

# Council Use Permit Application

**Date:** June 25, 2018 (Revised September 13)

## **Introduction**

Summit BHC Mesa, LLC dba Canyon Vista Recovery Center is the owner of the approximate 1.73 acres of property located at 860 North Center Street within the City of Mesa, also known as Maricopa County Assessor's Parcel Numbers 137-22-095J & 137-22-095L as shown on the below Aerial Map.

Summit BHC Mesa, LLC dba Canyon Vista Recovery Center is a State of Arizona licensed residential behavioral health care treatment provider that has been offering an array of clinical, educational, and community-based programs. Summit BHC Mesa, LLC dba Canyon Vista Recovery Center currently operates one facility in Mesa helping men and women affected by Substance Use Disorder (SUD). As the City has grown to be the third largest city in the State and as the greater Phoenix area becomes one of the largest cities in the United States, the need for social service facilities to help those affected by SUD has grown. The need for additional social service facilities has become apparent.

This application requests approval of a Council Use Permit (CUP) to allow for a Substance Abuse Facility with a detoxification service on the Property.

## **Property Overview**

The Property is located approximately .3 miles south of the southwest corner of Brown Road and Center Street. The Property is zoned RM-2 Residential Multiple Dwelling. The Mesa 2040 General Plan designates the Property as Neighborhood Traditional land use, which allows for a mix of residential uses and densities as well as limited commercial and services uses.

The Property has operated as a residential behavioral health facility for 16 years up until Summit BHC Mesa, LLC dba Canyon Vista Recovery Center acquired it on June 7, 2017. The Property is improved with eight (8) single story buildings totaling 20,722SF, (landscaping, large fully-enclosed courtyards, parking, and other associated site improvements. The Property is fully wrought iron fenced along the north, south, east and west property lines adjacent to Center Street. Vehicular and pedestrian access to the Property is provided via one concrete driveway from Center Street. There is a pedestrian access gate to N Drew Street on the west side of the property which is locked, but has a Knox Box for fire access. No exterior building or other site improvements requiring Site Plan, Design Review, and/or Substantial Conformance Improvement Permit (SCIP) approval are proposed.

Information about each building on the site is listed below:

Bldg #1: R-4 Occupancy, Addiction Recovery, 2,850 SF, 5 bedrooms, 10 beds

Bldg #2: R-4 Occupancy, Addiction Recovery (Proposed I-2 Occupancy, Addiction Recovery Detoxification), 2,848 SF, 5 bedrooms, 10 beds

Bldg #3: R-4 Occupancy, Addiction Recovery, 2,781 SF, 5 bedrooms, 10 beds

Bldg #4: R-4 Occupancy, Addiction Recovery, 2,774 SF, 5 bedrooms, 10 beds

Bldg #5: R-4 Occupancy, Addiction Recovery, 2,776 SF, 5 bedrooms, 10 beds

Bldg #6: R-4 Occupancy, Addiction Recovery, 2,839 SF, 5 bedrooms, 10 beds

Bldg #7: R-4 Occupancy, Addiction Recovery, 2,838 SF, 5 bedrooms, 10 beds

Bldg #8: Business Occupancy, Administrative, 2,021 SF

The property is just north of Downtown Mesa Core Area along the west side of Center Street. This neighborhood is predominantly residential with senior housing and multi-family apartments.



### **Canyon Vista Recovery Center Proposed Facility**

Canyon Vista Recovery Center is proposing to operate a detoxification facility—on the Property. Canyon Vista Recovery’s Detoxification (Detox) treatment is designed to be the first step in addiction treatment and recovery. Detoxification is the process of allowing the body to rid itself of toxins that have built up due to drug or alcohol abuse. Canyon Vista Recovery will provide a safe, comfortable and effective way to manage and eliminate medically dangerous withdrawal symptoms.

Canyon Vista’s sole focus is on the provision and management of specialty chemical dependency and addiction disorder services within a flexible and dynamic continuum of care.

Our treatment facility is specialized solely in helping adults and families suffering from addiction to alcohol and other drugs while offering a solution to the stressors that drive the addiction, providing a path to change and ensuring ongoing support for a restored life.

### **Canyon Vista Recovery Center Programming Model**

Canyon Vista’s residential treatment programming consists of an intensive 24/7 clinically managed structure of daily living activities intended to address SUD. Clients reside full-time on the premises during their treatment, which includes daily group education, weekly individual counseling, weekly discharge planning, accountability and therapeutic community service, ongoing 12-step facilitation therapy, assistance in the self-administration of medication, intensive case management, and discharge planning and care coordination. Treatment generally lasts an average of 30 days, followed either by a discharge plan or continued residency during transition to fully establish a foundation for independent living skills.

Canyon Vista's Mission is to help our clients attain their full potential. We aim to achieve this mission by delivering quality and innovative chemical dependency and addiction disorder services in a caring and supportive environment. Common goals of treatment are to attain abstinence, learn to recognize and cope with triggers and cravings, manage post-acute withdrawal symptoms, develop a foundation of a daily living structure of activities conducive to a sober lifestyle, engage with 12 steps or other values that promotes recovery, establish a clinical after-care plan of ongoing services needed (mental health counseling, medication management services), learn the importance of adhering to treatment, develop a foundation of healthy social relationships, and establish a foundation for independent living skills (budgeting, employment, nutrition, job readiness, etc.).

Canyon Vista Recovery Center provides resident intake assistance as needed.

Resident Intake will be provided as follows:

- a. Accommodating transportation needs:
  - i. Airport or bus terminal pick by staff
  - ii. Family; and
  - iii. Personal vehicle if needed.

Canyon Vista Recovery Center implements a Resident Discharge Policy that establishes policies and procedures for clients who have completed their residential treatment program. The purpose of the following policy is to ensure a smooth and safe transition from the facility into the next stage of the client's individualized treatment program:

A Resident Discharge will be prepared for each resident as a way to ensure continuity of service.

- a. Accommodating transportation needs:
  - i. Door to door transportation to sober living
  - ii. Family; and
  - iii. Personal vehicle if needed.
- b. Referrals for treatment and ancillary services.

The goal above all else is for clients to be successful in their treatment program and then transition into an independent lifestyle. Unfortunately, there are rare occurrences when an individual may choose to terminate treatment prior to completing the program. Canyon Vista Recovery Center has a policy in place to handle such occasions as clients are not permitted to come and go freely from the facility. In their continuing efforts to be a good neighbor, a staff member will securely escort the individual to a safe mode of transportation, such as a bus stop, to ensure that the individual does not wander into the neighborhoods.

Discharge planning is ongoing during the entire treatment cycle and aims to involve the client in developing a rationale for a final discharge from Canyon Vista Recovery Center. The discharge plan may include transition to a less intensive outpatient treatment provider or to a community living environment with no need for ongoing clinical support.

### **Canyon Vista Recovery Center Proposed Facility Operations**

In order to even be considered for admittance to the proposed detoxification facility, individuals must: Complete a detoxification assessment in person or over the phone with one of our Admissions Coordinators. A detoxification assessment includes: events that led to inquiring about treatment, substance use and medical history, legal history, treatment history and family, educational and employment background.

The detoxification process consists of three essential components, which are available to all people seeking treatment:

- Evaluation
- Stabilization
- Fostering patient readiness for and entry into our residential substance abuse program.

The proposed detoxification facility will be a secured, male and female 10-bed facility on property.

The proposed detoxification facility will be staffed with one Registered Nurse (RN) and one Behavioral Health Technician staff member, 24 hours a day, 7 days a week to provide clients treatment and their families' encouragement, help and other resources to promote sobriety, strength and wellness, and positive and healthy relationships. During their stay, clients' schedules are strictly regimented and all activities are supervised. Day-to-day activities generally include breakfast, mid-morning treatment and rehabilitation classes and counseling, lunch, mid-afternoon treatment and rehabilitation classes and counseling, dinner, 12-step meetings and other similar activities. To ensure a safe environment for all clients and Canyon Vista Recovery Center staff, intimate relationships or comradery is strictly prohibited.

#### **Compliance with CUP Approval Criteria in Section 11-70-6**

A Social Service Facility is permitted in the RM-2 zoning district subject to approval of a CUP. This application has been prepared in accordance with section 11-70-6 of the City Code which requires:

1. Approval of the proposed project will advance the goals and objectives of and is consistent with the policies of the General Plan and any other applicable City plan and/or policies:

**Response:** Complies. The General Plan designates the Property's land use as Neighborhood Traditional. The RM-2 zoning on the Property is consistent with the Neighborhood Traditional land use designation, which supports limited services uses, such as Social Service Facilities.

There is only one other SUD facility within one mile of the facility, Evolution Way located at 724 W University Drive which performs assessments and diagnosis, in-take appointments, and short-term outpatient.

The existing Canyon Vista facility is sensitive to its neighbors and is committed to providing the community and City with materials that inform the public about the need for this type of service and the rules and regulations governing its use, operation, and placement and will continue to do so with this proposed renovation.

In order to maintain a facility that is sensitive to its neighbors Canyon Vista Recovery Center incorporate the following procedures:

- a. Canyon Vista is staffed 24 hours a day, 7 days a week, 365 days a year with technician staff and registered nurses. Program staff are licensed by the state of Arizona. Canyon Vista is accredited by Joint Commission and regulated by the State of Arizona for residential and inpatient treatment.
- b. For every 24 hour cycle, staff conducts a minimum of one hour checks for every client and as frequent as every 15 minutes respective to the client's level of care. The location of the client is logged with date and time and where the client was encountered during the check. These logs are filed for record.
- c. Clients do not leave the facility without supervision from Canyon Vista staff. It is uncommon for clients to park vehicles at the facility. Clients are transported to and from the airport, hospital or point of origin by Canyon Vista staff or the client's support system.
- d. In response to neighborhood feedback the rear entry gate will be locked with a Knox Lock that was ordered through the Knox website for the City of Mesa Fire Department on 8/22/2018. This gate will not be an entryway or exit for staff or clients.

The Canyon Vista facility buildings are all residential in nature and are all one story buildings. The scale of the building as well as the residential style allow the Canyon Vista Treatment Center to tie in to the surrounding neighborhood in a way that is compatible with the Neighborhood Traditional land use.

2. The location, size, design, and operating characteristics of the proposed project are consistent with the purposes of the district where it is located and conform with the General Plan and with any other applicable City plan or policies;

**Response:** Complies. The purpose of the RM zoning districts is to provide areas for multiple-residence housing, as well as to “also provide for residential care facilities . . . limited and small-scale residential support activities . . . that are appropriate in a residential environment”.

The existing Social Service Facility is in conformance with and advances the goals and objectives of the General Plan and the Neighborhood Traditional land use designation and the proposed renovation will be as well. The RM-2 zoning on the Property is consistent with the Neighborhood Traditional land use, which supports limited services uses, such as Social Service Facilities.

The proposed Social Service Facility renovation is also subject to the City’s Social Service Facilities Guidelines.

Compliance with these “Social Service Facilities Guidelines” is addressed below.

3. The proposed project will not be injurious or detrimental to the adjacent or surrounding properties in the area of the proposed project or improvements in the neighborhood or to the general welfare of the City; and

**Response:** Complies. The existing facility has been in operation for the past year and has not been injurious or detrimental to the adjacent or surrounding properties. The proposed renovation will not alter the standard operation of the existing facility. The proposed detox renovations to the current Social Service Facility will not alter function and operation of the existing facility and will be licensed by the State. Therefore, there will be no injurious or detrimental impacts to the adjacent or surrounding properties

4. Adequate public services, public facilities and public infrastructure are available to serve the proposed project.

**Response:** Complies. Adequate public services, public facilities and public infrastructure are available to service the existing facility and will continue to be available to the proposed renovation.

#### **Compliance with CUP Approval Criteria in Section 11-31-26 Social Service Facility**

This application has been prepared in accordance with section 11-31-26 of the City Code which requires:

1. The use is found to be in compliance with the General Plan, Sub Area Plans and other recognized development plans or policies, including the Social Service Facility Guidelines and will be compatible with surrounding uses; and

**Response:** Complies. The existing Social Service Facility and proposed renovation is in conformance with the goals and objectives of the General Plan. The General Plan designates the Property Neighborhood Traditional land use. The RM-2 zoning on the Property is consistent with the Neighborhood Traditional land use designation, which supports limited services uses, such as Social Service Facilities.

Compliance with these “Social Service Facilities Guidelines” is addressed below.

2. A finding that a plan of operation has been submitted, which includes, but is not limited to, acceptable evidence of compliance with all zoning, building, and fire safety regulations; and

**Response:** Complies. Approval of this Application will allow the Canyon Vista renovation to operate in compliance with all applicable City zoning regulations. Canyon Vista will comply with all applicable building and fire safety regulations. Plans for improvements requiring a building permit will be submitted to the City for review and approval. Additionally, Canyon Vista will comply with all applicable State licensing requirements

3. A finding that a "good neighbor policy" in narrative form has been submitted, which includes, but is not limited to, descriptions of acceptable measures to ensure ongoing compatibility with adjacent uses. Such policies shall include, but are not limited to, the name and telephone number of the manager or person responsible for the operation of the facility; complaint response procedures, including investigation, remedial action, and follow-up; and litter control measures; and

**Response:** Complies. The Canyon Vista Good Neighbor Policy has been included with this submittal.

4. Evidence that acceptable documentation is present demonstrating that the building or site proposed for the use is in, or will be brought into, substantial conformance with all current City Development Standards, including, but not limited to, landscaping, parking, screen walls, signage, and design guidelines.

**Response:** Complies. No exterior building or other site improvements requiring Site Plan, Design Review, or SCIP approval are proposed. A water permit will be required and submitted for the upgraded fire service line.

#### **Compliance with General Policies for Social Service Facilities**

- A. The New social service facilities should be located in a manner consistent with existing zoning and land use. Over time, a social service facility location plan should be designed by and approved by, social service providers and the City Council.

**Response:** Complies. The proposed Social Service Facility is in conformance with the goals and objectives of the General Plan and the Neighborhood Traditional land use designation. The RM-2 zoning on the Property is consistent with the Neighborhood Traditional land use, which supports limited services uses such as Social Service Facilities. The Canyon Vista has already been in operation for the past year with no known impacts to the surrounding mix and land uses.

- B. Social service facilities should be designed in such a way as to provide patrons with basic amenities such as restrooms, drinking water, and seating areas.

**Response:** Complies. The proposed Social Service Facility will provide clients with fully furnished units with access to restrooms and showers. In addition, the facility includes outdoor courtyards, a kitchen and dining room, laundry facilities, community room, staff offices.

- C. Proposed new services should be supportive of existing services and should avoid being duplicative of similar programs already in operation. There should also be administrative cooperation among existing service providers.

**Response:** Complies. The proposed facility has already been in operation for the past year and is not expanding its treatment capacity as a part of this renovation.

- D. In general, social services providing homeless shelters, charity dining facilities, and similar uses should not be located along Main Street in the DC zone.

**Response:** Complies. The social service facility is not considered a homeless shelter or charity dining facility and is not along the Main Street in the DC zone.

#### **Compliance with Operational Guidelines for Social Service Facilities**

- A. Shelters, charity dining facilities, and similar communal facilities should be operated in a manner which ensures that all guests are treated with dignity and are provided a sanitary, healthy, and safe environment.

**Response:** Complies. The existing facility ensures that all guests are treated with dignity and provided a sanitary, healthy, and safe environment. The proposed renovation will provide the same and will be in compliance with all other applicable state and city laws and requirements.

- B. Shelters must provide information to the City on the hours of operation, number of beds to be provided, and at the time of application, whether this is a permanent or temporary location (e.g. indicate length of lease or property ownership).

**Response:** Complies. The existing facility has 60 licensed beds and is a 24-hour facility. The proposed renovation will not change the bed count or hours of operation.

- C. Shelters should be limited in size to contain no more than fifty (50) beds.

**Response:** Complies. The facility is not a shelter and only provides 60 licensed beds.

- D. Shelters offering overnight sleeping facilities should provide at least thirty (30) sq. ft. of useable open space per each bed. When services will regularly be provided for children, at least forty (40) sq. ft. of open space per bed should be provided. This open space must be enclosed by appropriate screening such as a fence or landscaping.

**Response:** Complies. The facility provides overnight sleeping facilities for adults only. The facility has approximately 17,000 square feet of exterior courtyard/open space and approximately 75 square feet per bed in each bed room which both exceed the required 30 square feet per bed.

- E. Shelters providing overnight sleeping facilities should contain restroom facilities meeting requirements set forth in Appendix C of the Uniform Plumbing Code, as amended (e.g. one (1) urinal for each twelve (12) men; one (1) toilet for each eight (8) women; one (1) toilet for each ten (10) men, etc.).

**Response:** Complies. A minimum of 3 toilets are provided for each building housing a maximum of 10 clients providing a minimum of 1 toilet per 4 people.

- F. Facilities providing food at minimal or no cost, including charity dining services, must serve such meals within buildings or in enclosed courtyards or patio areas. When meals are served outside, screening must be provided through construction of a wall or landscaping around the eating area.

**Response:** Complies. The existing facility provides fully enclosed dining rooms. All meals are catered and served within buildings or enclosed courtyards or patios. The proposed renovation will also meet these provisions.

- G. Charity dining services and other facilities providing food at minimal or no cost must provide to the City a schedule and guidelines of their operations (including such things as days, hours, loitering control policy, and security provisions).

**Response:** Complies. The Canyon Vista facility is open 24 hours a day, 365 days a year. Meals are delivered by caterer at 7am, noon, and 5pm daily. This facility is not a charity facility and regards to dining to the public. Meals are part of the cost of treatment for clients only.

- H. Social service facilities, other than shelters, must provide handicapped-accessible restrooms on site, including lavatories, with at least one toilet for men and one for women. Such restrooms facilities must be available for use by guests for a period beginning one-half hour before food is served until one-half hour the posted closing time or the final meal is served, whichever is later.

**Response:** Complies. The proposed renovation will comply with all applicable ADA requirements.

- I. Shelters providing overnight sleeping facilities for stays of more than one (1) night must provide secure storage for guests' personal property such as sleeping bags and suitcases.

**Response:** Complies. Clients in treatment have accommodations for storage.

- J. Facilities which frequently have people waiting outside for services must provide an adequate waiting area which must be screened by a fence or landscaping.

**Response:** Complies. The proposed Social Service Facility will not have people waiting outside for services. The waiting area for incoming residents and visitors will be located within the building.

- K. Facilities providing food or drink in disposable containers or which use disposable utensils should provide at least one trash container of not less than thirty (30) gallons for each fifty (50) meals served. Such trash containers must also gather litter within seventy-five (75) feet of all entrances and exits to the facility after each meal.

**Response:** Complies. Meals are catered daily and appropriate trash containers are provided.

- L. All social service facilities must show compliance with all building and fire safety regulations either by issuance of a Certificate of Occupancy or Certificate of Completion by the City. Any existing facility proposed to accommodate dining, sleeping, or assembly services should first be assessed by a registered architect to determine compliance with requirements for building construction and safety.

**Response:** Complies. The proposed Social Service Facility renovation will comply with all applicable building and fire safety regulations by issuance of a Certificate of Occupancy by the City. A registered architect or other licensed professional will determine compliance with requirements for building construction and safety, as necessary.

- M. All facilities providing meals must provide at least one seat for each two guests served during the meal period.

**Response:** Complies. The proposed Social Service Facility will provide at least one seat for each two guests served during the meal dining period.

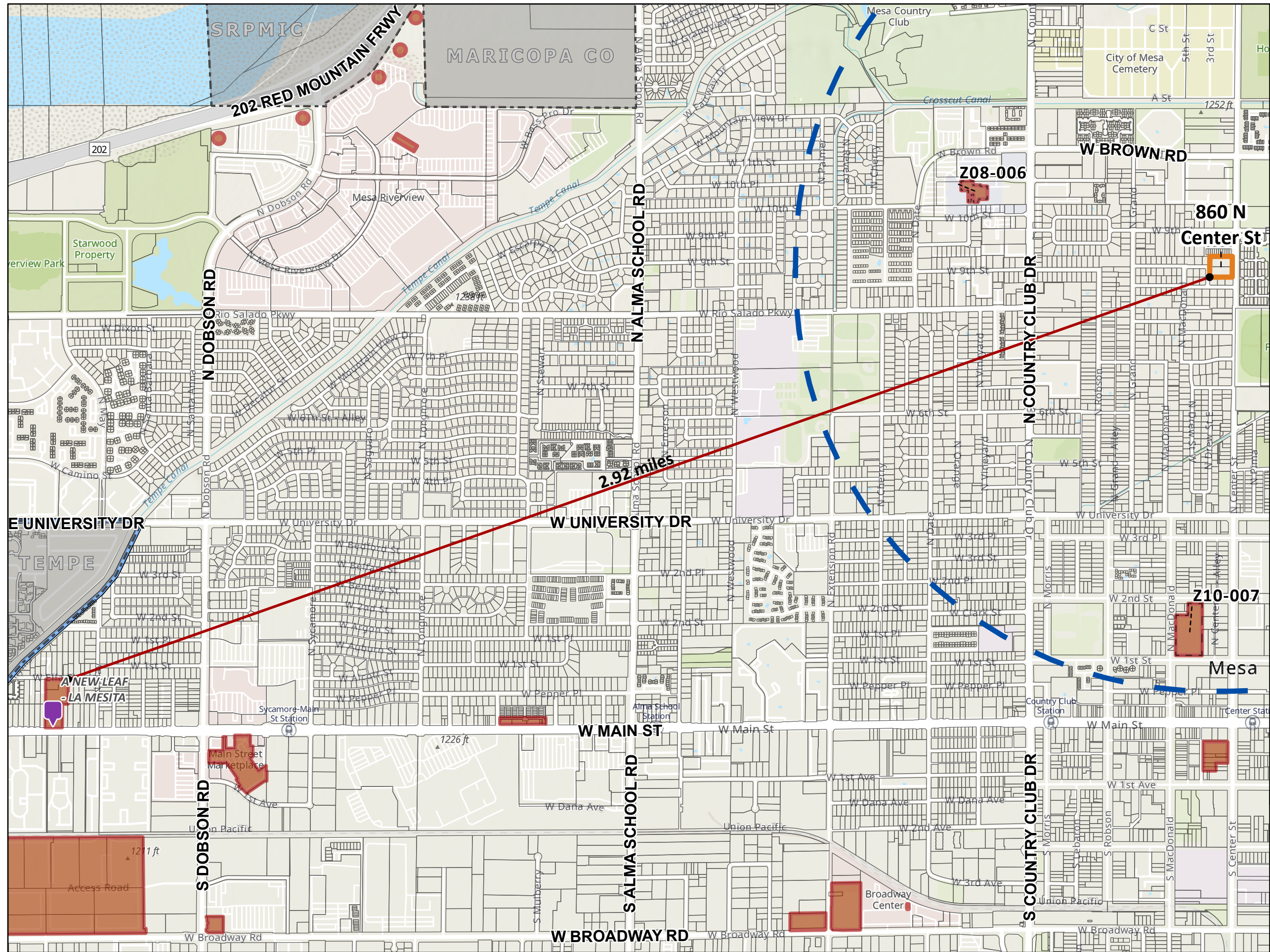
- N. Homeless shelters must have on-site security personnel during the hours of operation. Operation must also ensure that neither guests nor others are sleeping in areas not within the designated and approved locations.

**Response:** Not Applicable. The facility is not a homeless shelter.

- O. Shelters must have at least one (1) telephone available for guest use during the normal hours of operation. Food services facilities should have at least one (1) telephone available.

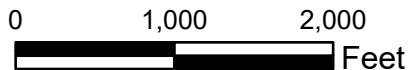


**Response:** Complies. The proposed Social Service Facility will have at least one telephone available for guest use during the normal hours of operation.



## 860 N Center St

Distance to Nearest Social Service Facility with CUP

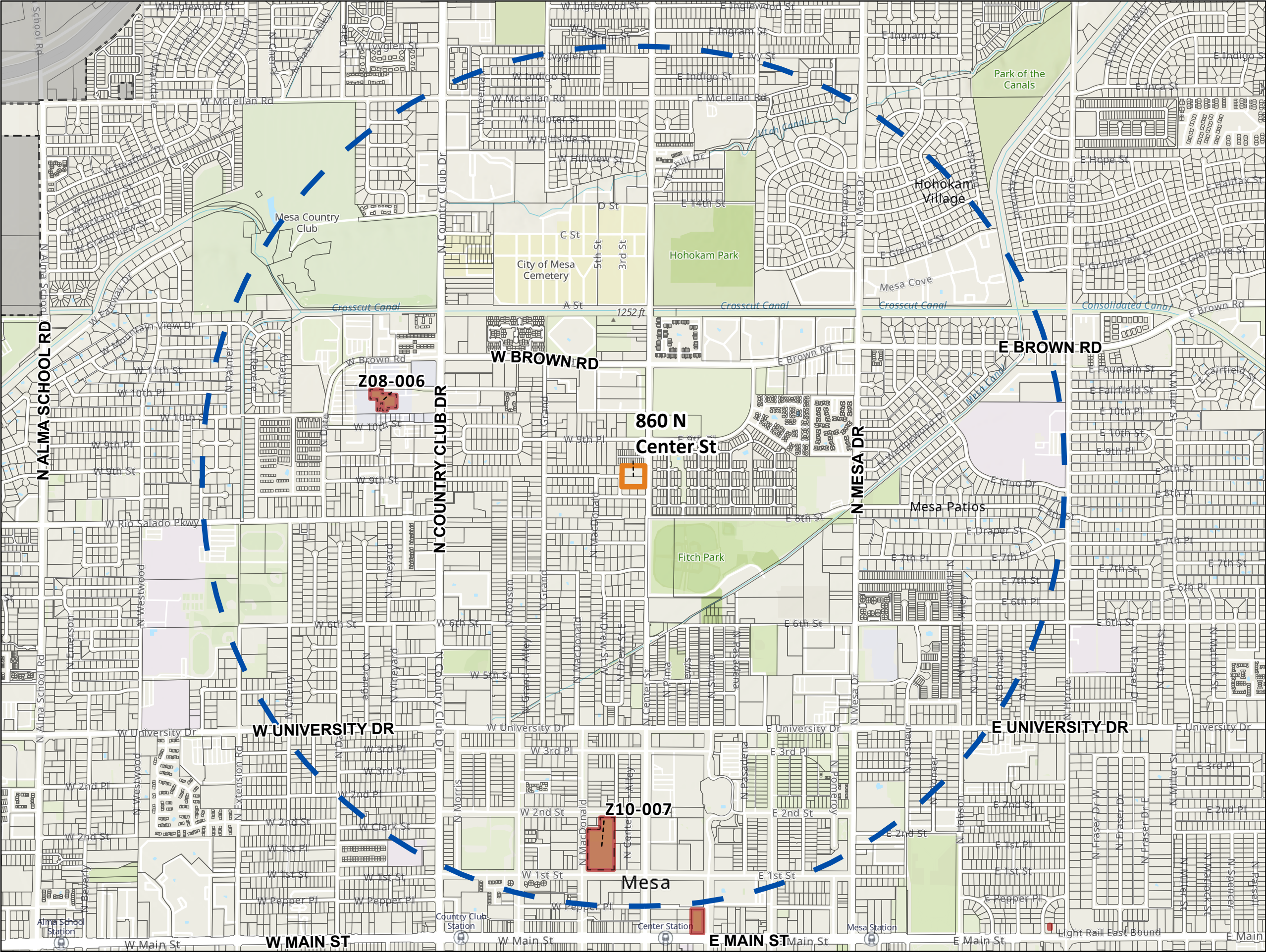


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**860 N Center St**

Council Use Permits  
1 Mile Radius



0 1,000 2,000  
Feet

Created By: City of Mesa Planning GIS  
Created Date: 9/11/2018  
Source: City of Mesa

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# **Good Neighbor Policy**

## **Purpose**

The purpose of this Policy is to establish the Good Neighbor guidelines for Canyon Vista Recovery Center.

## **Core Values**

- Our facility has been serving Arizona residents for over 17 years. Previously our facility was owned by Women in New Recovery which operated as a residential substance abuse facility since 2001. On June 6, 2017, Summit Behavioral Healthcare acquired Women in New Recovery and we are now doing business as Canyon Vista Recovery Center. Canyon Vista Recovery Center is very sensitive to the surrounding neighbors. Canyon Vista Recovery Center has staff available on-site 24 hours a day. At Canyon Vista Recovery Center, we:
- Honor and emphasize 12-step recovery programs in our services to residents and the community.
- Believe in the dignity and worth of all human beings and are committed to serving individuals towards living a life free of substance addiction.
- Are committed to delivering high quality, comprehensive, empathic, hopeful, effective, and affordable services tailored to the needs of those we serve and our community.
- Are committed to providing services that enable individuals to reintegrate into society with enhanced recovery, social, life, and emotional skills, and with the highest degree of self-sufficiency and self-worth.
- Are committed to being a good neighbor and serving the community by sharing our resources and providing services based on the values of 12-step recovery programs.
- Are committed to integrity, ethical practices, professionalism, and fiscal responsibility.
- Value relationships with alumni, colleagues, and community members.

## **Contact:**

Brenda Young, Interim CEO  
(Cell) 480-487-5135  
(Office) 480-464-5764  
(Email) byoung@canyonvista.com

## **Complaint Response Policy**

The following situations, conditions, and or circumstances may be reported to the Chief Compliance Officer and will be resolved accordingly:

- a. Lawn maintenance;
- b. Graffiti cover-up;
- c. Smoking outside of designated smoking areas;
- d. Excessive noise;
- e. Burnt-out parking lot or street lights; and
- f. Trash pick-up.



The facility will be staffed with janitorial staff that will police any litter. All employees are responsible for conformance with this policy.

If any neighbor at any time wishes to voice a concern they will be given the contact information of the manager in charge and be offered an opportunity to meet with that person within 24 hours.

### **Complaint Response Procedure**

- Schedule meeting with complainant and staff
- Investigate complaint
- Gather contact information of complainant
- Document resolution
- Notify complainant of resolution and actions taken
- Address and correct complaint to include staff and/or client training as needed

### **Incident Reporting Policy**

Purpose: To establish Canyon Vista Recovery Center's official policy on incident reporting and to assign specific responsibility for operational implementation of the policy.

Policy: Accurate and timely reporting of significant events involving residents, employees, facilities, or community reputation and that occur either on or off Canyon Vista Recovery Center's premises is of paramount importance. It is policy that all significant events will be expeditiously reported to the Executive Director and to the Bureau of Residential Facilities Licensing (BRFL), as required.

Procedure: The following procedures guide the incident reporting policy:

1. The following situations, conditions, and/or circumstances must be reported using an Incident Report Form under this policy:
  - a. Incidents involving restraint or injury;
  - b. Communicable diseases and infection control;
  - c. Violence or aggression;
  - d. Unauthorized absence of resident that has been court ordered to treatment;
  - e. Sentinel events (incidents involving death, injury, significant property destruction, etc.);
  - f. Vehicular accidents involving employees conducting official business on behalf of the organization;
  - g. Bio-hazardous accidents;
  - h. Actual incidents of suspected abuse, neglect, exploitation, or any violation of resident rights;
  - i. Accidents and injuries;
  - j. Medical emergencies;
  - k. Behavioral and psychiatric emergencies;
  - l. Illegal or violent behavior;
  - m. Release of confidential information without resident consent;
  - n. Fire and other natural disasters;
  - o. The use of seclusion (which is a practice specifically prohibited by Canyon Vista Recover Center)
  - p. Death of an active resident/participant (on or off program site); and
  - q. Other situations, conditions, or circumstances that are required by BRFL/AZDHS rules or regulations to be reported via the incident reporting system.

2. Incident reports will document:
  - a. What happened (detail of incidents);
  - b. How it happened (sequence of events);
  - c. When it happened (exact or approximate date and time);
  - d. Where it happened (exact or approximate location);
  - e. Individuals involved;
  - f. Action taken;
  - g. What happened to the resident; and
  - h. The time and date the report is written with all appropriate signatures.
3. Program Coordinators will immediately notify the Compliance Officer of significant incident and the Compliance Officer is responsible for determining:
  - a. Potential causes;
  - b. If the event represents part of an ongoing trend;
  - c. Actions for improvement;
  - d. Results of performance plans;
  - e. Necessary education and training for employees;
  - f. Prevention of recurrence; and
  - g. Compliance with internal and external reporting requirements.
4. Debriefings will follow all significant incident reports and will include all employees involved to:
  - a. Discuss the incident and its antecedents;
  - b. Identify any procedural and/or policy changes that need to be made to prevent a reoccurrence of the incident; and
  - c. To ensure that employees have an opportunity to discuss and disclose their feelings, emotions, and reactions to the incident.
5. BRFL will be notified of investigations regarding neglect, exploitation, or other violations of resident rights.
6. Actual incidents of suspected abuse, neglect, exploitation, or other violations of resident rights shall be reported accordingly in specified time frame:
  - a. Immediately, but no later than 24 hours of such notification by employees, a verbal report shall be made of all allegations by the Compliance Officer to BRFL;
  - b. If the allegation involves the Executive Director, it shall be reported directly to the Board and BRFL investigations department; and
  - c. The person who reported the incident will submit a written incident report to the Compliance Officer within 24 hours.
7. The Compliance Officer will submit a written report to BRFL within two (2) working days after receiving notification, and the report will include:
  - a. Name of the resident;
  - b. Name of person the allegations are against;
  - c. A copy of the incident report; and
  - d. List of other individuals, organizations, and law enforcement officials notified regarding the incident.
8. The Compliance Officer will also notify the legal consentor, if applicable.
9. If the resident is the legal consentor, family and significant other(s) may be notified only if the resident gives written consent.
10. Canyon Vista Recovery Center will investigate all incident reports and take appropriate action unless otherwise directed by the BRFL Investigation Department.
11. Canyon Vista Recovery Center will:
  - a. Document investigations, result of actions, and keep the documentation in a secured central file;
  - b. Enforce policies and procedures; and
  - c. Provide appropriate sanctions for confirmed violations.
12. The following will be reported to BRFL investigation department immediately upon discovery:

- a. Violation of laws;
- b. Violation of rules;
- c. Violation of employee's professional and ethical codes of conduct;
- d. Fires and natural disasters;
- e. Suicide attempt by an active resident or participant (on or off the program site);
- f. Substantial disruption of program operation; and
- g. Death of an active resident/participant (on or off the program site).

#### **Ongoing Compatibility with Adjacent Uses**

The following demonstrates ongoing compatibility of the proposed renovation with adjacent uses:

- a. The existing fence around the facility will be maintained.
- b. No exterior renovations are being made.
- c. There are no proposed changes to traffic patterns or parking at the facility.
- d. All of the current policies at the facility listed in the sections above will be maintained and will be applied to the proposed renovation as well.
- e. There is at least one existing facility offering similar services within one mile of the Canyon Vista Facility as noted in the Council Use Permit Application.

All employees are responsible for conformance with this policy.