

POLICIES AND PROCEDURES MANUAL

KEYSTONE COMMUNITY RESOURCES, INC.

KEYSTONE INDEPENDENT LIVING, INC.

**Policy Title:**

Neighborhood Relations

Chapter:

1 General Topics

Effective Date:

9-1-06

Revision Date:**Policy Number:**

01-200-001

Executive Director

SCOPE:

All Residences

INTRODUCTION:

Keystone will establish and maintain positive community relations with neighbors, community associations, township supervisors and city officials.

DISCUSSION:

1. Communication with township or city officials and initial inquiries by neighbors or neighborhood associations will be the responsibility of the Executive Director or a designated Director.
2. Questions and concerns will be answered promptly and completely, without violating client confidentiality.
3. Maintenance staff working at new properties will direct neighbors with concerns to the Maintenance Director and will provide contact information. The Maintenance Director will respond to concerns and questions on behalf of the agency. When appropriate, inquiries will be directed to the Residential Director for a new home, or the Vocational Director for the vocational setting.
4. Within a month of occupying a home at a new location, the Residential Director will initiate contact with the neighbors, introducing the agency and providing contact phone numbers in case of concerns.
5. Where appropriate (based on residents' needs), Keystone will host an open house for neighbors and friends to establish good relations within the neighborhood. This will typically be scheduled after the residents have moved into the home, but can be held after the setting is licensed but before it is occupied.

6. Keystone will maintain its lots, buildings and grounds in line with or above neighborhood standards, including landscaping and snow removal.
7. Staff will minimize disruption to the neighbors from noise. Examples include not operating loud outdoor equipment during sleeping hours, keeping outdoor conversation to a minimum during nighttime shift changes, informing neighbors who are affected by alarms of third shift fire drills.
8. Trash will be maintained neatly in secure containers and local trash disposal ordinances will be observed.
9. Keystone will attempt to provide adequate parking on the property, and will develop strategies to minimize disruption to neighbors when on-street parking is needed.
10. Keystone will attempt to place residents in settings appropriate to their needs. If a resident repeatedly violates acceptable community standards for conduct (for example, stripping in public, trespassing, screaming, destroying neighbor's property, or violating neighbor's safety), transfer of that resident to a safer community setting will be considered. In extreme situations, the resident will be subject to discharge from the program.