



# Northwood House Family Assessment Centre

## Foundation of Resilience

### Good Neighbour Policy for Northwood House

**1. Purpose** The purpose of this policy is to foster positive relationships between the Residential Assessment Centre and the surrounding community. This policy outlines expectations for respectful coexistence and strategies for addressing concerns constructively.

**2. Scope** This policy applies to all residents, staff members, and visitors of the Residential Assessment Centre, as well as interactions with neighbouring residents and businesses.

#### 3. Commitment to Being a Good Neighbour

- We recognize and respect the rights of neighbours to a safe, clean, and peaceful environment.
- We are committed to maintaining open and positive communication with community members.
- We will take proactive measures to prevent disturbances and address any concerns that arise.

#### 4. Expectations for Residents and Staff

- **Respect for Noise Levels:** Residents and staff should keep noise to a reasonable level, especially during early morning and late evening hours.
- **Proper Waste Disposal:** Littering is strictly prohibited. Waste should be disposed of responsibly in designated bins.
- **Respect for Public Spaces:** Residents and staff should be mindful of shared spaces and avoid disruptive or antisocial behaviour in the community.
- **Compliance with Local Laws:** All individuals associated with the Centre must adhere to local laws and regulations.

## **5. Communication with the Community**

- The Centre will maintain an open-door policy for neighbours to express concerns or provide feedback.
- Contact information for a designated community liaison will be made available to address any issues that arise.
- Regular community meetings or updates may be conducted to strengthen relationships with local residents.

## **6. Handling Complaints and Concerns**

- All complaints from neighbours will be acknowledged and addressed in a timely and respectful manner.
- Staff will investigate concerns and take appropriate action to resolve any issues.
- A transparent process will be in place for documenting and resolving complaints to ensure accountability.

## **7. Managing Noise Impacts**

- We acknowledge that babies will naturally cry at times, which may cause noise disturbances. Staff and parents will be educated on best practices for soothing and calming crying infants to minimize prolonged disturbances.
- Parents will receive guidance on effective infant-calming techniques, including feeding schedules, swaddling, and comforting strategies.
- Staff will be available to assist parents in responding promptly to crying infants, ensuring that the babies' needs are met in a timely and caring manner.
- Whenever possible, parents will be encouraged to use designated indoor areas for soothing their babies rather than communal outdoor spaces, particularly during early morning or late evening hours.
- Staff will remain vigilant and responsive to any noise complaints, working proactively with parents and the community to address concerns.

## **8. Community Engagement and Contribution**

- Residents and staff are encouraged to participate in community events and initiatives that promote goodwill.
- The Centre may organize volunteer activities or outreach programs to contribute positively to the neighbourhood.
- Partnerships with local businesses and organizations will be pursued to enhance community integration.

**9. Review & Amendments** This policy will be reviewed regularly to ensure its effectiveness and responsiveness to community needs. Amendments may be made as necessary based on feedback and evolving circumstances.

For any questions or concerns regarding this policy, please contact the designated community liaison at the Residential Assessment Centre.