

## EXHIBIT D

### **Good Neighbor Policy and Code of Conduct Interim Shelter at 350 Merrydale Road**

*Joint Policy of the City of San Rafael and County of Marin*

#### **1. Purpose and Intent**

The City of San Rafael and County of Marin are committed to ensuring that the Interim Shelter at 350 Merrydale Road operates safely, respectfully, and in a way that positively integrates with the surrounding neighborhood.

This **Good Neighbor Policy**, in coordination with the **Resident Code of Conduct**, establishes shared expectations for residents, staff, and community members. Every resident must review and sign both documents prior to entry. Continued participation in the program is contingent upon adherence to these expectations.

#### **2. Goals**

1. Support and encourage high-quality services that are well integrated into, and supported by, the community.
2. Maintain peaceful, safe, clean, and crime-free neighborhoods for both program participants and surrounding residents and businesses.
3. Facilitate direct, honest communication among all community partners, including the City's Police and Fire Departments, County of Marin Health and Human Services, transit agencies, and other service providers.
4. Ensure clear, accessible points of contact and resolution for addressing community concerns or disputes.
5. Foster mutual respect for all community members and protection of public and private property.
6. Encourage active participation of shelter operators in sustaining the neighborhood's cleanliness, safety, and vitality.
7. Ensure adherence to property maintenance standards that preserve community character and quality of life.
8. Provide accountability for criminal or disruptive behavior, including cooperation with law enforcement when necessary.
9. Maintain accessible, publicized contact information—available 24/7—for community inquiries or concerns.
10. Convene regular meetings with community partners, including engagement with specific stakeholders such as nearby residents or businesses, to review operations and address emerging issues.

11. Notify neighbors of significant program or facility changes in advance and seek community input where appropriate.
12. Document and review concerns or complaints to ensure timely and effective follow-up and corrective action.

### 3. Guiding Values

1. **Responsiveness:** Maintain open communication with neighbors and adjust operations based on feedback.
2. **Collaboration:** Partner with residents, community organizations, and public agencies to foster shared understanding.
3. **Accountability:** Measure and report outcomes such as housing placements and reductions in unsheltered homelessness. Making sure that the City and its service provider are accountable to the public and community on its promises and commitments.
4. **Coordination:** Align program operations with Marin County's Coordinated Entry System, outreach teams, and public safety partners. Services offered at the site are exclusively reserved only for those participating in the interim shelter program.

### 4. Safety and Security Practices

1. Onsite staff present. 24 hours a day, seven days a week, 365 days per year.
2. Resident entry and exit monitored through check-in and check-out procedures.
3. No public drop-in access or loitering permitted outside the property.
4. Regular site walks and neighborhood walks conducted to maintain cleanliness and identify issues.
5. Lighting and security systems maintained to ensure visibility and safety.
6. Emergency protocols in place, requiring immediate contact with Police, Fire, or SAFE as appropriate.
7. Regular property inspections and maintenance in compliance with City standards.
8. Adherence to health and safety guidelines at all times.
9. Prompt response to concerns raised by residents, neighbors, or community partners.

### 5. Resident Code of Conduct and Expectations

Residents are expected to follow these standards both onsite and in the surrounding neighborhood:

1. **Respectful conduct:** Treat staff, neighbors, and fellow residents with courtesy and respect at all times.

2. **Quiet hours:** Observe quiet hours between 10:00 p.m. and 7:00 a.m.; no loud conversations, music, or vehicle noise.
3. **Smoking and substance use:** Smoke only in designated outdoor areas; alcohol and illegal substances are prohibited.
4. **Pets:** Keep pets leashed outdoors; clean up pet waste immediately.
5. **Cleanliness:** Maintain clean living spaces and shared areas; no outdoor storage of belongings.
6. **Visitors:** Allow only approved visitors during designated hours; no loitering in nearby neighborhoods or surrounding unimproved areas.
7. **Prohibited behaviors:** Disruptive, threatening, or illegal activity—including vandalism, theft, or harassment—is not permitted.
8. **Transportation:** Park vehicles and bicycles in designated areas in compliance with all regulations; follow all rules and regulations when using public transportation.
9. **Compliance:** Follow all program rules, City ordinances, and this policy.

#### **6. Accountability and Enforcement:**

Repeated or serious violations—after appropriate warnings and case management intervention—will result in graduated consequences, up to and including discharge from the program.

#### **7. Community Engagement and Complaint Resolution**

1. A designated City contact (email and phone) will be available during business hours to address neighborhood concerns.
2. A 24-hour contact number will be maintained for urgent matters. After hours, calls will be directed to SAFE or law enforcement as appropriate. All complaints will be documented, investigated, and resolved with timely follow-up, consistent with confidentiality requirements.
3. The City will maintain an updated webpage with program information, performance data, and meeting schedules.
4. At least one community meeting per year will be held to review operations, outcomes, and neighborhood input.
5. The City and County will encourage coordination with neighborhood watch programs and community associations to enhance safety and communication.

#### **8. Policy Management and Amendments**

1. This policy will be actively managed by the City of San Rafael and County of Marin, with periodic review to assess effectiveness and responsiveness to community needs.
2. Amendments may be made by mutual agreement of the **County Executive of Marin County** and the **City Manager of San Rafael**.

