



Everyone needs a home
HFS Good Neighbour Policy

GENERAL PRINCIPLE

In an effort to foster positive relationships with the surrounding communities, Homes First endeavours to engage, communicate, and work with the businesses and individuals of the neighbourhoods in which its properties are located.

Policy:

HFS staff and residents of HFS properties will respect the needs of the surrounding community, businesses, and individuals, and the community, businesses, and individuals will respect the needs of Homes First's residents and staff.

Neighbourhood Community Engagement Principles:

Homes First Society's mission is to develop and provide affordable, stable housing and support services to break the cycle of homelessness for people with the fewest housing options. Our values include the development and maintenance of cooperative relationships within our communities.

Homes First strives to ensure community neighbours understand the values of Homes First. Having the local community understand what values underpin the decisions made by Homes First (and the City of Toronto where appropriate) helps build an ongoing and lasting relationship of trust.

We actively engage the community by seeking to understand what community well-being means to them. We understand and undertake action to help enhance community well-being over the long-term as a member of the community.

There are multiple channels for members of the community to provide input on HFS programs and services, including:

- In person with staff or the Shelter Supervisor.
- By phone or email (available on the Homes First website).
- We help community neighbours understand that Homes First managers are making the correct practical and administrative decisions in operating our housing and shelters.

- We do not shy away from difficult questions. All questions and concerns are addressed to the best of our ability.
- We focus on community engagement methods that maximize the two-way transmission of information.
- We listen to all comments and concerns of community members.
- We make efforts to build long-term relationships within the community.

Homes First endeavours to build good relations with Toronto Police Services and other emergency services in every Homes First's buildings' community.

Homes First provides much-needed shelter, housing, and supports, and we endeavour to continue doing so that all individuals, whether community member or a resident of a shelter, are protected by the *Ontario Human Rights Code*, as well as the *Canadian Charter of Rights and Freedoms*.

When issues arise, staff and management will endeavour to reach a mutually beneficial resolution.

If any individual or business is not satisfied with Homes First's response to their concern or complaint, Homes First will provide the HFS Complaint Policy and Procedures document, which includes the contact information for SSHA and the Office of the Ombudsman.

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- As per Toronto Shelter Standards, 2016: Section 12.2.4(a)(i).
 - Approved by the HFS Governance and Nominating Committee on January 10, 2018; to be reviewed in 2023.
 - Approved by the HFS Board of Directors on January 23, 2018.
 - This Policy applies to all of Homes First.