a top priority for all.

To promote safety and security, shelter staff will:

- Ensure a minimum of three (3) shelter staff are on site twenty-four (24) hours a day, seven (7) days a week, including overnight.

- Ensure a shelter contact is available twenty-four (24) hours a day, seven (7) days a week to address community issues as they occur. This will provide connectivity between the immediate neighborhood and community members and shelter staff. All calls and resolutions will be documented. The 24/7 site number will be publicized on our website and through a mailer to the surrounding community.
- Promptly investigate all concerns regarding participant behavior expressed by neighbors or community members.
- Establish a shelter outreach team to engage with neighbors, the Beaverton Police Department, street outreach and homeless service providers operating in the region, and other neighboring businesses and residents.
- Prohibit participants from engaging in loitering, alcohol or drug use, and panhandling within 500 feet of the shelter.
- Contact the Beaverton Police Department, Mental Health Crisis Response Team, and/or Fire Department for all incidents that are a grave or immediate threat to health or safety.

Program and Site Design

When building a year-round shelter to serve the homeless population, it's important for the program and site design to consider both the needs of shelter participants and the surrounding neighborhood. The on-site staff at Open Door will play a crucial role in enforcing a Code of Conduct that ensures a safe and respectful environment for everyone involved. By promoting transparency and open communication with the surrounding community, the shelter can foster a sense of trust and understanding, helping to break down stereotypes and build bridges between different groups. Additionally, a strong commitment to sustainability and environmental responsibility can help to further enhance the shelter's reputation and ensure its long-term success.

- Enforce the attached Code of Conduct with all participants.
- Provide parking spaces on the shelter property for staff.
- Work with community partners to provide referrals to behavioral health supports, substance abuse treatments, and other wrap-around supports.

Neighborhood Cleanliness/Appearance

Keeping the Beaverton year-round shelter clean and tidy is important for maintaining the overall appearance of the area. This includes not only picking up after pets, but also properly disposing of garbage and avoiding accumulation of items or debris on site. By respecting the immediate neighborhood and taking care of the surrounding property, the shelter site will remain a welcoming and attractive community for all residents and visitors.

To respect the immediate neighborhood, staff will:

- Maintain the shelter site and grounds in good condition.
 - Shelter staff will conduct and document daily walk arounds the shelter to check for garbage and any unauthorized campers.

- If unauthorized campers are identified, an outreach team will be contacted to help the campers move into shelter and relocate out of the area.
- Keep the shelter site, property, and adjacent public rights-of-way neat and free from trash and debris.
- Maintain an unobtrusive, well-lit, and secure shelter site and grounds with clear walkways.

Communication with Community

Developing and maintaining good communication and a positive relationship between Open Door, shelter participants, and the immediate neighborhood and community is important. To promote communication between the shelter site, the immediate neighborhood and the community, the shelter outreach team will:

- Respond within 5 business days to all non-urgent concerns under the purview of this agreement expressed by neighbors and community members in the following manner:
 - Provide neighbors with a contact number(s) for communication.
 - Upon notification of a concern, staff will first determine if the concern is an emergency (defined as a grave or imminent threat to the health or safety of any person).
 - If the concern is an emergency, law enforcement or rescue services will be contacted as appropriate, as well as the program supervisor on call.
 - Staff will then notify the concerned community member of the initial plan for response and a suggested time frame for follow-up.
 - If the concern is not an emergency, shelter staff will contact a program supervisor within twenty-four hours to review the concern.
 - The program supervisor will review the issue, interview all persons involved, and gather additional information as needed to develop a plan to resolve the concern within five business days (sooner if possible); and,
 - The program supervisor will then follow-up with the concerned community member and involved parties as necessary within five business days (sooner if possible) and advise all parties of the resolution plan and/or status of the investigation to resolve the issue, within the boundaries of confidentiality.
- Establish a Neighborhood Committee comprised of neighbors, program supervisors, City of Beaverton staff, and partnering organization representatives. Meet regularly with Neighborhood Committee to review reports, issues, and opportunities to provide feedback on shelter programming and policies.
 - Document all complaints and concerns, including responses to problems and outcomes to responses, and provide a summary report to the Neighborhood Committee.
 - Problem solve any recurring community challenges related to communication, program implementation and community safety.

- Notify the committee of major changes proposed to the program or facility and seek feedback regarding implementation.
- Communicate with the community to notify of major changes.
- Communication with the community in a variety of ways- email, mail, in person, and provided in community spaces, such as libraries.
- Provide a question-and-answer feature on the website specific to the Beaverton year-round shelter where general questions and concerns can be centrally located. Question-and-answer: <https://content.civicplus.com/api/assets/b5a6146b-697f-4fe4-9b33-d49d7a647100>

Equitable Shelter Solutions: Cultivating Community-Centered

In the pursuit of equitable shelter solutions, Open Door recognizes the importance of understanding and addressing the unique needs of its diverse communities. To create shelters that truly serve and support all residents, it is crucial to foster an environment of trust, empathy, and partnership.

- In-person meetings in community spaces.
- Hear all local voices from community in the area.

This approach emphasizes authentic communication, to ensure that every community member can actively participate and have their voice heard. By prioritizing cultural inclusivity and genuine engagement, the Beaverton year-round shelter aims to create community-centered living situation that not only provide shelter but also promote a sense of belonging and support for everyone in the neighborhood.

Conclusion

In conclusion, the Good Neighbor Agreement serves as a crucial guideline for the Beaverton year-round shelter. Our goal is to create a safe, supportive, and inclusive community for those experiencing homelessness, and we believe that adhering to the Good Neighbor Agreement is essential to achieving this objective. We look forward to working with community members and stakeholders to ensure that the shelter program aligns with the values and vision of the Good Neighbor Agreement.

Code of Conduct

Conduct that is respectful of others contributes to the peaceful enjoyment of life in the community. Individuals have the freedom to act as they please, so long as those actions are lawful, and do not harm others or infringe upon their rights.

The Code of Conduct (“Code”), set forth below, will be displayed and provided to the immediate neighborhood.

It is understood that enforcement of the Code will be a collaborative effort between the Shelter Operator and community partners such as county staff, the Beaverton Police Department and crisis response teams, especially when violations of the Code occur offsite, in the immediate neighborhood and/or community.

The shelter staff are responsible for informing all its participants of the Code. Violations of the Code will result in consequences ranging from written warnings to suspension from program services.

- Participants shall enter into a contract (“participant contract”) committing to adhere to this Code as they transition into permanent housing.
- Participants will adhere to program rules that encourage respect for others and prescribe lawful behavior for program participants.
- No drugs and alcohol allowed on site.
- No weapons allowed on site.
- Participants will follow the quiet hours from 10pm-8am.
- Participants shall not engage in illegal behaviors in the community. Engagement in illegal behaviors in the community will result in consequences ranging from written warnings to suspension from program services.
- Participants will keep any pets on leashes and clean up after pets. If the pet is unable to maintain safety, another shelter option will need to be found for the pet or household.
- Participants shall not engage in loitering, aggressive pan handling or camping in the immediate neighborhood or community.
- Participants shall not illegally park vehicles of any type, including bicycles, in the immediate neighborhood or community.
- Participants shall not loiter in and around the shelter site. Meals provided at shelter site may not be taken off the site by participants.
- All participants suspended from services, dependent on the nature of their suspension, shall be referred to appropriate services.

Legal Status of Agreement

Parties to this agreement are committed to maintaining safety and livability of the area; it is to this end they enter into this agreement. All participants understand this agreement is not a legally binding contract.