

- Good Neighbor Agreement -

Between

Fresh Start Addictions Centre Society

And

**Highland Park Community Association,
Thorncliffe - Greenview Community Association**

For

- Fresh Start Recovery Center - 411 - 41st Ave. NE Calgary, AB -

A. Who Are We

- Fresh Start is a 100 % abstinence based, zero tolerance, residential rehabilitative facility for a maximum of 50 male residents addressing recovery and relapse prevention with respect to alcoholism and drug abuse. We utilize an eight-week holistic developmental recovery program based on various therapies and philosophies of Alcoholics Anonymous twelve steps.
- Fresh Start is a Not for Profit organization incorporated under the Societies Act of Alberta and a registered charity with Revenue Canada, # 13672 0737 RR0001.
- Fresh start is managed by an Executive Director 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 – the United Way of Calgary and Area- An Anonymous Donor – AADAC – and a number of individual donations. The building and property is owned and operated by the Fresh Start Addictions Centre Society (legal name).

A.1. Client Admissions

- **Fresh Start is not a medical clinic or detoxification facility and does not provide medical treatment or detoxification services on site to clients.**
- Therefore, it is a requirement that an individual be clean and sober for at least 5 days prior to admission to our facility. Further urinalysis testing is performed on a random basis during treatment at Fresh Start.

A.2. Client Protocol

- Clients must sign a contract which outlines various rules and expected behaviors. If any infractions occur, their residency will either be terminated immediately or they will be given a strike 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 client's residency include:
 - To pay a pre-determined monthly rate for services.
 - Not to have alcohol or mood-altering chemicals on their person nor have consumed any alcohol or mood-altering chemicals unless prescribed by a doctor and reviewed by Fresh Start Recovery Centre.
 - Aggressive behavior towards Fresh Start building, surrounding property, staff, residents or other community members will not be tolerated.
 - Adherence to existing curfew times and visitation hours.
 - Fresh Starts facility incorporates a variety of recreational activities and programming for its residents to access 7 days a week resulting in a structured time management plan.

A.3. Staffing and Parking

- The staffing component of Fresh Start will consist of 26 personnel.
- During the week Monday through Friday between 8 am and 4 pm there will be 12 staff persons on site at one time.
- A minimum staff component of 2 will be maintained at all other times outside of regular weekday hours.
- There will be 24 parking stalls on site – staff, residents and visitors included.
- Vehicle access and onsite parking will be managed to minimize traffic/parking impacts on the community.

A.4. Property Maintenance

- Fresh Start maintains a data base of reputable service technicians who continue to maintain the facility at peak operational performance.
- Daily property maintenance such as grass cutting and snow removal is conducted by the clients and supervised by the staff as part of their house responsibility.

A.5. Crowd Management

- The Fresh Start Facility is designed to minimize clients congregating at the front of the building by having a gazebo and client gathering area at the rear of the property.
- There is also a No Smoking policy at the front of the building.

B. Maintaining Neighborhood Relations

- Fresh Start is committed to keeping communication lines with the neighborhood open. Should some significant aspect of Fresh Start operation change (particularly, the contact names and numbers), the community association will be notified of the changes by letter.
- If you experience any concerns with Fresh Start, please read the 'Responding to Complaints and Concerns' section below.

B.1. Community Events and Communication Strategies

- Fresh Start publishes a quarterly newsletter which various community residents receive via Canada Post which is available to any community member who wishes to be placed on the mailing list.
- Fresh Start hosts an annual open house for friends, family, and neighbors.
- Fresh Start also hosts two annual community events – a Stampede BBQ and a Christmas Dinner. During these times we try to communicate any changes that have or will be occurring at Fresh Start.
- Tours of the facility by the community are encouraged and can be made by appointment.

B.2. Community Participation

- Fresh Start will endeavor to participate in Area Crime Prevention and Community Education Programs by providing staff and residents to speak to community groups and school populations on the negative effects of addiction and positive benefits of successful recovery.

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 Fresh Start please call **Stacey Petersen** or **Bruce Holstead** at **403.387.6266** or drop by and talk to one of the staff people.
- All concerns or complaints regarding the attitude or behavior of residents at the facility will be dealt with within a 24 hour period. All other concerns of an operational nature will be dealt with in an expedited manner.

C.1. Resolution Process

- The Executive Director of Fresh Start Recovery Centre will ensure that one or any of the following occur:
 - (a) The complainant may discuss the matter with the Executive Director or the Program Director to arrive at a mutually satisfactory remedy.
 - (b) The Executive Director or the Program Director shall review the complaint and give the complainant a copy of the decision as soon as practicable after the submission of the complaint.
 - (c) The Executive Director or the Program Director 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 in a 'Community Relations Log Book'.
- The success observed or action taken to resolve a complaint is recorded in the logbook. All entries are archived in a designated hard copy file and in a computer database.
- Fresh Start will retain a log book to be compared at each meeting with the stakeholder group for accuracy, and then forwarded to a City of Calgary Planner with City Wide Land Use Planning and Policy to help with their continuing monitoring and policy formation of Special Care Facilities.
- Community associations may create their own log book at their own discretion.

D. Resolving Disputes

- Please allow Fresh Start adequate time to respond to and derive a solution to a complaint.
- If a community member is not satisfied with the action taken by the Executive Director or the Program Director regarding the complaint and the Board of Directors of Fresh Start Recovery Centre is satisfied with the action taken to achieve a solution, then no further action will take place.
- If still not satisfied, the community member may then approach and discuss the matter with their community association. If the community association feels the grievance is warranted they may then approach the Executive Director or Program Director 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.

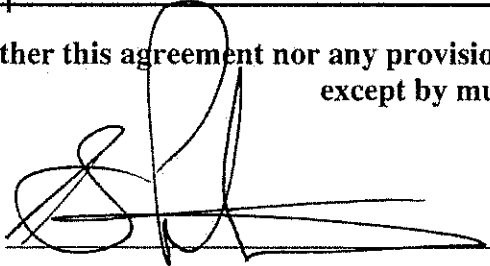
E. City of Calgary Land Use Bylaw Regulations

- Fresh Start is located within a Direct Control Land Use District and is subject to Bylaw #112Z2007 – Council Approved on November 30, 2007
- As per Bylaw #112Z2007, Fresh Start is recognized as an “Addiction Recovery Centre” where one or more persons with alcohol, drug or similar addiction issues live under the care or supervision of professional health or counseling care providers and has at least two staff persons at the facility at all times.
- As per Bylaw #112Z2007, an “Addiction Recovery Centre” shall exclude a Detoxification Centre, and shall not operate or contain a soup kitchen/food line, custodial care facility or a temporary/emergency shelter.
- As per Bylaw #112Z2007, parking stalls should be provided at a minimum of 1.0 parking stalls per 3 residents
- As per Bylaw #112Z2007, a maximum occupancy of 50 residents will be allowed.
- As per Development Permit 2008-2340, the Fresh Start Recovery Center requires and maintains a minimum of 24 vehicle parking stalls on site.


F. Reviews of the Good Neighbor Agreement

- Reviews of the Good Neighbour Agreement and sharing of any organisational / community reports/concerns may be organised 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.
- Until further notice, the central contact person at the City of Calgary with City Wide Land Use Planning and Policy will be Justin Rebello – 403.268.5413 – justin.rebello@calgary.ca


Neither this agreement nor any provision hereof can be temporarily or permanently modified except by mutual agreement in writing.



Stacey Peterson, Executive Director
Fresh Start Addictions Centre Society
Signed: 12 November, 2009



Bill Morrison, Public Service Committee
Highland Park Community Association
Signed: 12 November, 2009



Leslie DeGagne, President
Thornccliffe – Greenview Community Association
Signed: 12 November, 2009