

Attachment 1

*Draft Good Neighbour Agreement for the
Health Contact Centre, 40 Begbie Street,
New Westminster*

40 Begbie Street – Health Contact Centre DRAFT GOOD NEIGHBOUR AGREEMENT

This is a Good Neighbour Agreement made on the ... day of ..., 2025.

WHEREAS the City of New Westminster (“City”), the Fraser Health Authority (“Fraser Health”) and the Lower Mainland Purpose Society (“Purpose Society”) agree that all three parties will collectively work towards: (1) ensuring that the Health Contact Centre at 40 Begbie Street is a good neighbour; (2) that it contributes to a healthy, inclusive, safe and secure neighbourhood; and (3) that any associated issues related to its operation are addressed in a constructive, open and proactive manner.

More specifically, all three parties will work towards the achievement of the following conditions:

- a reduction in the number people congregating outside the Health Contact Centre;
- a reduction in the number people consuming unregulated substances in public view;
- a reduction in discarded belongings and drug paraphernalia; and,
- a reduction in disorderly conduct and criminal or illegal activity.

The three parties have also identified proposed actions to be taken in support of achieving the above cited conditions (attachment #1).

The three parties will implement the following measures:

1. That Purpose Society, via a Funding Agreement with Fraser Health, will ensure that the Health Contact Centre is adequately resourced, including related to staffing, and that Purpose Society will ensure that staff have the requisite knowledge, skills and training to address the needs and conduct of people utilizing the services of the Health Contact Centre.
2. That Fraser Health and Purpose Society will address safety and security issues related to the Health Contact Centre and the adjacent outdoor area through a peer-driven model. Peers with lived experience of substance use will gain voluntary compliance in addressing such issues through relationship building and trust. That there will be a review of the security model after three months as to its effectiveness, and that changes will be made if concerns are identified.
3. That Purpose Society will ensure that the portion of the building accommodating the Health Contact Centre is well maintained; that any graffiti or vandalism is addressed in a timely manner; and that the adjacent outdoor area is clean and free of discarded drug paraphernalia, human waste and litter.

4. That Purpose Society will monitor Alexander Street, including the adjacent loading zone for the Anvil Centre, the entry for the Arundel Mansion Hotel and the parking lot for Ki Sushi (within the area defined in attachment #2) and will identify issues that may be associated with the Health Contact Centre and the people utilizing its services. That monitoring will commence immediately and will occur twice daily for two weeks, and that the findings will be shared with Fraser Health and the City. After the initial two-week period, monitoring will occur once every other day, and the findings will be shared with Fraser Health and the City on a monthly basis.
5. That Purpose Society, based on the findings of the monitoring, will work to resolve identified issues, including related to cleanliness, safety and security, and that it will record incidents and actions taken, including related to disorderly conduct and criminal or illegal activity. If issues cannot be resolved, that Purpose Society will bring these issues to the attention of Fraser Health and the City, and that all three parties will work collectively to resolve them.
6. That Purpose Society will work closely with the City's Police Department to address any criminal activity and to reduce its potential through the implementation of Crime Prevention through Environmental Design (CPTED) measures.
7. That Purpose Society will develop expectations for people utilizing the services at the Health Contact Centre, and that it will regularly communicate these expectations, including their importance and the consequences for non-compliance.
8. That Purpose Society will review its service provision at the Health Contact Centre to reduce congregating and sheltering in the adjacent outdoor area and on Alexander Street – e.g., limiting entry to people who do not abide by the expectations, not providing meals to people outside, etc.
9. That Purpose Society will encourage people using inhalants to come inside after consumption, and disperse after leaving the Health Contact Centre to address issues related to congregating and sheltering in the adjacent outdoor area and on Alexander Street.
10. That Purpose Society will immediately advise Fraser Health and the City of any management and operational changes related to the Health Contact Centre; of any expansion or reduction to the services and supports offered; and of any other changes that will impact the people utilizing its services and supports, or nearby residents or businesses
11. That Purpose Society will seek Fraser Health's and the City's consent with regard to any proposed changes to this agreement.

That Purpose Society, Fraser Health and the City recognize that participation in this agreement is voluntary and that its success is based on mutual respect, communication and working co-operatively together to ensure a healthy, inclusive, safe and secure neighbourhood. Despite the voluntary nature of this agreement, Purpose Society recognizes that non-compliance with the terms of the agreement will be brought to the attention of Fraser Health and City staff, and possibly City Council. Further, there is recognition that City bylaws, and other statutes and legislation shall at all times take precedence over this agreement; and,

THEREFORE Purpose Society has voluntarily entered into this agreement, and Fraser Health and the City commend them for their recognition of their civic responsibilities and their commitment to fostering a good working relationship with the City and their neighbours.

Signed this _____ day of _____, 2025 at New Westminster, B.C.

Executive Director, Lower Mainland
Purpose Society

Medical Health Officer
Fraser Health Authority

Chief Administrative Officer
City of New Westminster

Cc: City Clerk

Attachment #1: Proposed Conditions and Actions
Attachment #2: Alexander Street Monitoring Area

Attachment #1: Proposed Conditions and Actions

- A reduction in the number people congregating outside the Health Contact Centre.
 - People who inhale substances will be requested to come inside after consumption.
 - People who inhale substances and who have consumed but not come inside will be requested to disperse when determined to be safe to do so.
 - People congregating and not consuming substances will be requested to disperse.
 - People who erect structures or tents will be requested to dismantle them, and will be requested to come inside or disperse.
- A reduction in the number people consuming unregulated substances in public view.
 - People who inject substances will be requested to come inside to consume.
 - People who inhale substances will be requested to curtail their activities on adjacent properties and fronting Carnarvon and Eighth Streets.
- A reduction in discarded belongings and drug paraphernalia.
 - People who inject or inhale substances will be requested to take all of their belongings with them, and any discarded or unwanted belongings will be disposed.
 - People who inject or inhale substances will be requested to utilize the designated receptacles for drug paraphernalia, and not to dispose of items in the surrounding area.
- A reduction in disorderly conduct and criminal or illegal activity.
 - People will be reminded of the expectations related to accessing services at the Health Contact Centre, and the potential consequences for non-compliance.
 - People who engage in disorderly conduct will be requested to disperse, and any criminal acts or behaviour will be reported to Police.

Attachment #2: Alexander Street Monitoring Area

