



Good Neighbor Policy

Joshua's House, a project developed by The Health Communication Research Institute, Inc., (HCRI) a 30-year-old, 501(c)(3) non-profit, has been developed with a mission to provide our most vulnerable residents a sense of safety, stability, and comfort care. YoloCares, the owner/operator of Joshua's House, is the oldest and most reputable non-profit provider of end-of-life care in the Sacramento region. Once operational, Joshua's House will be a program owned and operated by YoloCares. The success of Joshua's House requires the partnership and collaboration of neighbors, the community, Joshua's House staff and volunteers, the terminally ill, homeless guests, the business community, city officials, and other public agencies to ensure a mutual benefit for Joshua's House and the impacted neighborhoods and businesses.

This Good Neighbor Policy sets the guidelines by which YoloCares and Joshua's House will operate this mission of kindness, compassion, and the highest standards of healthcare for patients who would otherwise be unsheltered and unhoused, while also respecting the values and needs of the immediate neighborhood.

A BRIDGE TOWARD THE COMMON GOOD

YoloCares and Joshua's House understands that its commitment to these guidelines is an expression of its historic mission to ensure the dignity and value of all persons without exception, and that it practices these guidelines in order to advance and sustain the "common good."

A Good Neighbor Policy is not a one-way street. It is a bridge that contributes toward a positive experience for all involved, including the broader community. Both partners (Joshua's House and the broader community) commit to believe the best of each other, practice transparency and honesty, work positively and collaboratively with the "common good" in mind. Curiosity is more valuable than criticism, collaboration more helpful than competition, and open communication is more useful than suspicion.

When conflicts arise, YoloCares/Joshua's House trusts in the goodwill of its neighbors to help us all resolve disputes, work transparently toward common ground, and unite around a vision for the wellbeing of all people regardless of race, ethnicity, gender, sexual orientation, income level, religion, health status, or housing situation.

THE PROJECT

Joshua's House will be a community of care located at 3630 Larchwood Drive, Sacramento, CA 95834, on property owned by the City of Sacramento and is approximately 1.07 acres. The site is bordered by Patio Avenue on the south, single-family residential homes on the north, Garden Valley Elementary School on the west, Northgate Blvd. on the east and sits south of Interstate 80.

Six ADA-compliant manufactured homes will be on permanent foundations, the site will have a paved entry, parking spaces, and sidewalks, quality landscaping, and will be completely fenced with quality wrought iron fencing, and a movable and lockable gate. Two to three additional ADA-compliant manufactured homes may be added.

Joshua's House will use five of the homes to provide comfort care for up to 15 eligible terminally ill, homeless men and women who will be referred and discharged into Joshua's House by local health systems (Dignity Health, Sutter Health, UC Davis Health, Kaiser Permanente and YoloCares). Hospice and supportive care will be provided either by YoloCares clinical staff or by the referring health system. The remaining house will provide office space, storage and meeting space. Joshua's House will provide shelter, clothing, meals, art and music therapy by trained, certified staff, trained hospice volunteers and trained, certified End of Life Doula's for those residents who want their support.

Admittance to the center is by health system referral only; there are no walk-up referrals to the site or lines for services. Joshua's House will operate 24 hours a day, seven days a week, with night-time curfews and 24-hour security measures. The site is maintained by professional staff during all hours of operation.

Specific details on center operations, including safety, curfews, and other operating procedures have been developed by YoloCares, with input from the previous relationship between HCRI, its Board of Directors, and neighborhood and City representatives.

I. THE GUIDELINES

A. General Operations

1. Joshua's House will be operated by YoloCares Hospice, and is accountable to the YoloCares' Board of Directors.
2. Joshua's House will operate regular business hours and maintain a night-time curfew (10 p.m.) in which the gate will be locked and residents will not be able to enter and leave freely during those hours.
3. Visitors will be screened and only authorized guests admitted to the property. Unauthorized guests will be removed immediately.
4. Only those residents approved for off-site medical appointments and off-site visits will be allowed to travel on and off campus.
5. Referrals to Joshua's House will be provided only by the designated health systems.
6. Services provided onsite will include patient-resident centered services and support, and will be provided by clinical case managers, healthcare workers, social workers and trained, certified volunteers.

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7. Transportation will be coordinated for patients entering Joshua's House for residency.
8. Patient-residents will receive three meals a day. Meals will be prepared and served by staff and volunteers.
9. Storage will be provided for patient-resident belongings.
10. Pets, including therapy animals, may be allowed to visit Joshua's House for therapeutic purposes or good-bye rituals. But pets of patient-residents will be cared for by their families, chosen families, or placed in new homes through pet-placement agencies.

B. Noise

1. No amplified sound will be used or permitted inside or outside Joshua's House.
2. Noise outside of the center would be generated by low vehicle use, and conversations amongst guests.
3. All noise from outside activities would be consistent with normal activities in the neighborhood and would not have a significant impact on the neighborhood.

C. Cleanliness

1. The area around Joshua's House (interior and exterior) shall be kept pristine.
2. Clean-up efforts (interior and exterior) will be coordinated by the groundkeeper, volunteers and staff.
3. Drug use and sales are not allowed on or around the Joshua's House site.

D. Site Staff

1. The Center will be staffed 24-hours, seven days a week, by professional YoloCares/Joshua's House staff.
2. Joshua's House professional staff will have experience working with vulnerable populations, including mental health, cultural competencies, de-escalation training, etc.
3. Training will be required to include a minimum of Mental Health First Aid, Harm Reduction principles, de-escalation, and trauma-informed care prior to working at Joshua's House, with ongoing staff in-service training.

E. Site Security

1. Residents, local business owners and the general public have a reasonable expectation of safety at all times. Anyone feeling that their safety has been compromised is urged to call 911.
2. Anyone threatening the safety of staff, volunteers, residents or the public may be asked to leave. Law enforcement will be called if necessary.
3. Joshua's House will be enclosed by an 8-foot, secure fence with one primary entrance and exit.
4. Security cameras will provide 24/7 monitoring of Joshua's House homes and grounds.
5. Security personnel shall meet a minimum level of homeless sensitivity training and all security efforts shall coordinate with Joshua's House operators.

F. Safety and Security Surrounding the Center Site

1. Loitering, camping, and informal food and clothing distribution around the center site will not be tolerated; interventions will be immediate.
2. There will be on-site security and security measures protecting the perimeter 24 hours a day, seven days a week.
3. There will one point of contact for neighbors and Garden Valley Elementary School/TRUSD staff to address their concerns. All concerns will be addressed professionally and promptly.
4. Contact information will be clearly posted on the exterior of Joshua's House for neighbors to access.

III. MUTUAL ACCOUNTABILITY.

Joshua's House staff are committed to developing and maintaining collaborative communication and a positive relationship between Joshua's House and the immediate neighborhood and community. Staff will ensure that regular advisory meetings take place with the immediate neighborhood and community through its Advisory Council.

1. Members of HCRI's Board of Directors (the developer of Joshua's House) may opt to serve on the Joshua's House Advisory Council once Joshua's House opens.
2. The Advisory Council is comprised of neighbors and representatives from the Gardenland/Northgate/South Natomas areas.
3. Advisory Council meetings will be held regularly and are intended to provide regular information regarding Joshua's House and provide a venue for impacted neighbors and businesses to share concerns and resolutions.
4. The Advisory Council will be notified of any major changes proposed to the program/facility and encouraged to provide community input.

IV. INVOLVEMENT IN THE COMMUNITY.

As part of the commitment of Joshua's House to serve as an educational partner with local universities, colleges and public schools, the Advisory Council will seek ways to provide support to student internships, preceptorships, scholarships, independent projects, volunteer and donation opportunities. YoloCares'/Joshua's House staff and volunteers will pay particular attention to develop a partnership with the Garden Valley Elementary School and other Northgate/Gardenland/South Natomas schools and community organizations. Additionally, the Joshua's House board and staff may be invited to participate in neighborhood cleanup efforts to ensure that all areas of the surrounding neighborhood are maintained clean and free of garbage and debris.

V. PRINCIPLES OF CONFLICT RESOLUTION:

These are the guidelines we (Joshua's House and the broader community) intend to use when either party experiences a concern, dispute, or problem:

1. **Mutual Respect:** All interactions shall be conducted with civility, acknowledging the dignity of every individual involved to foster a constructive dialogue.

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2. **Transparent Communication:** Commitment to sharing accurate, fact-based information will ensure that discussions are clear, honest, and free from misinformation.
3. **Collaborative Problem-Solving:** Conflicts will be addressed by jointly identifying common goals and working together to develop solutions that benefit both the community and Joshua's House.
4. **Timely Conflict Resolution:** Disputes are to be resolved promptly through neutral mediation or facilitated dialogue, preventing issues from escalating and maintaining trust.
5. **Accountability and Continuous Improvement:** Each party will take responsibility for their actions and decisions, using disagreements as opportunities to learn, improve, and strengthen community ties.