



GOOD NEIGHBOR POLICY



Between Open Door HousingWorks and the community of SW 17th Ave

Open Door HousingWorks (ODHW), which operates the Hillsboro Safe Rest Pods on SW 17th Ave (SRP) located at SW 17th Ave Hillsboro OR, is a non-profit organization that provides comprehensive housing and supportive services for unhoused and formerly unhoused people in Washington County. The goal of the SRP is to provide a place that is safe and engaging while at the same time is not enabling long- term homelessness.

1. Definitions

Community of SW 17th Ave - sometimes referred to herein as “community”, consists of residents, businesses and other community members who live, work, or visit the area.

Immediate neighborhood - residences and businesses roughly within a half-mile radius surrounding the SRP.

Community Collaboration Partnership - the intentional, regular, and ongoing communication between the community, City of Hillsboro, including, but not limited to, its Law Enforcement, Code Enforcement, Development Services, and Fire Departments, Washington County and its Departments, other local Emergency Shelters and Supportive Housing Services Non-Profits, Stakeholders, and SRP staff. The interdependent dialogue between the listed agencies, departments and community will significantly increase SRP’s ability to appropriately respond to participants who breach the SRP’s Code of Conduct, set forth below, or are engaged in illegal activity within the immediate neighborhood and/or community.

2. Mutual Goals

All parties in this agreement share common goals, which include:

1. Maintaining a peaceful, safe, and clean neighborhood and community.
2. Sharing open and honest communication.
3. Helping each other address concerns and solve problems.
4. Offering public service for the benefit of the neighborhood and community. Respecting others and their properties.
5. Being an active partner that works to help sustain the overall surroundings and economic environment of the immediate neighborhood. To accomplish these goals, all parties are united in support of the commitments described below.

3. Safety

Safety and security are essential for residents to live peacefully, free from harm, and for neighborhoods to remain desirable and attractive. To promote safety and security for all residents of the immediate neighborhood and community, SRP Staff will:

1. Ensure a SRP 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 immediate neighborhood and community members and SRP staff. All calls and resolutions will be documented. The 24/7 SRP site number will be publicized.
2. Promptly investigate all concerns regarding participant behavior expressed by neighbors or community members.
3. Establish the SRP outreach team to engage with neighbors, the Hillsboro Police Department and other neighboring business and residents.
4. Prohibit participants from engaging in loitering, alcohol or drug use and pan handling within the immediate neighborhood and community.
5. Strictly enforce the Code of Conduct/Behavior with all participants.
6. Contact the Hillsboro Police or Fire Department immediately for all emergencies.

4. Property

To respect the immediate neighborhood and maintain the property at the highest possible values: SRP staff will:

1. Always maintain the shelter site and grounds in good condition.
2. Keep the shelter site, property, landscaping, and adjacent public rights-of-way neat and free from trash and debris at all times.
3. Maintain an unobtrusive, well-lit, and secure shelter site and grounds.

5. 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 Community Collaboration Partnership and the SRP, especially when violations of the Code occur offsite, in the immediate neighborhood and/or community.

The SRP 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.

1. Participants shall enter into a contract (“participant contract”) committing to adhere to this Code as they transition into permanent housing.
2. Participants will adhere to program rules that encourage respect for others and prescribe lawful behavior for program participants.
3. Participants shall not engage in illegal behaviors in the immediate neighborhood or community. Engagement in illegal behaviors in the immediate neighborhood or community will result in consequences ranging from written warnings to suspension from program services.
4. Participants shall not engage in loitering, aggressive pan handling or camping in the immediate neighborhood or community.
5. Participants shall not illegally park vehicles of any type, including bicycles, in the immediate neighborhood or community.
6. Participants shall not litter in and around the SRP. Meals provided at SRP may not be taken off the SRP property by participants.
7. All participants suspended from services, dependent on the nature of their suspension, shall be referred to appropriate services.
8. Participants who violate the Code or participant contract shall receive the appropriate consequences set forth in the participant contract.

6. Communication

It is important to develop and maintain good communication and a positive relationship between SRP and the immediate neighborhood and community. To promote communication between the SRP, the immediate neighborhood and community, the SRP outreach team will:

1. Respond promptly to all concerns expressed by neighbors and community members in the following manner:
 - Provide neighbors with a contact person from SRP for communication.
 - Upon notification of a concern, SRP 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), in which case, law enforcement or rescue services will be contacted as appropriate, as well as the SRP 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 SRP staff determines the concern is not an emergency, SRP staff will contact an SRP supervisor within twenty-four (24) hours to discuss the concern;
 - The SRP 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; and,
 - The SRP 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.
2. Meet regularly with Community Collaboration Partners to review reports, issues, and policies.

3. Document all complaints and concerns, including responses to problems and outcomes to responses, and provide a summary report to the neighbors, in aggregate data; and
4. Notify the neighbors of major changes proposed to the program or facility and seek advice regarding implementation.