

Arbor Lodge Good Neighbor Agreement

Updated Jan. 27, 2026

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Introduction

1. Background
 - a. This Good Neighbor Agreement ("Agreement") is intended as an expression of commitment by the Parties involved to work collaboratively for the successful and safe operation of Arbor Lodge Shelter located at 1952 N Lombard St, Portland, OR 97217, and to foster good relations between all residents, shelter participants, and Parties listed. This Agreement was developed by the following Parties:
 - i) Homeless Services Department at Multnomah County ("HSD")
 - ii) Arbor Lodge Neighborhood Association ("ALNA")
 - iii) Kenton Neighborhood Association ("KNA")
 - iv) Do Good Multnomah ("Operator" or "DGM")
 - b. The Arbor Lodge Shelter is designed by HSD and the Operator to provide services for people experiencing houselessness to help transition participants to permanent

necessary hygiene, 24/7 staffing, navigation specialists, and access to case management and behavioral health services to shelter participants.

c. Legal status of Agreement:

- i) All Parties understand that this Agreement is not a legally binding contract.
- ii) However, all Parties are committed to maintaining the safety and livability of the neighborhood. By their signatures the participant Parties express their commitment to honoring the agreements made herein.
- iii) All Parties acknowledge that they have been advised and given time to present this document to independent counsel for review.

2. Purpose, Assumptions, and Goals

- a. The purpose of this Agreement is to formalize the goodwill and positive working relationships between all Parties for the benefit of all.
- b. This Agreement is designed to be a tool that clarifies the best ways to address neighborhood concerns as well as support the participants of the Arbor Lodge Shelter.
- c. Inherent in this Agreement is the assumption that all neighbors have certain basic rights. These include:
 - i) All neighbors have the right to feel safe and welcome.
 - ii) All neighbors have the right to safe and quiet enjoyment of their properties and public spaces.
 - iii) All neighbors have the right to access available community resources, services, and public facilities to meet their needs.
 - iv) All neighbors have access to a process to problem solve as laid out in this Agreement.
- d. Parties intend to work together toward the following goals:
 - i) Maintain open, productive, and transparent communications and understanding among the Parties in order to be proactive and ready to respond if concerns arise.
 - ii) Develop clear expectations and procedures for resolving problems.
 - iii) Foster positive relationships between the Arbor Lodge Shelter and neighbors by identifying areas of collaboration and connection.
 - iv) Ensure neighborhood safety, livability, and access to services.

Agreements

1. Agreements of All Parties

- a. Participate fully in this Agreement by adhering to the processes and remedies therein.
 - i) Participate in collaborative problem solving around issues that arise, and jointly resolve problems as quickly as possible.

- ii) Use the communication structure identified in this Agreement to resolve issues or concerns arising from, or in connection with, the Arbor Lodge Shelter and any breach of this Agreement.
- b. Support efforts to preserve the neighborhood safety, livability, and quality of life for all.
- c. Establish and maintain clear lines of communication and follow agreed upon procedures for promptly identifying and resolving problems and concerns
 - i) Provide preferred contacts to address questions and concerns that may arise.
 - ii) Update contact information in *Exhibit B*, as needed.
 - iii) Create and participate in a Community Advisory Committee (CAC) to address Parties questions and concerns.
- d. Communicate in a proactive and respectful manner regarding any issues or concerns related to the Arbor Lodge Shelter or this Agreement.
- e. Promptly investigate, address, and resolve concerns and complaints by the Parties.
- f. Host the signed Agreement online or make it otherwise publicly available.

2. Agreements of Operator

- a. Ensure that each staff member of Do Good Multnomah is actively following the expectations laid out in this Agreement.
- b. Review the Community Guidelines of the Program Manual (see *Exhibit E*) with each prospective shelter participant to establish and maintain clear expectations, rules, and accountability procedures.
- c. Ensure a minimum of three (3) shelter staff are on site twenty-four (24) hours a day, seven (7) days a week, including overnight, for the safety and security of participants and the site.
- d. In partnership with the County maintain the Arbor Lodge Shelter grounds and facilities, including sleeping units, landscaping, lighting, fencing, waste receptacles and regular trash clean-up of the site and surrounding area
- e. Respond to concerns and complaints about shelter programming, promptly investigate, and implement timely solutions when possible.
- f. Encourage staff and shelter participants to have a sense of ownership in the community. Encourage and provide opportunities for positive interactions between shelter participants and neighbors, such as volunteer opportunities or social events.
- g. Provide regular updates to neighbors on the program, resolution to any issues concerning the shelter, and volunteer opportunities.

3. Agreements of HSD

- a. Ensure the shelter is run in compliance with all relevant federal, state, and local laws, regulations, and policies, including those outlined in the Operator agreements as outlined above.
- b. Ensure the Operator takes all steps necessary to create a safe, respectful, and secure environment for neighbors and for participants within the Arbor Lodge Shelter.

- c. Provide prompt and effective means to address issues and support the Operator to remedy the issues or concerns.
 - d. When possible, notify all Parties to any proposed change in operations or the identity of the Operator.
 - e. Any changes to the design layout should adhere to applicable jurisdictional regulations, consider impacts to neighbors and businesses, and include community engagement.
4. Agreements of Arbor Lodge Neighborhood Association and Kenton Neighborhood Association
- a. Encourage and support communication between neighborhood residents and all Parties on matters of concern through proper channels:
 - i) Designate a point of contact (see *Exhibit B*) and provide contact information for that person to all Parties. Notify all Parties of any changes to the contact or contact information;
 - ii) Provide time at neighborhood meetings to discuss shelter-related updates or concerns as needed;
 - iii) Direct neighborhood businesses and residents to report issues and concerns through appropriate channels; and
 - iv) Post updates on activities at the Arbor Lodge Shelter on the ALNA and KNA websites.
 - b. Immediately report any non-emergency issues arising from known participants of the shelter to the Operator;
 - c. Promote safety for shelter participants and all neighborhood residents and businesses.
 - d. Encourage and facilitate neighborhood volunteer activities and other positive relationship building activities with the Operator and shelter participants.
 - e. Acknowledge that individual privacy is of the utmost importance to Do Good Multnomah and that the provider may not be able to disclose participant details or confirm that an individual is a participant.

Communication Structure

1. This communication structure is intended to establish a clear resolution process for issues relating to site operations and within the control of the Parties. For a visual depiction of the communication structure, see *Exhibit C*.
2. Livability issues outside of the Operator's direct control, but within the surrounding neighborhoods, such as unsanctioned camping, abandoned autos, or large trash items in the public right-of-way may be communicated via channels dedicated to resolving such issues as listed in *Exhibit D*.
3. Issues, questions, or concerns arising from the shelter program should be addressed by the following processes. Contact information can be found in *Exhibit B*.

- a. Non-emergency issues or concerns shall first be addressed during a Community Advisory Committee meeting (see CAC Section) to discuss and problem-solve the issue.
 - b. Urgent issues may be communicated via one-on-one communication (telephone, email, or in-person) between the reporting entity and the shelter manager.
 - c. Emergencies should be reported directly to the appropriate public safety department.
 - d. Any non-urgent issue, question, or concern which cannot be addressed or resolved within two (2) weeks shall be brought to the attention of a senior representative of the Site Operator.
 - e. If any non-urgent issue, question, or concern cannot be addressed or resolved within three (3) weeks, as previously outlined, the provider/community member shall bring it to the attention of HSD.
 - f. If the non-urgent issue, question, or concern remains unresolved, it may be brought to the attention of HSD leadership.
4. Nothing in this communication structure precludes an individual from reaching out directly to elected representatives or reporting to the [County Ombudsperson](https://www.multco.us/services/county-ombudsperson) (<https://www.multco.us/services/county-ombudsperson>).

Community Advisory Committee (CAC)


1. The Parties will create a Community Advisory Committee (CAC) that will act as a collaborative, problem-solving body.
2. The CAC is intended to establish and uphold lines of communication between the Parties to regularly collaborate and provide feedback. It is not intended to be an oversight body; meetings will not be recorded nor will official transcripts be published
3. The CAC will be responsible for:
 - a. Maintaining strong lines of communications between the HSD, the Operator, and the Community;
 - b. Ensuring that the commitments in this Agreement are being upheld;
 - c. Identifying opportunities for greater collaboration among the Parties that benefit the shelter, its participants, and the community;
 - d. Identifying and developing solutions to any problems that are recurring and have not adequately been addressed through the problem-solving communications strategies outlined in the Communication Structure section above;
 - e. Fostering transparency to keep the community informed.
4. The CAC will initially convene on a monthly basis. After the first three meetings, the Parties will assess the need for an appropriate frequency of CAC meetings going forward. If regular CAC meetings are discontinued, upon reasonable notice, any Party of this Agreement may reconvene the CAC as they deem necessary.
5. Community Advisory Committee be comprised of
 - a. 2 Arbor Lodge Neighborhood Association representatives
 - b. 2 Kenton Neighborhood Association representatives

- c. Do Good Multnomah representative
- d. HSD representative

Administration

1. The original signed Good Neighbor Agreement will be kept by the HSD.
2. This Agreement will begin upon signature by all Parties of this Agreement and will remain in effect until the closure of the Arbor Lodge Shelter or until all Parties reach consensus to dissolve this Agreement.
3. Each party will host the executed GNA on their respective website.
4. Each party is responsible for updating any changes to their organization's representative contact information by notifying all Parties of those changes.
5. HSD shall ensure that all Parties are provided with up-to-date copies of the Agreement.
6. Changes to this Agreement may be made by consensus of all interested Parties.
7. Any change in Operator shall necessitate a review and/or renewal of this Agreement.

Signatures



Anna Plumb, HSD

Date: 6/3/2025



Shannon Troy, Do Good Multnomah

Date: 6/8/25



Peggy Shannon, Arbor Lodge Neighborhood Association

Date: 6/6/25



Terrance Moses, Kenton Neighborhood Association

Date: 6/6/25

Exhibit A: Site Details

Location: 1952 N Lombard St Portland, OR 97217

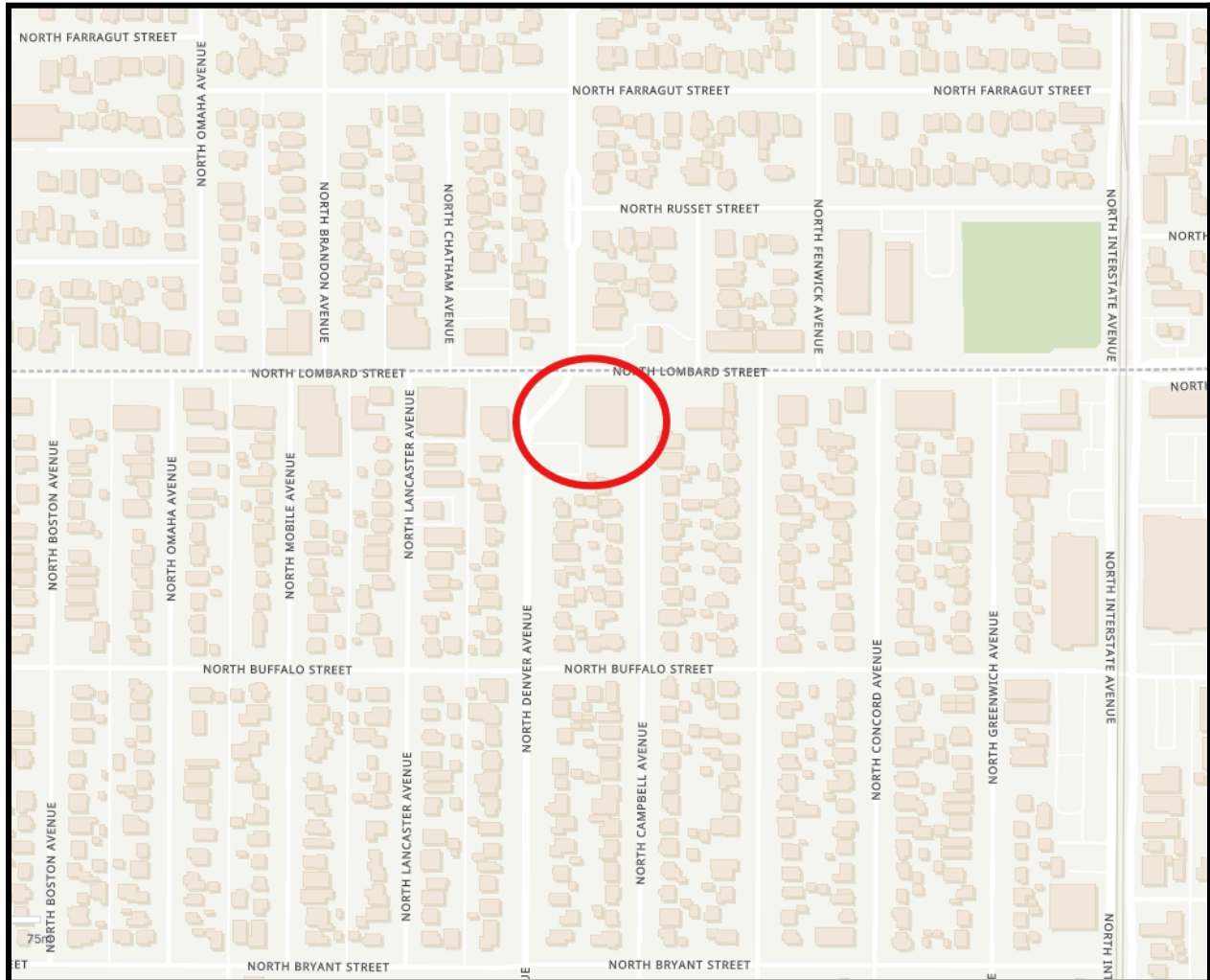


Exhibit B: Agreement Parties Contact Information

Organization/Position	Name	Email
Do Good Multnomah/ Sr. Director of Operations	Shannon Troy	stroy@dogoodmultnomah.org
Do Good Multnomah/ Program Manager	Sean Rotbergs	srotbergs@dogoodmultnomah.org
Homeless Services Department/ Engagement Lead	JerMichael Riley	JerMichael.Riley@multco.us
Arbor Lodge Neighborhood Association	Peggy Shannon	peggyshannon@outlook.com
Kenton Neighborhood Association	Terrance Moses	terrance@technetez.com

Exhibit C: Communication tree for DGM and HSD

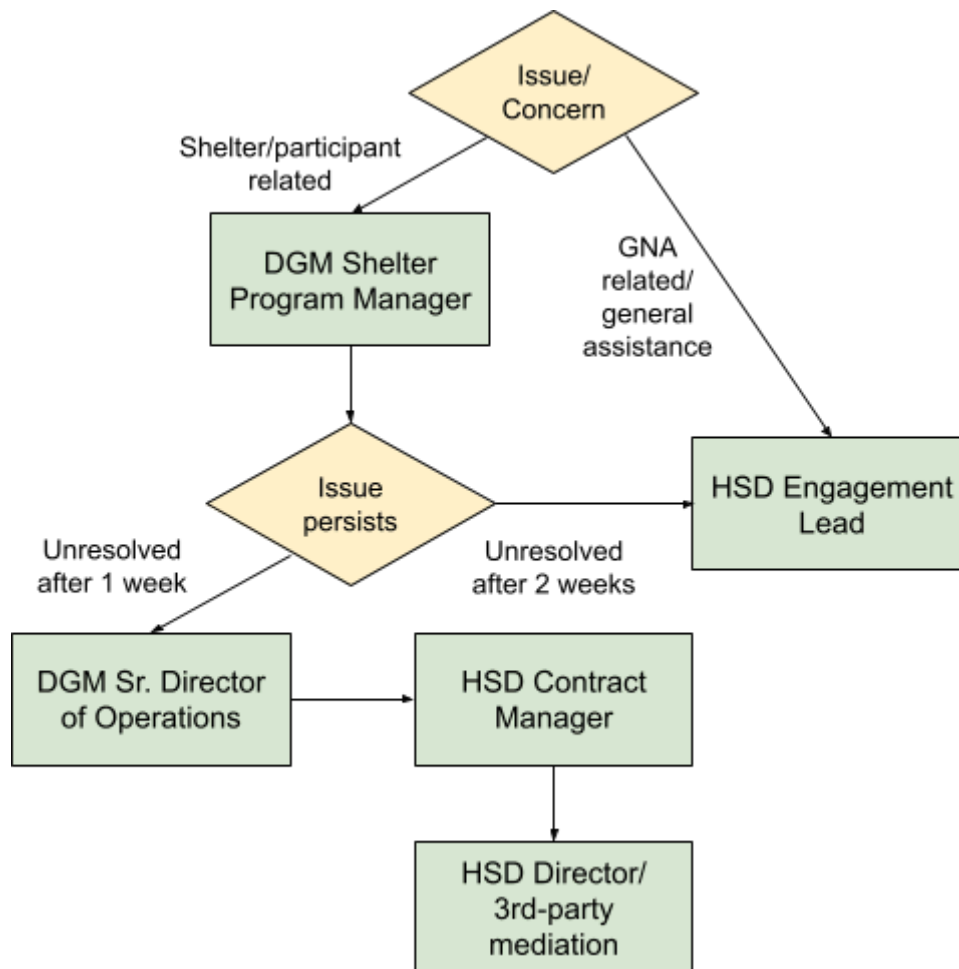


Exhibit D: Community Resource Guide

Please reference the following guidelines when deciding the appropriate party to contact. Communicating to multiple parties simultaneously can cause additional coordination and slower response times.

For non-emergencies, please only contact one party as dictated by the occasion:

- Removal of unsanctioned campsites (general):
 - [File a report online](#) or call 3-1-1
(www.portland.gov/homelessness-impact-reduction/report-campsite)
 - [How do campsite reports, assessments, and removals work?](#)
(www.portland.gov/homelessness-impact-reduction/campsite-assessment)
- Removal of abandoned vehicles, unsanctioned RVs, or unsanctioned vehicle/camping residency:
 - Call PBOT Abandoned or Junk Vehicle Report Hotline (503-823-7309), file a report via pdxreporter.org, or call 3-1-1
- Removal of significant trash/waste accumulation or biohazard (sharps, human waste):
 - [File a report online](#) or call 3-1-1
(www.portland.gov/homelessness-impact-reduction/report-campsite)
- Removal of significant graffiti (hate and gang-related):
 - [File a report online](#) or call 3-1-1 (www.portland.gov/bps/graffiti/report-graffiti)
 - For private property, [request graffiti removal assistance](#)
(www.portland.gov/bps/graffiti/request-services)
- Addressing TriMet related issues (e.g., at bus stops)
 - Text or call 503-238-7433, or [file a report online](#)
(go.elerts.com/trimet?ref=CONTACTPAGE)
- For incidents pertaining to Arbor Lodge Shelter participants and/or staff
 - Email srotbergs@dogoodmultnomah.org
- General inquiries regarding the Arbor Lodge Shelter
 - Email JerMichael.Riley@multco.us

For emergencies, please contact the following:

- General life-safety emergencies
 - Call 9-1-1
- Life-safety emergency directly involving the Shelter site
 - Call the Operator's 24/7 phone line: 503-512-6633

Publicly available data dashboards and other resources:

- [HSD Data Dashboard](https://hsd.multco.us/data-dashboard/) (monthly #s of people experiencing homelessness, and people being served in housing, shelter, support services, and eviction prevention)
(*hsd.multco.us/data-dashboard/*)
- [Impact Reduction Program Dashboard](https://www.arcgis.com/apps/dashboards/c68d1d2e29e444a7b70f20aaafcbfbeb) (campsite reports, assessments, postings, and removals)
(*www.arcgis.com/apps/dashboards/c68d1d2e29e444a7b70f20aaafcbfbeb*)
- [PPB Portland Neighborhood Offense Statistics](https://public.tableau.com/app/profile/portlandpolicebureau/viz/New_Monthly_Neighborhood_MonthlyOffenseTotals)
(*public.tableau.com/app/profile/portlandpolicebureau/viz/New_Monthly_Neighborhood_MonthlyOffenseTotals*)
- [PPB Stolen Vehicle Dashboard](https://public.tableau.com/app/profile/portlandpolicebureau/viz/MonthlyStolenVehicleStatistics/Dashboard)
(*public.tableau.com/app/profile/portlandpolicebureau/viz/MonthlyStolenVehicleStatistics/Dashboard*)
- [PF&R Portland Street Response Dashboard](https://public.tableau.com/app/profile/pfrcommunityhealth/viz/PortlandStreetResponseDashboard/PSRDashboard)
(*public.tableau.com/app/profile/pfrcommunityhealth/viz/PortlandStreetResponseDashboard/PSRDashboard*)
- [PF&R Overdose Response Team Dashboard](https://public.tableau.com/app/profile/pfrcommunityhealth/viz/PFROverdoseResponseTeam/Story2-External)
(*public.tableau.com/app/profile/pfrcommunityhealth/viz/PFROverdoseResponseTeam/Story2-External*)
- [Multnomah County Overdose Dashboard](https://public.tableau.com/app/profile/multnomah.county.communicable.disease.services/viz/MultnomahCountyOverdoseDashboard/Starthere)
(*public.tableau.com/app/profile/multnomah.county.communicable.disease.services/viz/MultnomahCountyOverdoseDashboard/Starthere*)

Exhibit E: Operator Community Guidelines

DO GOOD PARTICIPANT COMMUNITY AGREEMENTS

Be Respectful to Everyone:

- Quiet hours are between **10pm – 7am** at all DGM locations.
- No yelling or disrespectful language. No hate speech. (Please talk to staff if you need clarification).
- No physical harm or violence to anyone at any time, including, but not limited to, staff, participants, visitors, and pets.
- Refrain from sexual relationships and activity while in all DGM shelters. Participants are not permitted to enter each other's motel rooms, pods, or bed space at congregate locations. Due to the nature of shared, open sleeping areas in congregate shelters, couples must refrain from sexual activity onsite.
- Maintain your personal hygiene (shower, wash hands, clean your clothing, bed linens, etc.). Toiletries are available at all sites.
- Always wear clothing (outside shower facilities). Please do not walk around without shoes, shirt, and pants. This is for safety as well as the wellbeing of others.
- Immediately report any illness, infection, or personal ailment to staff for assistance.
- Maintain a clean and sanitary (tidy) bed space, pod, or motel room.
- All participant food items must be safely stored and sealed in containers. Food is not permitted in congregate bed/sleeping areas. Open and unsealed food is both unsafe and attracts pest species. Please throw away food wrappers and trash immediately.
- Respect bag/luggage limits. The maximum bag* number at shelter = 3. Do not bring in more items during your stay (no found furniture!). If your bags cannot be kept tidy at your bed space, you may be asked to remove items from the shelter.
 - o ***DGM defines the term “bag” as:** a piece of luggage that is portable, able to be fully tied or zipped closed and is not larger than a standard suitcase (28x18x12). The bag should be easy to carry by an individual and not be overflowing with items. We highly recommend only having one large bag in addition to two smaller items, like a backpack or purse.
- No participant is permitted to film or record another participant or staff member without their acknowledgement and consent. This includes phone applications and cameras.

Treat All Shelter Sites with Respect:

- No urinating or defecating in areas other than restroom toilets. Do not use toilets that are out of order. Immediately notify the site manager.
- Notify staff immediately about all maintenance issues, needs, and services (e.g. broken furniture, visible pests, wet floors, etc.).
- Smoking cigarettes and vaping are permitted in designated smoking areas only. No smoking or vaping indoors (including inside pods and/or motel rooms).

- Dispose of cigarette butts in the designated receptacles.
- Dispose of trash in the designated receptacles.
- All programs have red sharps containers located throughout the site. Please dispose of sharps in designated sharps containers and notify staff if containers need to be replaced.
- Please notify staff if you need assistance with biohazard disposal such as soiled linens, towels, clothing, etc. Biohazard bags are always available.
- Do not block the parking lot entrances, exits or fire lanes. Park in designated parking areas only. Park within the marked space, one vehicle per space.
- If the shelter allows parking, you must complete a vehicle form. One vehicle per participant.
- Always keep voices at a moderate level while on property. No yelling or screaming please.
- Do Good does not allow alcohol or drug use at any shelter property. Using substances onsite (inside or outside of the building) will result in a write-up and potential exit.
- Do Good does not allow any weapons (or items that may be used as weapons) on site. If you accidentally bring a weapon to site, you MUST check the weapon in with staff. Staff will place the weapon in a locked weapons cabinet until you leave the site.
 - o Weapons include but are not limited to mace, knives (of any size), machetes, crossbows, guns, tasers, and/or large sticks/branches.
 - o Guns are NOT permitted at any DGM location. Any gun found at site will be turned in to the proper authorities and you will be exited from the shelter program. Guns are not permitted to be kept in the weapons cabinet. Please take them offsite.
- Due to Oregon fire/safety codes, Do Good cannot allow candles, incense, hot plates or any other kind of cooking item(s) or open flames in any building, pod, motel room, etc.
- Due to Oregon fire/safety codes, Do Good cannot allow multiple items plugged into outlets or allow the use of extension cords in rooms, pods, next to beds, etc. Please use a power/safety strip if you need to plug in multiple items. Appliance must be plugged into the outlet directly and cannot use a power strip.
- No participant is permitted to add “security” cameras (of any make, model or size) to their bed, pod, motel room or anywhere within the shelter. Installing cameras will result in an exit due to privacy laws.
- Participants are not permitted to paint or graffiti their motel room walls, pod, or bed areas, including furniture, windows, etc. Painting and/or graffiti are not permitted at any DGM shelter.

Refrain From Using Discriminatory Language and Behavior:

- The use of any discriminatory language related to sexual orientation, race, skin color, gender identity, age, national origin, physical/mental disability, or religion is prohibited.
- The use of any directed hate speech and/or discriminatory language towards another individual will result in a formal write-up and exit from the program.
- Refer to DG’s anti-discriminatory form in this intake packet for more information.
- If you are unclear as to what discriminatory language and/or hate speech includes, staff

will assist you with understanding.

Utilizing Do Good as a Shelter:

Do Good congregate, motel, and village shelters are NOT permanent housing. They are considered sheltering. Program participants are not considered tenants, nor do they have specific rights related to the definition or designation of “tenant.” Therefore, within your first week of sheltering, you will be assigned to a case manager. Depending on the shelter program, you may also be assigned to a peer support specialist or navigation specialist.

- All participants **MUST** be over the age of 18 years. Do Good does not operate family shelters and is only able to support adult individuals.
- Participants who are pregnant or expecting are welcome in Do Good shelters through their third trimester. Since participants cannot return to the shelter with their newborn, staff will work with the expecting parent(s) to secure family sheltering before the end of the third trimester. We highly encourage securing family shelter options as early as the first trimester, as these locations typically have waitlists.
- Participants must notify staff if they are not able to return to the program for the night. Participants are required to return to the shelter before “curfew hours” for safety and accountability. Curfew is not meant to be punitive; however, shelter contracts require participants to sleep onsite in the shelter programs. Nightly curfew: **11pm Sunday-Thursday and 12am on Friday and Saturday**.
- Program Managers can and will make exceptions for participants who have evening or night jobs.
- We understand that having a night away from the shelter can be beneficial and we highly encourage reunification with family members. Participants are permitted a couple of nights out per month if they meet with the site Program Manager, have a valid reason for leaving the site, will return to site, and have Manager approval. Contact information and documentation (when, where, why, etc.) are required to ensure safety while away from the site.
- If a participant leaves the program for more than **3 days** (72 hours) without checking in with the site Program Manager and/or getting approval to leave the program, the participant will be exited from the program.
- Wellness checks are performed daily by staff and all participants who are not onsite during daily checks will be documented for safety and accountability.
- For the safety and privacy of participants, Do Good does not allow participant visitors to be on site other than approved community partners. Friends, family, or others cannot enter the shelter property. This includes outdoor areas of the shelter such as courtyards, smoking areas and parking lots.
- To maintain safety, no participant can enter another participant’s pod, room, or sleeping area/bunk.
- Participants cannot bring outside furniture (found furniture) into any shelter including motels, congregates, or villages. This includes items such as shopping carts, street signs, tents, lamps, chairs, etc.
- Participants cannot take DGM property offsite. This includes items such as shelter bedding, electronics, power cords, books, decorations, etc. This is theft and will result in

a write-up and potential exit.

- Motel programs require “housekeeping days” for each motel room. All rooms are required to have linens changed and bathrooms cleaned weekly. Housekeeping does not always include floor cleaning. Participants must allow housekeeping to enter their room weekly. Please notify the Program manager onsite if you are sick and need to reschedule your housekeeping day.
- Routine locker, bag, bed, pod, and motel checks will occur during your stay in the program. These safety checks are to ensure the health and wellbeing of all who live at the shelter. Checks are designed to empower your cleanliness, sanitation, and safety for when you move into housing; they are not designed to punish participants. Safety checks are to determine if there is spoiled food, unsafe wiring, unchecked weapons, pests such as cockroaches or bed bugs, and to ensure linens are being washed, etc.
- Any participant property/belongings left onsite after an exit from the program will be discarded at the end of day 3 days (72 hours).
- Participants are encouraged to move forward in a healthy direction. This includes, but is not limited to seeking medical treatment, mental health treatment, substance use addiction support, securing work or employment, attending Rent Well classes, collaborating with their assigned case manager, peer support specialist, and/or navigation specialist (if applicable), and obtaining all documents required for securing housing.
- To remain in compliance with the Do Good Participant Community Agreements, all participants are required to engage in a minimum of every other week (biweekly) case management. Additionally, participants must meet monthly (every 30 days) with their case manager (or navigation specialist at certain locations) to actively work on their individual service plan that includes 30-60-90 day goals.
- DGM reserves that right to hold all participants to “length of stay” limitations determined by site contracts.
- Participants are required to begin engagement with staff by the end of the second week of sheltering. Do Good understands that moving into a shelter can be incredibly stressful, so we expect that you rest, sleep, eat, hydrate, and get to know the program and staff for the first week. It is important that you start collaborating with staff and scheduling meetings to focus on goals (they can be small!) by the end of your second week at shelter.

Participant Name: _____

Participant Signature: _____

Date: _____

Staff Initial: _____