



GOOD NEIGHBOUR AGREEMENT 2026

-for-

Radius Community Health and Healing (Boyle McCauley Health Centre Society) Supervised Consumption Services

-and-

Community Members, Businesses, and Stakeholders as per attached signature sheet

- ***The 2026 Community Engagement Meeting will be virtual and will offer the opportunity to sign the Good Neighbour Agreement electronically.**

Radius Community Health and Healing (Radius) is committed to being a proactive community member and a good neighbour by working with the surrounding community to share information, address issues and find mutually agreeable solutions whenever possible. To maintain relationships, promote good will and mutual understanding between service providers and community, the following good neighbour agreement will provide basic information about this service, its partnerships and will identify the process for regular communication and methods for resolving conflicts.

ABOUT OUR SERVICES

RADIUS COMMUNITY HEALTH AND HEALING SUPERVISED CONSUMPTION SERVICE

Radius Community Health and Healing (formerly the Boyle McCauley Health Centre), the first community-based health centre in Alberta, was incorporated in 1979 and opened its doors to the public in May of 1980. It was designed to respond to the often overlooked and unique health needs of the residents of Edmonton's inner city. Our community health centre has evolved and now offers a multitude of wrap-around supports for our clients. In addition to a trauma informed health care team, clients have ready access to psychiatry, psychology, pharmacists, social work, recovery coaching and more. In more recent years, our health centre continues to try and address the health barriers and inequities for Edmonton's marginalized population which now includes the added complexity of houselessness and addiction.

A supervised consumption service, embedded within the health centre, was licensed and opened in 2018 to respond to the impact of substance use and opioid overdoses in response to a toxic drug supply and complex environment. Our supervised consumption service educates, supports, empathizes and ensures the safety of individuals who use the service. Having the service embedded within the community health centre allows for ready access to primary health care and wrap around support.

GOALS OF THE GOOD NEIGHBOUR AGREEMENT

- Share open, honest, and meaningful communication
- Develop a respect and understanding of roles, needs and constraints
- Provide clear expectations regarding how issues are identified and resolved
- Foster an inclusive community where everyone feels welcome

PARTIES ENTERING INTO THIS AGREEMENT SHARE A COMMON DESIRE TO

- Create a safe neighborhood
- Acknowledge the importance of each organization's success to the community
- Ensure respectful and open communication
- Resolve disputes and common issues facing the interested parties

PARTIES ENTERING THIS AGREEMENT COMMIT TO:

1. Community Engagement

- **Standing Meeting**

All parties agree to meet on an annual basis and more frequently if required. An open virtual and/or in person meeting will be scheduled and will include invested parties as well as any others interested in participating.

- **Education Opportunities**

As part of the Good Neighbour Agreement, Radius will commit to providing education and information on services to groups as requested. This may include overdose response training, care paths to services etc. All parties who are part of the agreement are encouraged to share information on their expertise, services, products etc. as well as identify areas of interest.

2. Security and Cleanliness

Working with EPS partners

A strong connection between the supervised consumption sites and the community police officers have created a communication path that helps to ensure open drug use, gang activity and other dangerous situations can be addressed quickly. Most recently, EPS has re-implemented the Beats team for the McCauley area. Radius and the Beats team, including the leadership team, have met to commit to a shared process for communication and a collegial working relationship. In addition, we have a shared document that outlines how Radius and EPS work and communicate together to support a safe community.

As of January 2026, an experienced Radius team member has joined the EPS Help (Human-centered engagement and liaison partnership) team. This partnership provides ongoing support to the community and to individuals needing assistance and case management.

Safety Polices

Radius has a strong culture of safety which includes numerous policies on safety both within and outside of the services. We regularly connect with EPS, the EPS Bests team and the Help teams to review opportunities to improve safety.

Routine checks are also completed by a professional after-hours security team to ensure the site is secure. Radius received daily summary reports, with photos from the security team to support our ongoing commitment to following and responding to any shifts or trends in after hours' issues.

Needle Clean-up and safe Disposal

Radius participates in frequent and scheduled needle cleanup around the building including the front and side yard and the back parking lot (see photo map). Radius has implemented policies and procedures that support disposal of used drug paraphernalia within the SCS. SCS staff also educate clients about safe disposal outside of the SCS, in homes and in the

community. There are used needle disposal containers outside for individuals to utilize when SCS services are not available provided and maintained by the City of Edmonton. Radius staff monitor the immediate vicinity of the clinic to assist with debris mitigation and loitering. The SCS and Radius strives to offer needle exchange to help collect used syringes and drug-paraphernalia.

Community Response and Outreach Teams

Radius has a Team Lead (Licensed Practical Nurse) that provides support and leadership to the SCS staff. The Manager of Allied Health and Director for Clinical Operations provides oversight and support for the SCS and the Team Lead. Beyond providing safe care within the SCS, Radius has two teams that are focused on immediate and surrounding area support.

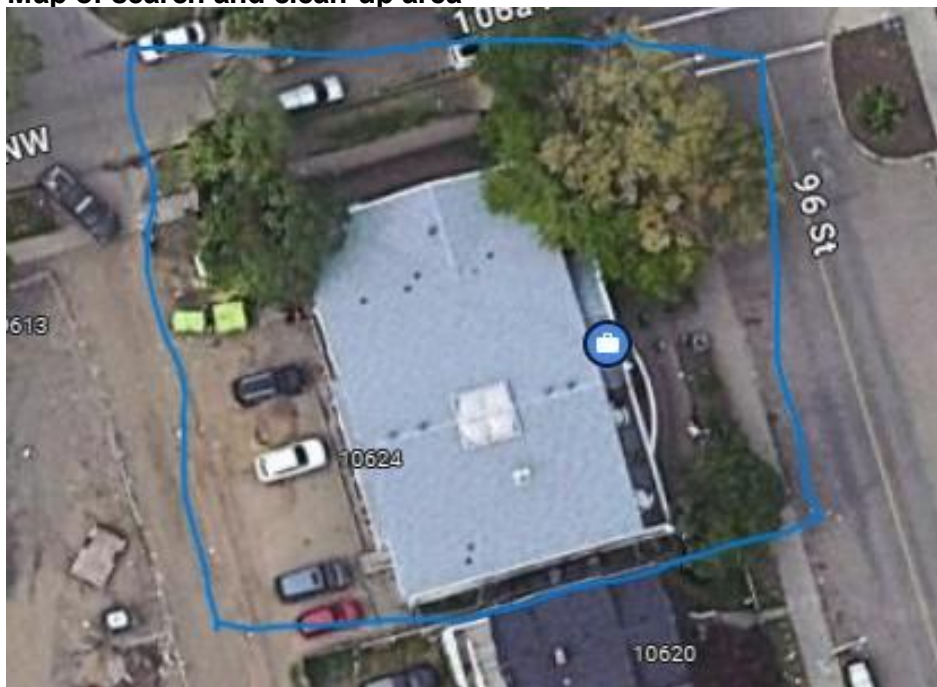
- The community response team is responsible for monitoring the area around the clinic, supporting wellness checks, connecting people with resources, overdose management and cleaning debris and substance use discards. These checks are conducted every 2 hours during clinic hours.
- The main clinic supports an overdose team that focuses on early identification and treatment of overdoses in the surrounding area of the clinic and the adjacent community. This team not only monitors the area surrounding the clinic but also the adjacent community.

Radius is committed to foster ongoing community connections to build relationships and connect people to services that help to reduce open drug use.

Garbage Clean Up

Radius has a daily outdoor cleanup person that cleans up garbage and debris around the building to support overall community cleanliness.

Map of search and clean-up area



3. Communication Plan

Radius is committed to keeping communication lines open with the community and stakeholders. We have a phone line and email address that is monitored for anyone to share non-emergent concerns, suggestions and commendations from community members. When communication is received from the community, Radius is committed to:

- Responding to the communication within 4 business days.
- If the feedback is related to a concern, Radius will investigate and respond to community member/agency within 7 business days. At that time, Radius will share findings and any follow up actions/feedback and strive to resolve the concern with the community member.
- If the community member feels the issue remains unresolved, escalation can occur by notifying the Executive Director by email or phone.
- The Executive Director will respond to the community member(s) and initiate a conversation within 7 business days.

CONTACT INFORMATION:

Radius Community Health and Healing

Email: info@radiushealth.ca

Phone: 780-422-7333

Website: www.radiushealth.ca

- ***The 2026 Community Engagement Meeting will be virtual and will offer the opportunity to support the Good Neighbour Agreement virtually.**

General phone numbers

Concern	Contact Information
Emergencies (medical emergencies, risk/harm to life or property)	911
Criminal Activity	Edmonton Police non-emergency line: 780-423-4567 or #377 from an Edmonton cell phone Crimestoppers: 1-800-222-8477
Mental Health	780-342-7777 Community Urgent Services and Stabilization Team (24 hours) 1-877-303-2642 Mental Health Helpline (24 hours) 780-482-HELP (4357) Distress line (24 hours) 211 press 1 Community information and referral
Individual in crisis	Call 211 press 3 for the 24/7 crisis diversion team Edmonton Police non-emergency line 780-423- 4567
Intoxicated in Public	Call 211 press 3 for the 24/7 Crisis Diversion Team Edmonton Police non-emergency line 780-423-4567
Encampments on public land	Call 311 or use the 311 app
Litter	Call 311

Each year the Good Neighbor Agreement will expand to include more businesses, homeowners, community members and organizations. Radius Community Health and Healing is a member of their community league.