



Community and Good Neighbour Policy

POLICY

To ensure Cascadia develops and maintains neighbourly relationships. We recognize that it is important to respect, communicate, and nurture good relationships with our immediate neighbours.

PROCEDURE

Cascadia management will be responsible to ensure:

- A prompt reply is given to all neighbour communications, whether by calls, letters or visits.
- Snow is removed promptly from sidewalk(s) bordering the facility during winter months.
- The facility is maintained and kept in proper repair.
- There will be some participation in community activities - i.e. garage sales, carnivals, bake sales, block parties, Block Watch, etc.
- Neighbours will be invited to any open houses or any other suitable events.
- Cascadia will be involved with all common emergency planning efforts with immediate neighbours.

COMPLAINT PROCEDURE:

Any coworker receiving a neighbour complaint shall refer the complaint immediately to the Leadership Team. It is imperative that the Leadership Team be aware of all complaint activity in order to coordinate responses in a timely manner and review community policy. Follow-up will consist of a phone call or letter back to the complainant on the outcome of the complaint or incident reported.

Standards associated with this policy: 1) 1.A.4 and 2) 1.D.1

RESPONSIBILITY OF: All Coworkers

MONITORED BY: Leadership Team