

Updated January 2023

## GOOD NEIGHBOUR AGREEMENT

-for-

George Spady Society Supervised Consumption Service/ Medical Detox Unit  
Radius Community Health and Healing

-and-

***Signed 2022***

Bissell Centre

Qualico Properties

EPCOR Tower Management

Omonia Foods Import

Macarons & Goodies

Mint Pharmacy

Edmonton Police Services (EPS)

AHS EMS Mobile Integrated Healthcare

***Tentative (Jan 2023)***

*Chinatown Transformation Collaborative*

*B4 Harm Reduction Society*

*EPCOR*

*Boyle Street Community Services*

*Edmonton Public Library*

*E4C*

*Luxe Eye Care*

*Chinatown Business Association*

The George Spady Society and Radius Community Health and Healing are committed to being proactive community members and good neighbors by working with the surrounding community to share information, address issues and find mutually agreeable solutions whenever possible. To maintain relationships and promote good will and mutual understanding between service providers and communities, the following good neighbour agreement will provide basic information about these partnerships, identifying the process for regular communication and provide methods of resolving conflicts.

## **ABOUT SERVICES**

### **ABOUT GEORGE SPADY SOCIETY SUPERVISED CONSUMPTION SERVICE**

The Supervised Consumption Service saves lives and benefits communities by providing a safe, clean space for people to bring their own substances to use, in the presence of trained staff. This prevents accidental overdose poisoning and reduces the spread of blood borne illnesses. The SCS offers a wide range of evidence-based harm reduction practices including important health and social services such as access to recovery and treatment services for those who are ready. There is a direct care path to the Detox Unit which lives in the same building as the SCS as well as Recovery Coaches to help people find their way into recovery if they specify that as a goal. The emphasis at SCS is on the stabilization and restoration of clients' health in an accepting and nonjudgmental atmosphere. We believe that people have the right to be treated with respect and dignity, and we help individuals who use substances overcome the stigma and barriers that keep them from accessing recovery services.

### **RADIUS COMMUNITY HEALTH & HEALING SUPERVISED CONSUMPTION SERVICE**

Radius Community Health and Healing, (formally known as Boyle McCauley Health Centre) was the first community-based not for profit health centre in Alberta and was incorporated in 1979, the centre opened its doors to the public in May of 1980. The health centre was designed to respond to the often overlooked and unique health needs of the residents of Edmonton's inner city. Supervised consumption services were embedded within the health facility in 2018 to respond to the impact of opioid overdoses due to the changing drug supply. The SCS educates, supports, and ensures the safety of individuals who use the service; the location of the SCS inside the health centre also gives clients access to primary health care without barriers to improve the health of Edmonton's marginalized populations, many of whom are experiencing homelessness.

## **ABOUT PARTNERS**

### **Bissell Centre**

Bissell Centre works with communities by empowering people to move from poverty to cultural social and economic prosperity. Beginning in 1910, Bissell Centre's programs empower individuals, families, and the community by a commitment to connection, collaboration, and inclusion.

### **Qualico Properties**

Specializing in land development in Edmonton over 40 years ago, Qualico Communities has grown to become the largest land developer in the capital region. For over 40 years they have been committed to creating healthy, vibrant, and economically strong communities.

### **EPCOR Tower**

EPCOR Tower is an office tower with a focus on work life balance. It is located at 10423-101 Street which is across the alley from the George Spady Society it provides onsite daycare, fitness facility, shops, underground parking and as bicycle parkade.

### **Macarons & Goodies French Bakery**

Located at 10548 101 Street, Macarons & Goodies French Bakery is a classic French and Canadian gourmet food and delicatessen that are made daily inhouse and provide exceptional world-class pastries and products. The bakery located across the street from the George Spady Society

### **Omonia Foods Import**

Omonia Foods Import is located at 10605 101 street and is a Greek food shop that carries Mediterranean

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products from Greece Turkey Egypt, Croatia, Serbia, Lebanon, and includes African, and Iranian foods.

#### **Mint Pharmacy**

Mint Pharmacy is an active member of the community. They take time to explore each person's unique circumstances learn their story and understand their concerns with focus on learning about the community they can provide quality patient care

#### **Edmonton Police Service**

Edmonton police service works closely with the community to solve and prevent crime. Officers work with community members to promote safety and protect their neighborhoods

#### **Chinatown Transformation Collaborative**

In partnership with the City of Edmonton, community organizations, non-profits, business owners and residents CTC is collectively working towards making Chinatown a vibrant and inclusive place to visit and live in.

#### **Chinatown Business Association**

A Business Improvement Area (BIA) is a specific geographic area of the city in which businesses pool resources and work together, through a formal association, to enhance the economic development of their area. In accordance with Alberta's Municipal Government Act, the Chinatown and Area Business Improvement Area was established for the purposes of improving, beautifying, and maintaining property in the Area, Developing, improving, and maintaining public parking and promoting the Chinatown and Area Business Improvement Area as a business or shopping district

#### **B4 Harm Reduction Society**

4B Harm Reduction Society (4BHRS) is a non-profit organization formed in response to social health challenges keeping people who use substances and the unhoused population marginalized and at significant risk for severe health outcomes.

#### **Boyle Street Community Services**

Boyle Street Community Services has been working in the inner city of Edmonton since 1971 to serve, support, and empower people to take control of their lives and escape the cycle of poverty and homelessness. In 1976, the organization became a registered charity under the name Boyle Street Service Society.

#### **E4C**

e4c is a non-profit, charitable organization that has been working for over 50 years to help vulnerable people here and now. At the same time, we're working to prevent and eventually eliminate poverty. It's a big task, but one we know is possible with the help of others who are ready to see the strength we see in the people we serve.

#### **Lux Eye Care**

Founded in 1989 by Ricky Lau and Dr. Bill Ho, Luxe Eye Care continues to be a practice that provides friendly, professional, and accountable service, with exclusive brands and designer eye wear

## GOALS OF THE AGREEMENT

- Share open, honest, and meaningful communication
- Develop a respect and understanding of roles, needs and constraints
- Provide clear expectations regarding how issues are identified and resolved
- Foster an inclusive community where everyone feels welcome

## PARTIES ENTERING INTO THIS AGREEMENT SHARE A COMMON DESIRE TO

- Create a safe neighborhood
- Acknowledge the importance of each organization's success to the community
- Ensure respectful and open communication
- Resolve disputes and common issues facing the interested parties

## GEORGE SPADY SOCIETY, RADIUS COMMUNITY HEALTH AND HEALING AND INTERESTED PARTIES COMMITMENTS:

### 1. Community Engagement

#### Standing Meeting

All parties agree to a standing meeting a minimum of twice per year and more frequently if required. Meetings will be virtual or in person and will include parties within the good neighbor agreement as well as those who are interested in participating in the agreement.

October 12, 2022	5:00 PM	Zoom
January 18, 2023	5:00 PM	Zoom
TBD		
TBD		

#### Education Opportunities

As part of the Good Neighbour Agreement the Supervised Consumption Services and agencies and wrap around services will be open to providing education and information on services to groups as requested. This can include overdose response training, care paths to services etc. All parties who are part of the agreement are encouraged to share information on their expertise, services, products etc. as well as identify areas of interest.

### 2. Security and Cleanliness

#### EPS Beat Officers/ HSOC constables

A strong connection between the supervised consumption service sites and the community beat officers/Healthy Street have created a communication root that helps to ensure that open drug use, gang activity and other dangerous situations can be addressed quickly.

#### Safety Policies

### Recovery Coaches (GSS)

The George Spady Society has staff that do outreach around their building; included in that outreach is building relationships by connecting people to services that help to reduce open drug use.

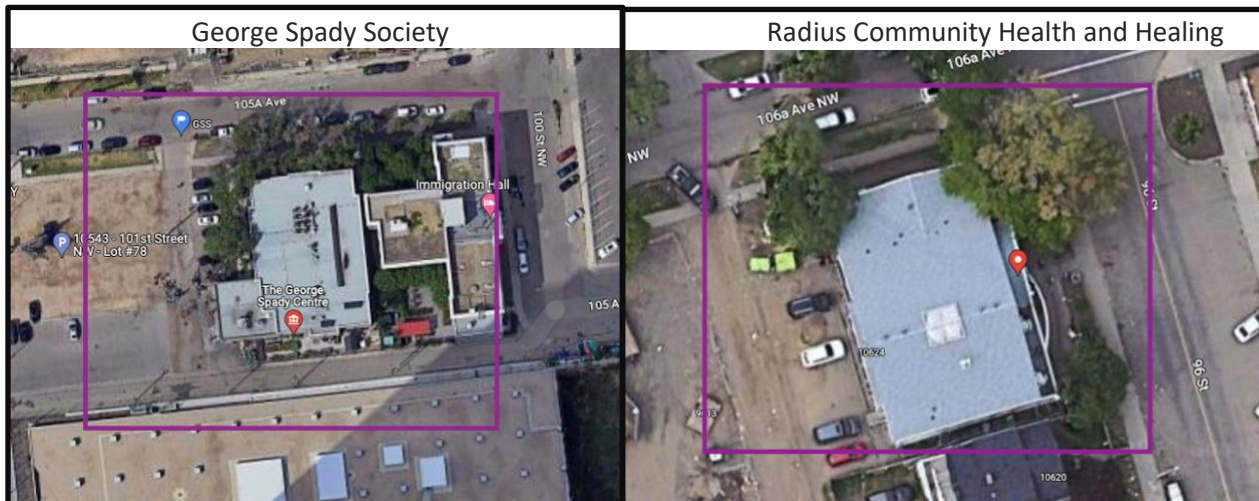
### Needle Clean-up and safe Disposal

Both organizations participate in needle cleanup around the building with the intent to grow that area within the upcoming year. Both organizations have policies and procedures that support disposal of used drug paraphernalia within the SCS. Both organizations will conduct regular rounds a minimum of every 4 hours to ensure that the area around their building is free from discarded consumption supplies and debris as best as possible. There is also used needle disposal containers outside for individuals to utilize when SCS services are not available. The needle exchange programs also help collect used syringes and drug-paraphernalia.

### Garbage Clean Up

Both organizations do regular cleanup around their building to support overall community cleanliness.

### Map of Area that will be Monitored



### 3. Communication Plan/Dispute Resolution

There is a commitment to keeping communication lines open with one another. George Spady Society and Radius Community Health and Healing will each provide and monitor a phone line and email address to identify non-emergent concerns from community members. If Partners experience a concern, they will contact the appropriate number or email and follow the direct feedback process is described below:

- i. Phone or email the community contact.
- ii. The community contact will respond within 48 hours of receiving the inquiry or the first business day after receiving an inquiry if on the weekend.
- iii. If the feedback is related to a concern, it is expected that this be investigated, and communication should happen within 7 business days. If this timeframe is not possible, the community contact will communicate an anticipated time frame for resolution.
- iv. When appropriate, the person sharing a concern will be provided any additional follow up measures.
- v. The sites will keep a record of concerns.

- vi. If the inquiry or concern is not in the control of the site, additional information will be provided as appropriate.

## CONTACT INFORMATION

### George Spady Society

If you have a comments, concern, questions, or requests related to our program, services, or building, please contact us at:

**Email:** [Community.Engagement@gspady.ab.ca](mailto:Community.Engagement@gspady.ab.ca)

**Phone:** 780-9201475

**Website:** <https://www.gspady.org/>

## Radius Community Health and Healing

If you have a comments, concern, questions, or requests related to our program, services, or building, please contact us at:

Email: [info@radiushealth.ca](mailto:info@radiushealth.ca)


Phone: 780-422-7333










Website: <https://radiushealth.ca/>

## Other Contacts

Concern	Contact Information
<b>Emergencies</b> (Medical emergencies, risk/harm to life or property)	<b>911</b>
<b>Criminal Activity</b>	Edmonton Police non-emergency line: 780-423-4567 or #377 from an Edmonton cell phone  Crimestoppers: 1-800-222-8477
<b>Mental Health</b>	780-342-7777 Community Urgent Services and Stabilization Team (24 hours) 1-877-303-2642 Mental Health Helpline (24 hours) 780-482-HELP (4357) Distress line (24 hours) 211 press 1 Community information and referral
<b>individual in crisis</b>	Call 211 press 3 for the 24/7 crisis diversion team Edmonton Police non-emergency line 780-423- 4567
<b>Intoxicated in Public</b>	Call 211 press 3 for the 24/7 Crisis Diversion Team Edmonton Police non-emergency line 780-423-4567
<b>Encampments on public land</b>	Call 311 or use the 311 app
<b>Litter</b>	Call 311

## Partner Information and Signatures

Partner:	Person, Position:	Contact Info:	Date:	Signature:
George Spady Society	Lindy Dowhaniuk, Director of Emergency Services	P: 780-619-5137 E: <a href="mailto:LindyD@gspady.ab.ca">LindyD@gspady.ab.ca</a>	Aug 18, 2022	

Radius Community Health and Healing	Louise Rackel Director of Operations	P: 780-422-7333 E: lrackel@bmhc.net	Oct 17, 2022	
Bissell Centre	Laurence Braun-Woodbury Director, Service Integration and Advocacy	780-267-6578 <a href="mailto:lbraunwoodbury@bissellcentre.org">lbraunwoodbury@bissellcentre.org</a>	11/24/2022	
Qualico Properties	David Nietschmann Construction Manager	(780) 808-1149	4/23/22	
EPCOR Tower	Denine Saldin Director, Property Management	780-490-2509	11/23/22	
Macarons & Goodies	Dom Heston	780 655 6910	11/23/22	
Omonia Foods	Kosha Fetakis	780 920 0401 Kosha.fetakis@holmebc.com	11/23/22	
Mint Pharmacy (CMP)	Choi Chung Owner/Manager Mint Health + Drugs: CMP	P: 7807571030 E: choi.c@mintdrugs.com	Nov 22/22	
Edmonton Police Services (EPS)	Brent Dahlseide Inspector: Downtown Branch	P: 780-940-1293 E: 1993@edmontonpolice.ca	Nov 24, 2022	
AHS EMS Mobile Integrated Healthcare	Steven Amrhein Operations Manager, North Sector Operations	780-399-9498 <a href="mailto:Steven.amrhein@ahs.ca">Steven.amrhein@ahs.ca</a>	Nov 24, 2022	
Chinatown Transformation Collaborative	Hon Leong			
B4 Harm Reduction Society	Dom Dasti			
EPCOR	Jen McEwan			
Boyle Street Community Services	Alyssa Miller			



Edmonton Public Library	Mary Jane Bilisland			
E4C	Krystal Katan			
Luxe Eye Care	Holly Mah			
Chinatown Business Association	Wen Wang			

*Each year the Good Neighbor Agreement will expand to include more businesses, homeowners, community members and organization.*

