

Good Neighbor Policy for Janisa Manor LLC

Address: 833 W McLellan Rd, Mesa, AZ 85201

Facility Type: Secured Behavioral Health / Transitional Community Residence

Facility Manager: Charity Karia | **Phone:** (650) 776-9532

A. Measures to Ensure Ongoing Compatibility with Adjacent Uses

Janisa Manor LLC is committed to being a responsible neighbor and maintaining a peaceful, safe, and respectful presence within the neighborhood. To ensure compatibility with surrounding residential uses, the following proactive measures are being implemented:

1. Maintaining Residential Character

- The exterior of the home will retain its single-family residential appearance. No commercial signage, exterior modifications, or institutional features will be added.
- Landscaping and property upkeep will be performed regularly to maintain a clean, well-kept appearance consistent with neighborhood standards.

2. Minimizing Traffic and Parking Impact

- The facility provides 8 on-site parking spaces, which will accommodate staff and authorized visitors, eliminating street congestion. 8 spaces are already existing, the facility does not need this many anyway as the residents do not have vehicles, the only visitors are occasional Therapist, Case Managers and staff
- Staff shifts are staggered to avoid traffic surges at any one time.
- There will be no public visitors or drop-in services, minimizing vehicle traffic to and from the property.

3. Noise and Activity Control

- Quiet hours will be observed during evening and night to prevent disturbances.
- Outdoor activities will be supervised, and resident outings are limited and court-approved.
- The facility will operate in a calm, structured manner similar to a typical household, with no loud gatherings or excessive noise.

4. Safety and Security

- The property is enclosed by a 6-foot solid perimeter fence, enhancing privacy and ensuring containment as required for secured facilities.
- Residents are not allowed to leave the property unsupervised. All community access is controlled and court-regulated.

- The home is staffed 24/7, ensuring supervision and quick response to any concern that may arise.
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B. Responsible Party Contact Information

Should any neighbor have questions, concerns, or observe an issue, the facility manager is available to respond:

Charity Karia, Facility Manager

Phone: (650) 776-9532

Email: charity@healthconnectnursing.com

Concerns will be addressed promptly with an emphasis on resolution, transparency, and ongoing community partnership.

C. Complaint Response Procedure

1. **Receipt of Complaint**
 - Community members may contact the manager directly with any concerns.
2. **Investigation**
 - The issue will be documented, reviewed by on-site supervisors, and investigated within 24 hours.
3. **Remedial Action**
 - Appropriate corrective measures will be taken, including staff coaching, resident intervention, or procedural changes.
4. **Follow-Up**
 - The complainant will be contacted (if contact is provided) and informed of the resolution, where appropriate.