



Good Neighbor Plan

Code Blue Shelter – 227 Cherry Street, Ithaca

1) Purpose & Overview

This plan explains how VOA will operate the 227 Cherry Street Code Blue shelter as a safe, responsive, and respectful neighbor and how community members can contact us and receive timely follow-up. It aligns with Tompkins County's outreach framework and Code Blue operations. The shelter will operate from November 24, 2025 through April 15, 2026. The shelter will operate daily from 4:00 PM to 8:00 AM with a warming center during the day from 8:00 AM to 4:00 PM. VOA's goal: Provide safe shelter, actively engage guests in services, and support transitions into Tompkins County's transitional housing.

2) Operations Snapshot (What neighbors should expect)

- 24/7 Coverage & Security: Well-trained, experienced staff on all shifts; professional security present whenever the site is open.
- Leadership On-Site: VOA's Program Director and Program Manager will be on-site, including weekends, evenings, and overnights.
- Casework: VOA's Case Manager + Service Coordinator will enroll guests in benefits, health/housing services, and housing pathways.
- Meals: One hot meal provided daily by local churches. VOA will have snacks and other food available.
- Transportation: VOA drivers will pick up individuals during Code Blue so they don't need to walk to the site; drivers also take guests to appointments and service offices.
- Quiet Hours: 10:00 PM–7:00 AM (or more restrictive as needed on school/work nights).

3) Community Standards & Guest Code of Conduct

- No violence, threats, weapons, or using/selling substances on property.
- Respect neighbors: no trespassing, littering, blocking sidewalks/driveways, or excessive noise.
- Smoking only in the designated area with cigarette-butt receptacles.
- Staff address issues immediately; persistent or serious violations lead to safety plans/behavior agreements and, if necessary, removal with alternate sheltering when possible.

4) Safety, Security & Property Care

- Exterior rounds at opening, mid-evening, and closing; additional 8:00 AM / 3:00 PM / 9:00 PM checks during extended operations by Security and staff
- Lighting and cameras at entries/perimeter; no cameras in bathrooms or sleeping areas.
- Incident response: de-escalation first; coordinate with PD/EMS only as needed; maintain incident logs and supervisory review.
- Cleanliness: daily litter patrols; snow/ice removal and regular refuse removal.

5) Mobility, Queuing & Parking

- Clear wayfinding to discourage creek-bed shortcuts; VOA has drivers to pick up individuals and bring them to the shelter.
- Staff-monitored entry to avoid sidewalk queues; drop-off/pick-up staged on-site; no idling policy.
- Transit info posted; staff help with bus passes/trip planning.

6) How to Reach Us (and how we respond)

- Good-Neighbor Hotline: **585-491-4915** (Lisa Barret, VOA Director of Housing & Shelter Services).
- Web Hub & Online Feedback Form: tcgov.co/dss (Code Blue tab)
- E-Mail Updates: Subscribe to Code Blue shelter updates at tcgov.co/newsletter (Scroll down to 'Health and Human Services' and click 'Addressing Homelessness')

7) Community Engagement & Transparency

- Neighborhood Information Meeting: Nov. 4th at 4 p.m. at Tompkins Chamber
- Site Tours at Cherry Street: Nov. 17 from 9:00 AM–1:00 PM.

8) Metrics We Track & Share

- Calls/complaints (volume, response times, closure rate).
- Incidents (type and resolution steps—no personal identifiers).
- Perimeter care (rounds completed, sharps disposals, graffiti clean-ups).
- Engagement (% guests with benefits/ID, kept health/housing appointments, referrals to transitional housing).
- Transportation (Code Blue pickups completed; average response time).

9) Continuous Improvement & Review

We will review this plan on a regular basis and update procedures based on data and feedback. We will conduct an annual update or earlier if major operational changes occur.