

GOOD NEIGHBOUR AGREEMENT
Carmichael Outreach, Heritage Residents, and Heritage Community Association
Regina, Saskatchewan
July 24, 2017

Parties to this Agreement:

- Carmichael Outreach Inc. (Carmichael)
- Heritage Community Association Inc. (HCA)
- Heritage residents (defined as anyone who lives in the Heritage neighbourhood and identifies as being impacted by Carmichael's presence in it)

Goals:

This agreement is intended to:

- cultivate strong relationships between parties for the overall strengthening of the Heritage community;
- provide a process for community concerns to be dealt with in an effective manner;
- create a spirit of cooperation between parties; and
- improve awareness and understanding of Carmichael's operations.

Agreement:

All parties will:

- Contribute to community safety and wellbeing by treating every community member with respect, and encouraging mutual understanding.
- Communicate promptly and clearly when questions, problems or differences arise, and resolve concerns through the appropriate channel(s):
 - Step 1: Direct communication
 - Contact the other person or organization in a direct and timely fashion if concerns arise.
 - To contact Carmichael, community members are asked to follow the order of contact information listed in Appendix 1.
 - For non-emergent issues, parties will wait until the next quarterly meeting.
 - Step 2: Call a meeting

- If concerns are not resolved by direct communication, contact the Heritage Community Association (see Appendix 2 for contact information). The HCA will help to problem-solve and, if needed, call and facilitate a meeting of the parties.
- If concerns are unresolved through the above means, parties may choose to explore mediation.
- Attend regular meetings
 - Meetings will be held quarterly unless active concerns require more frequent meetings, or unless a different frequency is agreed upon by all parties.
 - Residents are also welcome to attend Carmichael's regular board meetings as observers in order to learn about Carmichael's operations.

Carmichael will:

- Intervene, if possible and appropriate, if a safety incident occurs on their property or on the sidewalk outside the building.
- Perform sweeps of the area around their building every 20 minutes during business hours.
- Provide the people it serves with a comfortable area to smoke and gather behind the building, and encourage people to gather there rather than in front of the building on the sidewalk.
- Pursue environmental design that encourages positive street-level activity.
- Acknowledging the lack of dedicated Community Centre space in Heritage, periodically make facility accessible for broader community programming.

The Heritage Community Association will:

- Make this agreement and its appendices available on its website.
- Schedule and facilitate the quarterly meetings.

Residents will:

- If they suspect any community member of criminal activity or other safety/livability concerns outside of Carmichael's property:
 - Avoid assuming that the person involved must be someone accessing services at Carmichael;
 - Report to police if appropriate;
- If they wish, support Carmichael's work by donating money, goods or time. (See Carmichael's website, or contact them, for more information).

Duration:

This agreement will continue until cancelled by any of the parties

Administration:

- HCA will maintain files related to this agreement.
- This agreement can be amended by consensus of parties at a meeting.

Signed on July 24, 2017 by:

Carmichael Outreach


Mike Staines, Chair

Heritage Community Association


Shayna Stock, Executive Director

Heritage Residents


Lisa Dale-Burnett

Appendices:

1. Carmichael contact list
2. HCA contact information
3. Info on Carmichael's programs
4. Meeting schedule