

# 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:

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## 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.