



Covenant House Vancouver – Good Neighbour Agreement

RATIONALE

This Good Neighbour Agreement (GNA) is an understanding between Covenant House Vancouver (CHV) located at: 326 West Pender Street and 1302 Seymour Street and its surrounding community, staff, volunteers and the youth who access our services including both residents and non-residents. This GNA is intended to facilitate a harmonious relationship between CHV and its surrounding community. CHV acknowledges that our success and positive outcomes are strongly tied to relationships in the community, collaboration and partnership.

COVENANT HOUSE VANCOUVER BACKGROUND

CHV has been located at the intersection of Drake and Seymour since 1997 and provides love and hope through our Continuum of Care to street youth who have fled physical, emotional and/or sexual abuse. The Continuum of Care includes three core programs: Community Support Services, Crisis Program and Rights of Passage. For more information please visit our website at covenanthousebc.org.

ADDRESSING NEIGHBOURHOOD CONCERNS

Through our tenure in the community we are aware of and sensitive to the most predominant concerns that our neighbors have. Our staff is committed to mitigating any such concerns and have implemented measures to ensure that we co-exist positively with our community by preventively addressing matters.

CLEANLINESS

CHV will ensure our property is clean and acceptable to its neighbourhood. This includes keeping it free of litter and maintaining the facility to a high standard. This is achieved by:



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- Daily garbage inspections (7 days per week between 7:00am – 3:00pm) every 2 hours of the entire perimeter
- Twice daily sweeps of the sidewalks and surrounding areas in addition to further sweeps and cleaning if found necessary during the garbage inspections
- Additional cleaning and maintenance as required such as graffiti removal
- Maintaining the facility through measures such as annual power washing, bi-annual window washing and regular maintenance
- Weather related upkeep including leaf blowing and snow removal

SECURITY & SAFETY

CHV commits to ensuring our premises and its surroundings are safe and secure. This is achieved by:

- Maintaining a security system in which all staff utilize access passes to enter the facility and youth (residents and others) are granted access by being buzzed in through reception
- Providing a 24/7 video monitoring system
- Liaising with our community partners, including the Vancouver Police Department and other emergency personnel
- Having trained professional Program Staff on site 24/7
- Not allowing any alcohol or drugs on premises

LOITERING

CHV will make our best efforts to ensure that youth are not loitering around the facility or causing disruption to neighbors. This is achieved by:

- Engaging at-risk youth who are in the area of the facility through Outreach staff
- Ensuring that youth are mindful of neighbors when in the neighboring area and keep the noise to a minimum

Please note that being in downtown Vancouver, there are numerous people both youth and otherwise in the area beyond the clients of CHV. If there is a situation in the area that is not



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related to our clientele, please contact the appropriate party. If you witness an emergency situation contact 911 rather than CHV.

COMMUNICATION WITH CHV

CHV has been a longstanding pillar in the community and takes pride in that we have provided positive outcomes for our youth while also maintaining a respectful relationship with our neighbors. It is our goal to work together with the community to operate our facility and serve our youth while causing little to no impact on our surrounding environment.

We welcome your feedback. Should you have any questions, concerns or suggestions please contact 604.685.7474 to be put in touch with the appropriate contact depending on the nature of your concern. Alternatively, you can email info@covenanthousebc.org.