

# Good Neighbor Policy



***The intent of this policy is to govern the manner in which The Cottages treats our neighbors. For the purpose of this policy, neighbor is defined as any individual or business that resides, or owns property, adjacent to, across the street from, or directly behind one of The Cottages facilities.***

The Cottages is a friendly, community-minded company that earnestly strives to maintain positive relationships with all those we are in contact with. Recognizing that our immediate neighbors may have excessive and or continuous contact with traffic and all that goes on at The Cottages, it is imperative that we make a special effort to befriend our neighbors. Having and being a good neighbor is important to our success as the assisted living provider of choice in the small communities.

All employees of The Cottages are expected to maintain good relationships with our neighbors with the primary responsibility on the administrator to ensure this is happening.

The Cottages neighbors should receive an invitation for special events such as our summer barbecue and Christmas Party. Other events and/or parties are left to the discretion of the administrator.

The Cottages neighbors should receive our company newsletter as well as our yearly Christmas cards.

The administrator should make a point to hand deliver plates of goodies periodically.

Our neighbors are potential volunteers so be sure to take advantage of all opportunities to invite them to visit the home. Invitations for dinners and other special events is a positive way to meet and build relationships with our neighbors.

There will come a time when you will be grateful for time spent in developing a positive relationship with your neighbors.

Adopted January, 2010