



Congregate Living & Social Services Licensing Board
Tuesday, May 27, 2025, 6:00 PM
Council Chambers, 2nd fl of City Hall, 3 Washington St.

AGENDA

- I. **Call to Order:** Roll Call
- II. **Minutes of Previous Meeting:** March 25, 2025
- III. **Unfinished Business:** CLSS-2025-05, American House Keene, has paid their application fee and their license has been issued.
- IV. **Applications:**

Continued CLSS-2025-02: Applicant, Patricia Forman, House Supervisor for Emerald House, is requesting a renewal Congregate Living & Social Services License for a Residential Care Facility, located 32 Emerald St., that is in the Downtown Growth District and as defined in Chapter 46, Article X of the Keene City Ordinances.

Continued CLSS-2025-13: Applicant, Karen Richi, Administrative Director for Monadnock Peer Support, is requesting a Congregate Living & Social Services License for a Small Group Home, located at 24 Vernon St., and is in the Downtown Core District and as defined in Chapter 46, Article X of the Keene City Ordinances

Continued CLSS-2025-14: Applicant, Samuel Lake, Executive Director for Keene Serenity Center, is requesting a Congregate Living & Social Services License for a Group Resource Center, located at 24 Vernon St., and is in the Downtown Core District and as defined in Chapter 46, Article X of the Keene City Ordinances

CLSS-2025-10: Applicant, Phyllis Phelps, Executive Director for House of Hope, is requesting a renewal Congregate Living & Social Services License for a Large Group Home, located at 31 Wyman Rd., and is in the Rural District and as defined in Chapter 46, Article X of the Keene City Ordinances.

CLSS-2025-11: Applicant, Jen Houston, Executive Director for Live Free Recovery Services, is requesting a renewal Congregate Living & Social Services License for a Large Group Home, located at 361 Court St., and is in the Medium Density District and as defined in Chapter 46, Article X of the Keene City Ordinances.

CLSS-2025-12: Applicant, Jen Houston, Executive Director for Live Free Recovery Services, is requesting a renewal Congregate Living & Social Services License for a Large Group Home, located at 26 Water St., and is in the Downtown Transition District and as defined in Chapter 46, Article X of the Keene City Ordinances.

CLSS-2025-15: Applicant, Lesli Suggs, President & CEO for Unity House, is requesting a renewal Congregate Living & Social Services License for a Small Group Home, located at 39 Summer St. and is in the Downtown Transition District and as defined in Chapter 46, Article X of the Keene City Ordinances.

- I. **New Business:**
 - II. **Non-Public Session:** (if required)
- Adjournment:**

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1 City of Keene
2 New Hampshire

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5 CONGREGATE LIVING AND SOCIAL SERVICES LICENSING BOARD
6 MEETING MINUTES
7

Tuesday, March 25, 2025

6:00 PM

Council Chambers,
City Hall

Members Present:

Medard Kopczynski, Vice Chair
Alison Welsh
Jennifer Seher
Tom Savastano

Staff Present:

Mike Hagan, Plans Examiner

Members Not Present:

Andrew Oram, Chair

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10 **I. Call to Order: Roll Call**

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12 Vice Chair Kopczynski called the meeting to order at 6:00 PM and declared a quorum present.

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14 **II. Minutes of Previous Meeting: February 25, 2025**

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16 A motion by Ms. Welsh to adopt February 25, 2025, minutes was duly seconded by Mr.
17 Savastano. The motion carried unanimously.

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19 **III. Unfinished Business:**

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21 None presented.

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23 **IV. Applications:**

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25 The applications were heard out of the order presented on the meeting agenda.

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27 Ms. Seher noted that she had a family member living at one of the applicant facilities and asked
28 the Board if she should be recused. The Vice Chair noted that usually recusal would be for
29 pecuniary matters and confirmed that Ms. Seher's interests were not pecuniary. Ms. Welsh
30 agreed, she did not think Ms. Seher's interests were pecuniary. A motion by Ms. Welsh to allow
31 Ms. Seher to be present and vote for all applications at this meeting was duly seconded by Mr.
32 Savastano and the motion carried unanimously.
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Ms. Welsh notified the Board of her non-pecuniary interest related to Live Free Recovery because members of her program were residing there. Vice Chair Kopczynski said Ms. Welsh's interest was to provide service to clients who were residents of some of these applicants, he did not think it was pecuniary. Ms. Welsh confirmed it was not pecuniary. A motion by Mr. Savastano to allow Ms. Welsh to vote on all applications at this meeting was duly seconded by Ms. Seher and the motion carried unanimously.

- A) **CLSS-2025-02: Applicant, Patricia Forman, House Supervisor for Emerald House, is requesting a renewal Congregate Living & Social Services License for a Residential Care Facility, located 32 Emerald St., and is in the Downtown Growth District and as defined in Chapter 46, Article X of the Keene City Ordinances.**

The applicant could not be present. A motion by Ms. Welsh to continue application CLSS-2025-02 until April 22, 2025, the next regular meeting of the Congregate Living and Social Service Licensing Board was duly seconded by Mr. Savastano and the motion carried unanimously.

- B) **Continued: CLSS-2025-05: Applicant, Hilary Seifer, Executive Director for American House Keene, is requesting a renewal Congregate Living & Social Services License for a Residential Care Facility, located at 197 Water St., and is in the Business Growth & Reuse District and as defined in Chapter 46, Article X of the Keene City Ordinances.**

Vice Chair Kopczynski welcomed the applicant, Hilary Seifer, Executive Director for American House Keene, who had nothing to add.

Vice Chair Kopczynski requested staff comments. Mike Hagan, Plans Examiner, reported that American House Keene was requesting a renewal for a Residential Care Facility at 197 Water Street in the Business Growth & Reuse District. American House Keene operated this facility, including 109 apartments with 144 NH-licensed Assisted Living Residential Care beds, along with business operations at this onsite facility. This was the second Congregate Living & Social Services (CLSS) renewal sought by American House Keene for the 197 Water Street property. Staff reported that this application was complete, and no changes were provided to their application except that the Neighborhood Plan was updated. There were no complaints on file for the property.

The Board briefly discussed that for renewal, it would learn about any changes from staff, the applicant, or the public.

There were no public comments.

The Board considered the three criteria for approving the application.

The licensing board shall consider the following criteria when evaluating whether to approve, renew, or deny a congregate living and social services license application.

Criteria 1: *The use is found to be in compliance with the submitted operations and management plan, including but not limited to compliance with all applicable building, fire, and life safety codes.*

A motion by Ms. Welsh to find that Criteria 1 was met was duly seconded by Mr. Savastano and the motion carried unanimously on a vote of 4–0.

Criteria 2: *The use is of a character that does not produce noise, odors, glare, and/or vibration that adversely affects the surrounding area.*

A motion by Mr. Savastano to find that Criteria 2 was met was duly seconded by Ms. Welsh and the motion carried unanimously on a vote of 4–0.

Criteria 3: *The use does not produce public safety or health concerns in connection with traffic, pedestrians, public infrastructure, and police or fire department actions.*

A motion by Ms. Welsh to find that Criteria 3 was met was duly seconded by Ms. Seher and the motion carried unanimously on a vote of 4–0.

A motion by Mr. Savastano was duly seconded by Ms. Welsh to approve CLSS-2025-05 for the American House Keene to operate a Residential Care Facility located at 197 Water Street, with the following condition: the payment is to be received for the application by April 22nd, 2025. The motion carried unanimously on a vote of 4–0.

C) Continued: CLSS-2025-07: Applicant, Gregg Burdett, Executive Director for Covenant Living of Keene, is requesting a renewal Congregate Living & Social Services License for a Residential Care Facility, located 95 Wyman Rd., and is in the Rural District and as defined in Chapter 46, Article X of the Keene City Ordinances.

Vice Chair Kopczynski asked for staff comments. Mike Hagan, Plans Examiner, reported that Covenant Living of Keene operated this Residential Care Facility consisting of 140 independent living units, 43 assisted living units, 18 memory support units, and 20 skilled nursing beds, along with business operations at this onsite facility. This was the second CLSS renewal sought by Covenant Living of Keene for the 100 Wyman Road property. No changes have been made to their documentation. Staff found their application to be complete. Community Development’s inspection was completed on January 16, 2025. There were no departmental comments from Property & Housing, Fire, or Police. Mr. Hagan said there were no complaints on file for the property,

Gregg Burdett, Executive Director for Covenant Living of Keene, reported no changes to operations.

Ms. Welsh asked if the application fee was submitted. Mr. Hagan said yes.

There were no public comments.

The Board considered the three criteria for approving the application.

The licensing board shall consider the following criteria when evaluating whether to approve, renew, or deny a congregate living and social services license application.

Criteria 1: *The use is found to be in compliance with the submitted operations and management plan, including but not limited to compliance with all applicable building, fire, and life safety codes.*

A motion by Mr. Savastano to find that Criteria 1 was met was duly seconded by Ms. Welsh and the motion carried unanimously.

Criteria 2: *The use is of a character that does not produce noise, odors, glare, and/or vibration that adversely affects the surrounding area.*

A motion by Ms. Welsh to find that Criteria 2 was met was duly seconded by Mr. Savastano and the motion carried unanimously.

Criteria 3: *The use does not produce public safety or health concerns in connection with traffic, pedestrians, public infrastructure, and police or fire department actions.*

A motion by Mr. Savastano to find that Criteria 3 was met was duly seconded by Ms. Welsh and the motion carried unanimously.

A motion by Ms. Seher was duly seconded by Mr. Savastano to approve CLSS-2025-07 for the Covenant Living of Keene to operate a Residential Care Facility located at 100 Wyman Road. The motion carried unanimously on a vote of 4–0.

Mr. Burdett complimented the Board Clerk, Corinne Marcou, for her diligent work to keep the applicants in line. He appreciated her efforts.

D) CLSS-2025-01: Applicant, Melissa Castor, Executive Director for Alpine Healthcare, is requesting a renewal Congregate Living & Social Services License for a Residential Care Facility, located at 298 Main St., and is in the High Density District and as defined in Chapter 46, Article X of the Keene City Ordinances.

Vice Chair Kopczynski welcomed the applicant Melissa Castor, Executive Director for Alpine Healthcare, present to request the second license for the facility.

Vice Chair Kopczynski requested staff comments. Mike Hagan, Plans Examiner, reported that Alpine Healthcare operated this facility, including 85 NH-Licensed long-term care beds, along with business operations at this onsite facility. This was the second CLSS renewal sought by Alpine Healthcare for this property at 298 Main Street. No changes had been made to their documentation and staff found their application to be complete, as the fee had been paid. Community Development's inspection was completed on February 4, 2025, and Fire, Housing & Property, and Police Departments all had no comments. There were no complaints on record for this property. Vice Chair Kopczynski recalled Alpine Healthcare having a fairly active outreach program and Mr. Hagan agreed.

Ms. Seher asked how full the facility was at this time. Ms. Castor said 79.

There were no public comments.

The Board considered the three criteria for approving the application.

The licensing board shall consider the following criteria when evaluating whether to approve, renew, or deny a congregate living and social services license application.

Criteria 1: *The use is found to be in compliance with the submitted operations and management plan, including but not limited to compliance with all applicable building, fire, and life safety codes.*

A motion by Ms. Welsh to find that Criteria 1 was met was duly seconded by Mr. Savastano and the motion carried unanimously on a vote of 4–0.

Criteria 2: *The use is of a character that does not produce noise, odors, glare, and/or vibration that adversely affects the surrounding area.*

A motion by Ms. Welsh to find that Criteria 2 was met was duly seconded by Mr. Savastano and the motion carried unanimously on a vote of 4–0.

Criteria 3: *The use does not produce public safety or health concerns in connection with traffic, pedestrians, public infrastructure, and police or fire department actions.*

A motion by Ms. Welsh to find that Criteria 3 was met was duly seconded by Mr. Savastano and the motion carried unanimously on a vote of 4–0.

A motion by Ms. Seher was duly seconded by Ms. Welsh to approve CLSS-2025-01 for Alpine Healthcare to operate a Residential Care Facility located at 298 Main Street. The motion carried unanimously on a vote of 4–0.

E) CLSS-2025-03: Applicant, Jennifer Houston, Executive Director for Live Free Recovery, is requesting a renewal Congregate Living & Social Services License for a Residential Drug/Alcohol Treatment Facility, located at 881 Marlboro Rd., and is in the Rural District and as defined in Chapter 46, Article X of the Keene City Ordinances.

Vice Chair Kopczynski welcomed the applicant, Jennifer Houston, Executive Director for Live Free Recovery, who reported no changes in operations or outreach, and said all was going well.

Vice Chair Kopczynski requested staff comments. Mike Hagan, Plans Examiner, reported that Live Free Recovery Services operated this facility, including 28 NH-licensed Drug and Alcohol treatment beds, along with business operations at this onsite facility. This was the second CLSS renewal sought by Live Free Recovery Services for this facility property at 881 Marlboro Road. No changes had been made to their documentation and staff found their application to be complete, as the fee had been paid. Community Development’s inspection was completed on February 4, 2025, and Fire, Housing & Property, and Police Departments all had no comments. Mr. Hagan said there were no complaints on record for this property.

There were no public comments.

Ms. Seher noted that the residential treatment could be up to 30 days and asked if someone helped with transition back into the community after the 30 days. Ms. Houston said yes, Live Free Recovery Services has a Case Manager, who sets up aftercare services for clients. Ms. Seher thought that it would be great for the community to know that and added that it would be awesome to have data on how successful that aftercare service is.

The Board considered the three criteria for approving the application.

The licensing board shall consider the following criteria when evaluating whether to approve, renew, or deny a congregate living and social services license application.

Criteria 1: *The use is found to be in compliance with the submitted operations and management plan, including but not limited to compliance with all applicable building, fire, and life safety codes.*

A motion by Ms. Welsh to find that Criteria 1 was met was duly seconded by Ms. Seher and the motion carried unanimously on a vote of 4–0.

Criteria 2: The use is of a character that does not produce noise, odors, glare, and/or vibration that adversely affects the surrounding area.

A motion by Ms. Welsh to find that Criteria 2 was met was duly seconded by Ms. Seher and the motion carried unanimously on a vote of 4–0.

Criteria 3: The use does not produce public safety or health concerns in connection with traffic, pedestrians, public infrastructure, and police or fire department actions.

A motion by Ms. Welsh to find that Criteria 3 was met was duly seconded by Ms. Seher and the motion carried unanimously on a vote of 4–0.

A motion by Mr. Savastano was duly seconded by Ms. Welsh to approve CLSS-2025-03 for Live Free Recovery Services LLC to operate a Residential Drug and Alcohol Treatment Facility located at 881 Marlboro Rd. The motion carried unanimously on a vote of 4–0.

F) CLSS-2025-04: Applicant, Jennifer Houston, Executive Director for Live Free Recovery, is requesting a renewal Congregate Living & Social Services License for a Residential Drug/Alcohol Treatment Facility, located at 106 Roxbury St., and is in the Downtown Edge District and as defined in Chapter 46, Article X of the Keene City Ordinances.

Vice Chair Kopczynski welcomed the applicant, Jennifer Houston, Executive Director for Live Free Recovery, who reported no changes in operations or outreach, and said all was going well. The Vice Chair said he had heard of no complaints.

Vice Chair Kopczynski requested staff comments. Mike Hagan, Plans Examiner, reported that Live Free Recovery Services operated this facility, including 28 NH-Licensed Drug and Alcohol Treatment beds, along with business operations at this onsite facility. This was the second CLSS renewal sought by Live Free Recovery Services for this property at 106 Roxbury Street. No changes had been made to their documentation and staff found their application to be complete, with all fees paid. Community Development’s inspection was completed on February 4, 2025, and Fire, Housing & Property, and Police Departments all had no comments. Mr. Hagan said there were no complaints on record for this property.

Ms. Seher asked for an update on the applicant’s Neighborhood Plan that they put so much effort into the previous year. Ms. Houston replied that she had tried to be as open as possible with neighbors, noting that there was a lot of moving population, so she had not had direct contact with many people. She did know most of the landlords, calling that great. She said Live Free Recovery had done a lot of other work in terms of the whole community to be partners with other agencies. The neighborhood is harder. She also has to protect the anonymity of her clients. Ms. Seher appreciated the relationship with the landlords, calling it half the battle. Vice Chair Kopczynski referred Ms. Houston to the East Side Group that had organized and was meeting

monthly (first Monday), which Ms. Houston was not yet familiar with. The Group was originally involved with the Skate Park, soccer fields, and Hundred Nights. Ms. Houston added that she just did a presentation to the Rotary Club and was connected with Monadnock Youth Prevention. Vice Chair Kopczynski said those would be good additions to the Communications Plan during renewal, as those things are key to successful operations.

No call for public comment (It was mentioned by Ms. Welsh once the application was already adopted).

The Board considered the three criteria for approving the application.

The licensing board shall consider the following criteria when evaluating whether to approve, renew, or deny a congregate living and social services license application.

Criteria 1: *The use is found to be in compliance with the submitted operations and management plan, including but not limited to compliance with all applicable building, fire, and life safety codes.*

A motion by Ms. Welsh to find that Criteria 1 was met was duly seconded by Mr. Savastano and the motion carried unanimously on a vote of 4–0.

Criteria 2: *The use is of a character that does not produce noise, odors, glare, and/or vibration that adversely affects the surrounding area.*

A motion by Mr. Savastano to find that Criteria 2 was met was duly seconded by Ms. Welsh and the motion carried unanimously on a vote of 4–0.

Criteria 3: *The use does not produce public safety or health concerns in connection with traffic, pedestrians, public infrastructure, and police or fire department actions.*

A motion by Ms. Welsh to find that Criteria 3 was met was duly seconded by Mr. Savastano and the motion carried unanimously on a vote of 4–0.

A motion by Ms. Welsh was duly seconded by Mr. Savastano to approve CLSS-2025-04 for Live Free Recovery Services LLC to operate a Residential Drug and Alcohol Treatment Facility located at 106 Roxbury Street. The motion carried unanimously on a vote of 4–0.

G) CLSS-2025-06: Applicant, Jay Haston, Executive Director for Cedarcrest Center, is requesting a renewal Congregate Living & Social Services License for a Residential Care Facility, located at 91 Maple Ave., and is in the Low Density District and as defined in Chapter 46, Article X of the Keene City Ordinances.

Vice Chair Kopczynski welcomed the applicant's representative, Kristen Target, Director of Programs at Cedarcrest. Ms. Target reported no significant changes. Bed approval though July 1, 2025, was approved for up to 28 residents (vs. 26 in 2024). Without construction, they can comfortably allow 27 residents.

Ms. Welsh complimented the thoroughness and detail of the application, especially the really interesting Neighborhood Relations Plan. She said it should be a template.

There were no public comments.

Vice Chair Kopczynski requested staff comments. Mike Hagan, Plans Examiner, reported that Cedarcrest Inc operated this facility, including 28 NH-Licensed ICF/IID beds, along with business operations at this onsite facility. This was the second CLSS renewal sought by Cedarcrest Inc for the 91 Maple Street property. The only significant change was the increase in capacity from 26 to 28 beds, which was made to their documentation. Staff found their application to be complete. Community Development's inspection was completed on November 12, 2024, and Fire, Housing & Property, and Police Departments all had no comments. Mr. Hagan said there were no complaints on record for this property.

Ms. Seher asked how many residents were onsite at this time. Ms. Target said 25. Ms. Seher asked if 23–25 was typical? Ms. Target said yes, explaining their part of their short-term and respite model that causes the census to fluctuate weekly.

The Board considered the three criteria for approving the application.

The licensing board shall consider the following criteria when evaluating whether to approve, renew, or deny a congregate living and social services license application.

Criteria 1: *The use is found to be in compliance with the submitted operations and management plan, including but not limited to compliance with all applicable building, fire, and life safety codes.*

A motion by Ms. Welsh to find that Criteria 1 was met was duly seconded by Mr. Savastano and the motion carried unanimously on a vote of 4–0.

Criteria 2: *The use is of a character that does not produce noise, odors, glare, and/or vibration that adversely affects the surrounding area.*

A motion by Mr. Savastano to find that Criteria 2 was met was duly seconded by Ms. Seher and the motion carried unanimously on a vote of 4–0.

Criteria 3: *The use does not produce public safety or health concerns in connection with traffic, pedestrians, public infrastructure, and police or fire department actions.*

A motion by Ms. Welsh to find that Criteria 3 was met was duly seconded by Ms. Seher and the motion carried unanimously on a vote of 4–0.

A motion by Mr. Savastano was duly seconded by Ms. Welsh to approve CLSS-2025-06 for Cedarcrest Inc to operate a Residential Care Facility located at 91 Maple Avenue. The motion carried unanimously on a vote of 4–0.

Mr. Hagan mentioned that Cedarcrest was also working on an energy efficiency project that would be great for the community and in-line with the Master Plan update.

H) Continued: CLSS-2025-08: Applicant, Amanda McSweeney, Executive Director for Keene Center Genesis Healthcare, is requesting a renewal Congregate Living & Social Services License for a Residential Care Facility, located at 677 Court St., and is in the High Density District and as defined in Chapter 46, Article X of the Keene City Ordinances.

Vice Chair Kopczynski welcomed the applicant, Amanda McSweeney, Executive Director for Keene Center Genesis Healthcare, who reported no changes.

Vice Chair Kopczynski requested staff comments. Mike Hagan, Plans Examiner, reported that Keene Center Genesis Health Care operated this facility, including 106 NH-Licensed Nursing Home beds, along with business operations at this onsite facility. This was the second CLSS renewal sought by Keene Center Genesis Health Care for the 677 Court Street property. No changes have been made to their documentation. Staff found their application to be complete and all fees were paid. Community Development’s inspection was completed on January 16, 2025, and Fire, Housing & Property, and Police Departments all had no comments. Mr. Hagan said there were no complaints on record for this property.

Ms. Seher asked the facility’s current census. Ms. McSweeney said the average daily for March was 82. Ms. Seher asked if that was typical. Ms. McSweeney said they liked to operate in the lower 90s, but it would ebb and flow.

There were no public comments.

The Board considered the three criteria for approving the application.

The licensing board shall consider the following criteria when evaluating whether to approve, renew, or deny a congregate living and social services license application.

Criteria 1: *The use is found to be in compliance with the submitted operations and management plan, including but not limited to compliance with all applicable building, fire, and life safety codes.*

A motion by Ms. Welsh to find that Criteria 1 was met was duly seconded by Ms. Seher and the motion carried unanimously on a vote of 4–0.

Criteria 2: The use is of a character that does not produce noise, odors, glare, and/or vibration that adversely affects the surrounding area.

A motion by Ms. Seher to find that Criteria 2 was met was duly seconded by Ms. Welsh and the motion carried unanimously on a vote of 4–0.

Criteria 3: The use does not produce public safety or health concerns in connection with traffic, pedestrians, public infrastructure, and police or fire department actions.

A motion by Ms. Welsh to find that Criteria 3 was met was duly seconded by Mr. Savastano and the motion carried unanimously on a vote of 4–0.

A motion by Ms. Welsh was duly seconded by Ms. Seher to approve CLSS-2025-08 for the Keene Center Genesis Health Care to operate a Residential Care Facility located at 677 Court Street. The motion carried unanimously on a vote of 4–0.

I) Continued: CLSS-2025-09: Applicant, Michael Johnson, Executive Director for Langdon Place of Keene, is requesting a renewal Congregate Living & Social Services License for a Residential Care Facility, located at 136 Arch St., and is in the Rural District and as defined in Chapter 46, Article X of the Keene City Ordinances.

Vice Chair Kopczynski welcomed the applicant, Michael Johnson, Executive Director for Langdon Place of Keene, who reported no changes. Vice Chair Kopczynski asked how communications were. Mr. Johnson said they had two great neighbors and despite some loud traffic from time to time going across the bridge, he thought things were going well. Additionally, Mr. Johnson said that sometimes their center could be a throughway from Arch St. to Rt. 9, which he called frustrating but said they cannot really manage; they have “Child At Play” signs for their neighbors and speed signs on their property.

There were no public comments.

Ms. Seher thanked the applicant because she was at Langdon Place the day of this meeting and met their amazing staff. She appreciated what they were doing by welcoming people and trying to meet them where they are as a long-term facility.

Vice Chair Kopczynski requested staff comments. Mike Hagan, Plans Examiner, reported that Langdon Place of Keene operated this facility, including 156 NH-licensed beds in the Supported Residential Care section and 24 NH-licensed beds in the Nursing Home section, along with business operations at this onsite facility. This was the second CLSS renewal sought by Langdon

Place of Keene for the 136 Arch Street property. Community Development's inspection was completed on January 16, 2025, and Fire, Housing & Property, and Police Departments all had no comments. Mr. Hagan said there were no complaints on record for this property.

Ms. Welsh asked the facility's current census. Mr. Johnson said 117, and typically it was 115–120. Mr. Savastano asked the difference between Supported Residential Care and Nursing Home Care. Mr. Johnson said Langdon Place had two operating licenses, one for the 25-bed Nursing Home and the remainder for the licensed Supported Residential Care, meaning assisted living.

The Board considered the three criteria for approving the application.

The licensing board shall consider the following criteria when evaluating whether to approve, renew, or deny a congregate living and social services license application.

Criteria 1: *The use is found to be in compliance with the submitted operations and management plan, including but not limited to compliance with all applicable building, fire, and life safety codes.*

A motion by Ms. Welsh to find that Criteria 1 was met was duly seconded by Mr. Savastano and the motion carried unanimously on a vote of 4-0.

Criteria 2: *The use is of a character that does not produce noise, odors, glare, and/or vibration that adversely affects the surrounding area.*

A motion by Ms. Seher to find that Criteria 2 was met was duly seconded by Ms. Welsh and the motion carried unanimously on a vote of 4-0.

Criteria 3: *The use does not produce public safety or health concerns in connection with traffic, pedestrians, public infrastructure, and police or fire department actions.*

A motion by Mr. Savastano to find that Criteria 3 was met was duly seconded by Ms. Welsh and the motion carried unanimously on a vote of 4-0.

A motion by Ms. Welsh was duly seconded by Mr. Savastano to approve CLSS-2025-09 for the Langdon Place of Keene to operate a Residential Care Facility located at 136 Arch Street. The motion carried unanimously on a vote of 4-0.

V. New Business:

None presented.

VI. Non-Public Session: (if required)

VII. Adjournment

504 There being no further business, Vice Chair Kopczynski adjourned the meeting at 6:58 PM.

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506 Respectfully submitted by,
507 Katryna Kibler, Minute Taker
508 March 31, 2025

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510 Reviewed and edited by,
511 Corinne Marcou, Board Clerk

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CLSS-2025-02 – Residential Care Facility – Emerald House, 32 Emerald Street

Request:

Applicant Patricia Forman, House Supervisor for Monadnock Family Services DBA Emerald House, requests a license for a Residential Care Facility at the property located at 32 Emerald Street and is in the Downtown Growth District.

Background:

Emerald House operates this facility including 10 beds along with business operations at this onsite facility

This is the second CLSS renewal sought by Live Free Recovery Services for this facility.

Completeness:

The property at 32 Emerald Street is seeking their second renewal. No changes have been made to their documentation. Staff find their application to be **incomplete as the fee has not been paid.**

Inspections:

Community Development's inspection was completed on February 4, 2025

Departmental Comments:

Property & Housing: No Comments

Fire Department: No Comments

Police Department: No Comments

Criteria Review:

- 1) The use is found to be in compliance with the submitted operations and management plan, including but not limited to compliance with all applicable building, fire, and life safety codes.
- 2) The use is of a character that does not produce noise, odors, glare, and/or vibration that adversely affects the surrounding area.
- 3) The use does not produce public safety or health concerns in connection with traffic, pedestrians, public infrastructure, and police or fire department actions.

Recommended Motion:

If the Board is inclined to approve this request, the following motion is recommended:

Move to approve CLSS-2025-02 for Monadnock Family Services DBA Emerald House to operate a Residential Care Facility located at 32 Emerald Street.



City of Keene, NH

Congregate Living & Social Services License Application

For Office Use Only:

Case No. CLSS-225-02
Date Filled 11/25/24
Rec'd By CJM
Page 1 of 4
Tax Map# 584.065-000
Zoning District: DT-6

If you have questions on how to complete this form, please call: (603) 352-5440 or email: communitydevelopment@keenenh.gov

SECTION 1: LICENSE TYPE

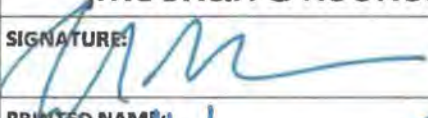
- | | | |
|---------------------------------------------|-------------------------------------------------------------------|------------------------------------------------------------|
| <input type="radio"/> Drug Treatment Center | <input type="radio"/> Group Home, Small | <input type="radio"/> Homeless Shelter |
| <input type="radio"/> Fraternity/Sorority | <input type="radio"/> Group Resource Center | <input type="radio"/> Lodging House |
| <input type="radio"/> Group Home, Large | <input type="radio"/> Residential Drug/Alcohol Treatment Facility | <input checked="" type="radio"/> Residential Care Facility |

SECTION 2: PROPERTY LOCATION

ADDRESS:

SECTION 3: CONTACT INFORMATION

I hereby certify that I am the owner, applicant, or the authorized agent of the owner of the property upon which this approval is sought and that all information provided by me is true under penalty of law. If applicant or authorized agent, a signed notification from the property owner is required.

OWNER		APPLICANT	
NAME/COMPANY:	Monadnock Affordable Housing Corp	NAME/COMPANY:	Mondadnock Family Services
MAILING ADDRESS:	831 Court St Keene, NH 03431	MAILING ADDRESS:	32 Emerald St Keene, NH 03431
PHONE:	(603) 352-6161	PHONE:	(603) 352-6649
EMAIL:	jmeehan@keenehousing.org	EMAIL:	pforman@mfs.org
SIGNATURE:	 DATE: 11/21/24	SIGNATURE: Patricia Forman	Digitally signed by Patricia Forman Date: 2024.11.21 08:01:52 -05'00' DATE: 11/21/24
PRINTED NAME:	Joshua Meehan	PRINTED NAME:	Patricia Forman
TITLE:	President	TITLE:	Residential Services
AUTHORIZED AGENT (if different than Owner/Applicant)		OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant)	
		<input checked="" type="checkbox"/> Same as owner	
NAME/COMPANY:		NAME/COMPANY:	
MAILING ADDRESS:		MAILING ADDRESS:	
PHONE:		PHONE:	
EMAIL:		EMAIL:	
SIGNATURE:	DATE:	SIGNATURE:	DATE:
PRINTED NAME:	TITLE:	PRINTED NAME:	TITLE:

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS

Using additional sheets if needed, briefly describe your responses to each criteria:

1. Description of the client population to be served, including a description of the services provided to the clients or residents of the facility and of any support or personal care services provided on or off site.

Residents of Emerald House are clients of Monadnock Family Services and qualify as adults with severe and persistent mental illness. Emerald House staff offers coaching and prompting of ADLs, as well as making/keeping appointments, providing transportation, 1:1 support in the community, ordering and administering medications, meal planning and preparation and crisis intervention.

2. Description of the size and intensity of the facility, including information about; the number of occupants, including residents, clients staff, visitors, etc.; maximum number of beds or persons that may be served by the facility; hours of operations, size and scale of buildings or structures on the site; and size of outdoor areas associated with the use.

Emerald House is a ten bed, 24-hour staffed facility. The ten beds are consistently filled. During the day, from 7 AM- 7 PM there may be 2-5 staff members on site and 1-2 other MFS or CFI personnel on the property working with clients. Residents may host up to 2 guests between the hours of 10 AM and 5 PM. The facility has 4,616 ft. of living space and sits alone on a .24 acre lot.

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS CONTINUED

Using additional sheets if needed, briefly describe your responses to each criteria:

3. For Congregate Living Uses, describe the average length of stay for residents/occupants of the facility.

The average stay at Emerald House is three years.

Neighborhood Relations Plan

We are surrounded by businesses, except at the back, which is college student housing. Due to their transient nature, we don't have a plan with them. 75% of the time residents are supported by staff in the community, which gives staff and clients an opportunity to create healthy neighborhood relationships. Our residents frequent the local establishments and have a good rapport. There is no history of or current complaints of any nature.

Building and Site Maintenance Plan

Emerald House is owned by Keene Housing. For any and all building repairs or emergencies, staff can contact our Keene Housing Maintenance Manager 24 hours a day, 7 days a week.

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CLSS-2025-13 – Small Group Home Facility – Monadnock Peer Support, 24 Vernon Street

Request:

Applicant Stephen Tavella, Executive Director for Monadnock Peer Support, requests a license for a Small Group Home at the property located at 24 Vernon Street and is in the Downtown Core District.

Background:

Monadnock Peer Supports operates this facility, including 8 beds along with business operations and programing at this onsite facility.

This is the second CLSS renewal sought by Monadnock Peer Support for this facility.

Completeness:

The property at 24 Vernon Street is seeking their second renewal. Several updates to plans and documentation have been made. Staff find their application to be **Complete**

Inspections:

Community Development's inspection was completed on February 13, 2025

Departmental Comments:

Property & Housing: No Comments

Fire Department: Only minor items noted during inspection

Police Department: No Comments

Criteria Review:

- 1) The use is found to be in compliance with the submitted operations and management plan, including but not limited to compliance with all applicable building, fire, and life safety codes.
- 2) The use is of a character that does not produce noise, odors, glare, and/or vibration that adversely affects the surrounding area.
- 3) The use does not produce public safety or health concerns in connection with traffic, pedestrians, public infrastructure, and police or fire department actions.

Recommended Motion:

If the Board is inclined to approve this request, the following motion is recommended:

Move to approve CLSS-2025-13 for Monadnock Peer Support to operate a Small Group Home Facility located at 24 Vernon Street.



City of Keene, NH

Congregate Living & Social Services License Application

For Office Use Only:

Case No. CLSS-2025-13
Date Filled 3/13/25
Rec'd By cam
Page 1 of 42
Tax Map# 568-058-000
Zoning District: ST-C

If you have questions on how to complete this form, please call: (603) 352-5440 or email: communitydevelopment@keenenh.gov

SECTION 1: LICENSE TYPE

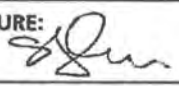

- | | | |
|---------------------------------------------|-------------------------------------------------------------------|-------------------------------------------------|
| <input type="radio"/> Drug Treatment Center | <input type="radio"/> Group Home, Small | <input type="radio"/> Homeless Shelter |
| <input type="radio"/> Fraternity/Sorority | <input type="radio"/> Group Resource Center | <input type="radio"/> Lodging House |
| <input type="radio"/> Group Home, Large | <input type="radio"/> Residential Drug/Alcohol Treatment Facility | <input type="radio"/> Residential Care Facility |

SECTION 2: PROPERTY LOCATION

ADDRESS: **24 Vernon St, Keene, NH 03431**

SECTION 3: CONTACT INFORMATION

I hereby certify that I am the owner, applicant, or the authorized agent of the owner of the property upon which this approval is sought and that all information provided by me is true under penalty of law. If applicant or authorized agent, a signed notification from the property owner is required.

OWNER		APPLICANT	
NAME/COMPANY:	Monadnock Peer Support	NAME/COMPANY:	Monadnock Peer Support
MAILING ADDRESS:	24 Vernon St, Keene NH 03431	MAILING ADDRESS:	24 Vernon St, Keene NH 03431
PHONE:	(603) 352-5093	PHONE:	(603) 352-5093
EMAIL:	stephen@monadnockpsa.org	EMAIL:	stephen@monadnockpsa.org
SIGNATURE:		SIGNATURE:	
DATE:	3/13/25	DATE:	3/13/25
PRINTED NAME:	Stephen Tavella	PRINTED NAME:	Stephen Tavella
TITLE:	Executive Director	TITLE:	Executive Director
AUTHORIZED AGENT (if different than Owner/Applicant)		OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant)	
		<input checked="" type="checkbox"/> Same as owner	
NAME/COMPANY:		NAME/COMPANY:	
MAILING ADDRESS:		MAILING ADDRESS:	
PHONE:		PHONE:	
EMAIL:		EMAIL:	
SIGNATURE:	DATE:	SIGNATURE:	DATE:
PRINTED NAME:	TITLE:	PRINTED NAME:	TITLE:

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS

Using additional sheets if needed, briefly describe your responses to each criteria:

1. Description of the client population to be served, including a description of the services provided to the clients or residents of the facility and of any support or personal care services provided on or off site.

MPS is an intentional peer support agency (<https://www.dhhs.nh.gov/programs-services/mental-health/peer-support-agencies>) that provides mental health support as an alternative to clinical services. MPS programs are free and open to any NH resident 18 years or older who is a recipient or is at risk of becoming a recipient of mental health services. MPS has spent 30 years developing strong, connected relationships where people feel valued, become empowered, and move toward wellness and independence. Our programs are grounded in the principles of personal responsibility, mutuality, reciprocity, and respecting others thoughts and beliefs as valid and important. We encourage growth beyond stigma, shame, and the limits placed upon us, creating and maintaining a strong, active voice and presence dedicated to social change.

MPS provides a peer support program that includes over 40 kindred groups and social events each week. Members of MPS participate in selecting and choosing group topics and social events as well as providing input to the management and operations of MPS by attending community meetings monthly and sharing their perspective. All participants and members are required to read and sign the Members Rights and Responsibilities document that sets standards for behavior while at MPS. MPS is also holds groups with community partners, including American House, the Keene YMCA, Keene State College, and Cheshire County Jail.

MPS also provides two residential programs. Step Up/Step Down provides a residence for up to 90 days for those who qualify and who are hoping to prevent hospitalization for mental health issues or who are returning to the community after hospitalization and need help re-acclimating. The Respite Program provides an emergency seven-day stay for those who need to immediately separate themselves from a harmful situation in order to focus on their mental health. Together, these programs can accommodate eight people at any one time.

MPS provides transportation for those in our program, as well as individual peer counseling led by trained Peer Support Specialists with shared experiences.

MPS has 16 staff members, 10 board members, and works in collaboration with the State of NH DHHS, Bureau of Mental Health Services and the 14 other Peer Support Agencies located in NH.

2. Description of the size and intensity of the facility, including information about; the number of occupants, including residents, clients staff, visitors, etc.; maximum number of beds or persons that may be served by the facility; hours of operations, size and scale of buildings or structures on the site; and size of outdoor areas associated with the use.

The building is 12,640 square feet, and sits on .28 acres. We have eight furnished rooms for residents. Each is equipped with a twin-sized bed, plenty of linens, a personal refrigerator, and storage for clothing and personal belongings. There is a private, common living room space for residents. We also have shared common areas for residents and members, such as an industrial kitchen, a dining area, a fully equipped gym, and a group facilitation room. We also have a parking area that is 2,400 square feet, currently only being used for parking, and is also used as a pass through to a Keene Housing apartment building, The Bennett Block. We also house one dumpster for use by our facility and two surrounding entities (Keene Serenity Center and Keene Housing).

During the day, we serve anyone in the community over the age of 18 with our day program offerings. We average about 40 people on site per day. We maintain a mailing list of roughly 500 members and participants. We offer outreach calls to members and participants during our open hours.

Our public hours of operation are Monday through Friday 9am to 6pm. We have at least one staff member on-site, 24/7, so someone is always on-site with residents overnight.

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS CONTINUED

Using additional sheets if needed, briefly describe your responses to each criteria:

3. For Congregate Living Uses, describe the average length of stay for residents/occupants of the facility.

We have two different categories of residents on-site.

1. Respite guests: Respite guests have an average stay of six nights and seven days.

2. Step Up/Step Down (SUSD): SUSD guests have an average stay of 90 days, and can be extended for an additional 30 days.



Security Plan

Monadnock Peer Support

24 Vernon Street

Keene, NH 03431

603-352-5093/5094

Last Revised: March 2025

The safety and security of our employees and staff is the first consideration of Monadnock Peer Support. Our philosophy is to ensure the safety and well-being of all while at MPS. To achieve this, MPS maintains a comprehensive plan that is geared toward continuous improvement of workplace safety.

A1. Safety

MPS' Safety Committee is charged with monitoring organizational risk management. This includes ensuring that the facility is clean and well-maintained; that all facilities and vehicles are compliant with local, state, and federal regulations, and that policies and procedures related to safety are up to date.

The staff team regularly monitors, identifies, and addresses safety issues. With guidance from the Safety Committee, the Administrative Director is responsible to ensure that all safety plans, including emergency exit maps, fire, and threat responses are updated and posted. Emergency training will be required for all staff in 2025.

A2. Security

The upstairs area of MPS is open and available during the day for those who seek mental health support, and the entry is monitored by front line staff. Administrative staff work in the same facility, interact consistently throughout the day with participants, and are available as needed. The program area downstairs is locked unless a program is in session.

The smoking area has been removed as it was attracting people who had no interest in participating in MPS. Since that removal in 2023, the number of incidents that required attention have been dramatically reduced.

Monadnock Peer Support will ensure that all employees have access to cell phones, handheld two-way radios, and are monitoring the number of individuals in the building. The leadership team (called Support Central) have access to all cameras and footage.

- MPS has twelve live cameras in the building to ensure the safety and security of its members and staff.
- MPS has three exterior cameras to ensure the safety and wellbeing of members and staff.
- MPS is continuously working with Keene PD, Keene Fire and Keene Mutual aid to find areas of improvement.

Future Security Improvements:

MPS will be improving security in 2025 -2026 by:

- Renovating the entrance to provide better security coverage.
- Upgrading the security system to include hard wired cameras and member management software.

Expectations

Members will:

- Follow the rights and responsibilities of MPS.
- Not be permitted to bring drugs or alcohol into the facility.
- Not be permitted to behave in an aggressive or inappropriate manner as outlined in our rights and responsibilities.
- Not engage in sexual activities while at the center
- Are not permitted to enter another person's room.

Executive Director will:

- Oversee and emphasize the importance of safety and security for all.
- Ensure adequate resources to address security concerns.
- Communicate policies and procedures to employees, members, and vendors.
- Encourage employees to report safety and security concerns immediately.

Directors will:

- Set a good example by always following workplace best practices.
- Ensure that equipment and work areas under their direction are safe and well kept.
- Ensure that procedures are being followed for safety and security.
- Ensure employees are adequately trained.
- Participate with ED in regular safety and security procedures.
- Respond promptly to reports of concerns.
- Always be ready to dial 911.

All other employees will:

- Follow procedures and policies for working safely and in a secure environment.
- Report any security issues immediately,
- Document all incidents and submit them to the safety committee and the state of NH DHHS.
- Communicate with Keene PD regarding issues that need attention and support maintaining the trauma informed model and individual.



Staff Training and Procedures Plan

Updated, March 2025

Staff Orientation:

Upon being hired, a new employee will receive a new employee orientation from their supervisor and an HR Representative on all aspects of the job, program regulations, personnel policies, pay, timesheets, benefits, etc.

Training and Career Development:

Employees are required to complete and maintain any certifications required under state rules, regulations, and contract requirements. MPS will provide details of such training and cover the costs. Trainings required by MPS will be compensated at the staff member's determined rate of pay.

Employee Handbook:

The employee handbook is updated regularly. This is led by MPS' HR Consultant and Administrative Director and is approved by the board of directors each time it is updated. All employees must read and sign off on the handbook when beginning employment and whenever the handbook is updated.



Life Safety Plan

Monadnock Peer Support

24 Vernon Street

Keene, NH 03431

603-352-5093/5094

Last Revised: March, 2024

A life safety plan is a plan in place for when an emergency situation occurs, and an egress route is needed in order to evacuate the building in a safe manner.

Front of the building

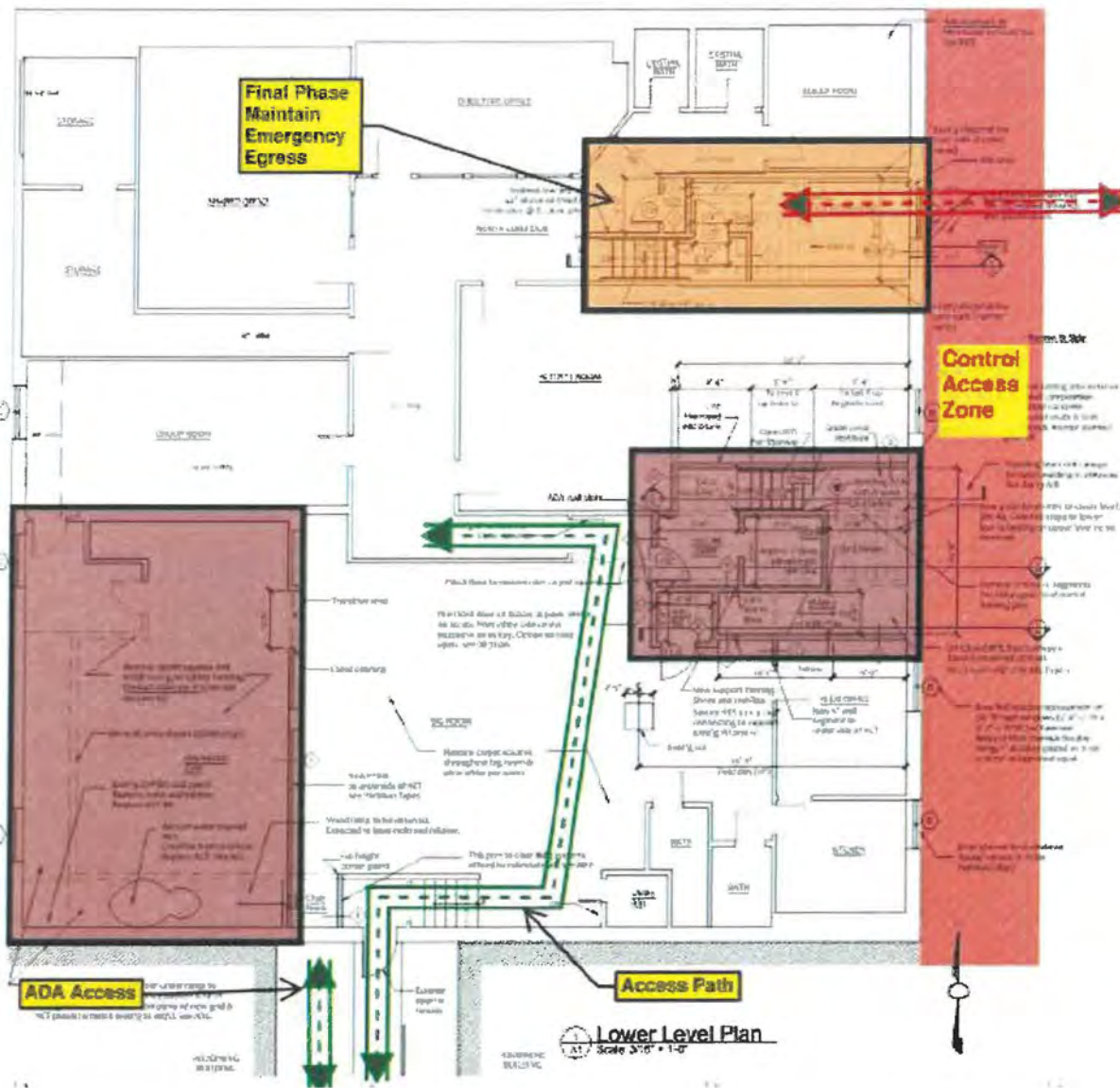
- Top Entrance and Exit
 - Elevator for wheelchair or disabled individual
- Bottom Entrance and Exit
 - Elevator for wheelchair or disabled individual

Back Entrances

- One Entrance and 2 Exits to top floor
- Two Entrances and Exits for bottom floor
- Second Bottom Entrance has wheelchair ramp

Facility is equipped with:

- Exterior and Interior Emergency Lights
- Exterior and Interior Exit Signs
- Smoke/Carbon monoxide detectors
- Sprinkler System
- Accessible Fire Extinguishers in every room





Neighborhood Relations Plan

Monadnock Peer Support

24 Vernon Street

Keene, NH 03431

603-352-5093/5094

Last Revised: March 2025

MPS believes that a safe, supportive, and connected neighborhood is vital to achieving our mission. We believe that MPS should take a leadership role in engaging our neighbors so they may understand our mission, values, and vision; participate in creating a safe and supportive neighborhood; and have a direct line of communication with MPS. To achieve this, MPS will:

1. Hold quarterly neighborhood meetings on:
 - a. Tuesday, February 4 (completed)
 - b. Tuesday, May 6
 - c. Tuesday, August 5
 - d. Tuesday, November 4
 - e. A new schedule will be developed for 2026 at the November meeting.
2. Ensure all neighbors have contact information for the Executive Director.
3. Engage neighbors by:
 - a. Listening with the intent to learn
 - b. Seeking input and feedback to improve the atmosphere in the neighborhood.
 - c. Inviting them to events and to participate in programs.
 - d. Educating neighbors about any plans, programs, or events that may impact them.
4. Nurture effective relationships with the Keene Police Department and Keene Fire Department to help MPS ensure the safety and well-being of all connected with our organization,
5. Reduce incidents of inappropriate behavior by:
 - a. Removing the smoking area that attracted individuals with no interest in participating in MPS (completed)
 - b. Eliminating services that attract individuals who are not participating in peer support. This will include:
 - i. Eliminating showers for the public.
 - ii. Eliminating food distribution for the public.
 - iii. Eliminating use of the kitchen by the public.
 - iv. Establishing protocols for computer use and internet access that support our mission.
 - v. Providing additional transportation throughout the day to reduce the number of people loitering. Limiting transportation to members/participants who are attending groups and events only.
 - vi. Revising our group and program schedule to attract a broader range of individuals seeking mental health support.
 - vii. Encouraging connectivity between individuals from a range of socio-economic status.

- c. Edit our current strategic plan that will provide strategies and tactics to engage a broader range of constituents and ensure that MPS is sustainable and striving to stay focused on its mission of providing peer support.



Health and Safety Plan

Monadnock Peer Support

24 Vernon Street

Keene, NH 03431

603-352-5093/5094

Last Revised: March 2025

The health and safety of our employees and participants is the first consideration of Monadnock Peer Support. MPS has made a commitment to ensuring that our facilities and programs are safe and welcoming for all members of the Keene community and we are making significant changes to the program and services we provide so that we broaden our constituent base and reduce incidents that create safety issues.

A1. MPS Goals

MPS focuses on our mission of mental health support, reducing chances of injury, and broadening our constituency. To do this, we have taken the following actions:

- Commissioned a safety committee made up of board members, employees, and tenants.
- Launched a strategic planning process to address opportunities and challenges.
- Hold meetings with all employees to discuss policy, roles, responsibilities, and avenues for communication.
- Develop and explain clear procedures for reporting incidents, injuries, illnesses, and close calls/near misses.
- Ensure all members and participants adhere to the MPS rights and responsibilities.
- Conduct regular inspections using a checklist.
- Discuss, reevaluate, and share emergency procedures.
- Ensure all employees are trained in how to identify and control hazards.
- Review and update as needed.

A2. Resources

Monadnock Peer Support will ensure that all employees will have access to training, equipment, personal protective equipment, substitute chemicals or other products, and materials like Safety Data Sheets and other information about chemicals used at the center.

A3. Expectations

Executive Director will:

- Oversee program development and implementation.
- Ensure adequate resources for anything needed.
- Designate employees to conduct regular workplace inspections, incident reports, and follow up on corrective actions.
- Communicate policy to employees, members, and vendors.
- Encourage employees to report safety and health concerns through an open-door policy, as well as providing a suggestion box for participants and employees to report anonymously.
- Determine whether program safety goals are being met.
- Lead review of the program to see if it needs improvement.

Directors will:

- Set a good example by always following workplace practices.
- Ensure that equipment and work areas under their direction are safe and well kept.

- Ensure that procedures are being followed for safe use of hazardous substances.
- Ensure employees are adequately trained in safe work procedures.
- Participate with ED in regular safety and health inspections following incidents and identification of hazards.
- Respond promptly to reports of concerns.

All other employees will:

- Follow procedures and policies to work safely.
- Report any injuries or illnesses to appropriate director.

A4. Risk Mitigation

MPS will collect information about hazards.

- The Executive Director will review relevant information about potential safety and health hazards, including:
 - Applicable OSHA standards
 - Information about past incidents, injuries, and illnesses
 - Safety data sheets (SDSs) for hazardous chemicals
 - Equipment safety information
 - Close calls/near misses
 - Input from all employees about hazards.

MPS will inspect the workplace.

- The Executive Director will develop, use, and regularly update a checklist for potential job hazards.
- Using the checklist, a designated party will conduct inspections in all areas of the facility:
 - Whenever an employee mentions a safety or health concern
 - Whenever we change processes, equipment, or materials.
 - Every month

MPS will identify the hazards.

- The designated safety committee member will identify any sources of health hazards in our workplace, such as:
 - Chemical hazards – by examining SDSs and product labels to identify chemicals in use.
 - Physical health hazards – by considering exposures to noise or heat.
 - Biological hazards – by considering exposures to bodily fluids, molds, or animal materials.
 - Ergonomic hazards – by evaluating activities involving repetitive motions, heavy lifting, work above shoulder height, or vibration.

MPS will conduct investigations.

- The Executive Director or designated member of the safety committee will investigate injuries and illness to identify hazards and systematic failures that might have caused those injuries or illnesses. They will:
 - Train the people conducting investigations on incident investigation techniques, emphasizing the need to be open-minded.
 - Investigate the root causes of all incidents.
 - Initiate investigations within 24 hours of any incident reported.
 - Use corrective and preventive action processes following the investigation that includes:
 - Documenting findings and corrective actions
 - Describe how the recommendations will be implemented.
 - Verify completion.
 - Communicate findings to appropriate parties.
 - Monitor the corrective and preventive actions to determine effectiveness.
- The Safety Committee will assess emergency situations and non-routine tasks workers might encounter, such as fire, weather emergencies, violence, etc.
 - For hazards identified, the ED will prioritize the need for control by considering.
 - Severity of hazard
 - Likelihood of recurrence
 - Number of people exposed.
 - The ED will implement any readily available interim controls immediately.

Hazard Prevention and Control

For hazards we identify or anticipate, the Executive Director and senior staff will gather and evaluate information about appropriate actions to take through input from employees, members, anyone above the ED at the state level, and other consultations.

MPS will:

- Plan to control hazards.
- Prioritize hazards for control based on the seriousness of injuries or illnesses that could result.
- Will make repairs as needed.
- Update plan as it is implemented.

For hazards that cannot be controlled immediately, MPS will:

- Select and provide procedures to protect employees or members to prevent exposure to the hazard.
- Reevaluate procedures as needed.
- Document the control measures and hazard control as needed.
- Communicate any plan to control the hazard agency-wide.

For hazards that happen when the center is closed, MPS will:

- Develop plans and procedures to respond effectively and safely.
- Obtain any equipment needed to control emergency-related hazards.

- Incorporate relevant plans and procedures into training.

MPS will provide education and training.

Monadnock Peer Support will ensure that all staff receive training on the policies and procedures, how to report hazards, and how to manage hazards when the center is closed. The training will occur annually and for any new hires. The training will be conducted in an accessible way, and the organization will maintain records of all who have completed the training.

MPS will train employees in their roles and responsibilities.

Monadnock Peer Support will provide training to ensure every employee knows how they can contribute to the health and safety of the center, especially the importance of reporting health and safety concerns in a timely manner to the appropriate staff.



EMERGENCY RESPONSE PLAN

MONADNOCK PEER SUPPORT

24 Vernon Street

Keene, NH 03431

603-352-5093/5094

www.monadnockpsa.org

Date Revised: March, 2025

Emergency Personnel Names and Phone #'s

When we are open:

DESIGNATED RESPONSIBLE INDIVIDUAL: Stephen Tavella, Executive Director: (802) 490-6854

If ED is not here

DESIGNATED RESPONSIBLE INDIVIDUAL: Administrative Director, Karen Richi (603) 762-7574

If ED and Administrative Director are not here.

DESIGNATED RESPONSIBLE INDIVIDUAL: Director of Mission Impact, Melissa Callender (603) 762-5661

- **When we are closed:**

DESIGNATED RESPONSIBLE INDIVIDUAL: Overnight Residential Staff; (603) 352 -5093

EVACUATION ROUTES

Evacuation route maps have been posted in each work area. The following information is marked on evacuation maps:

1. Emergency exits.
2. Primary and secondary evacuation routes
3. Locations of fire extinguishers

Site personnel should know at least two evacuation routes.

Emergency Phone Numbers

***In case of immediate emergency, please dial 911! ***

Fire Department:

Central Station: (603) 357-9861

Station 2: (603) 357-9886

Fire Prevention Bureau: (603) 757-1863

Fire Alarm Division: (603) 757-1864

Police Department:

Non-Emergency: 603-357-9813

Records: 603-357-9815

Poison Control:

Hotline: 1-800-222-1222

Administrative: 207-662-7222

Fax Number: 207-662-5941

Ambulance:

DiLuzio: (603) 357-0341

UTILITY COMPANY EMERGENCY CONTACTS

ELECTRIC:

Eversource Customer Service: 800-662-7764

TTY/TDD Hearing Impaired: 800-346-9994

WATER:

Main Office: 603-352-6550

Water Billing: 603-352-3239

After Hours Emergency: 603-357-9813

GAS:

Liberty Utilities Emergencies: 1-855-327-7758

Customer Care: 1-800-833-4200

OIL:

Dead River Telephone: 603-352-5240

Toll-Free: 800-442-5240

PHONE/INTERNET:

Consolidated Communications: 1-844-968-7224

Europa IT Support Line: 802-275-4848

MEDICAL/CRIMINAL EMERGENCY

- Call medical emergency phone number (see page 4)
 - Fire
 - Police
 - Poison Control
 - Ambulance
- Provide the following information:
 - Nature of the medical emergency
 - Location of the emergency (address, room, etc.)
 - Your name and the number from which you are calling.
- Do not move the person in distress unless necessary.
- If personnel trained in First Aid and CPR are not available, attempt to provide the following assistance:
 - Stop bleeding with firm pressure on wounds (please avoid contact with blood or other bodily fluids)
 - Clear the air passages using the Heimlich Maneuver in case of choking.
- In case of rendering assistance to personnel exposed to hazardous materials, consult the Poison Control number or website. Please wear the appropriate protective equipment.

FIRE EMERGENCY

When fire is discovered:

- Notify the local fire department by calling 911 or (603) 357-9861.
- If fire alarm is not available, notify site personnel and members/guests by the following means:
 - Face-to-face
 - Phone call.

Fight the fire ONLY if:

- The fire department has been notified.
- The fire is small and not spreading to other areas.
- Escaping the area is possible by backing up to the nearest exit.
- The fire extinguisher is in working condition and personnel are trained to use it.

Upon being notified of the fire emergency, occupants must:

- Leave the building using the designated escape routes.
- Assemble in the designated area: sidewalk on the corner of Vernon Street and Elm Street
- Remain outside the building until the Designated Official announces that it is safe to enter.

Designated Official/Supervisors must:

- Delegate responsibility of assisting any physically challenged individuals to another member/participant/guest.
- Disconnect utilities and equipment unless doing so jeopardizes her safety.
- Coordinate an orderly evacuation of personnel/guests/members.
- Perform an accurate headcount of individuals gathered in designated area.
- Provide the Fire Department personnel with necessary information about the facility.
- Perform assessment and coordinate with other staff to determine emergency closing procedures and how to transport guests/members if need be.

SEVERE WEATHER AND NATURAL DISASTERS

Tornado:

- When a warning is issued by sirens or other means, seek inside shelter. Consider the following:
 - Small interior rooms on the lowest floor and without windows,
 - Hallways on the lowest floor away from doors and windows, and
 - Rooms constructed with reinforced concrete, brick, or block with no windows.
- Stay away from outside walls and windows.
- Use your arms to protect your head and neck.
- Remain sheltered until the tornado threat is announced to be over.

Earthquake:

- Stay calm and await instructions from the Emergency Coordinator or the designated official.
- Keep away from overhead fixtures, windows, filing cabinets, and electrical power.
- Assist people with disabilities in finding a safe place.
- Evacuate as instructed by the Emergency Coordinator and/or the designated official.

Flood:

- If indoors:
 - Be ready to evacuate as directed by the Emergency Coordinator and/or the designated official.
 - Follow the recommended primary or secondary evacuation routes.
- If outdoors:
 - Climb to high ground and stay there.
 - Avoid walking or driving through flood water.
 - If car stalls, abandon it immediately and climb to a higher ground.

Blizzard:

- If indoors:

- Stay calm and await instructions from the Emergency Coordinator or the designated official.
- Stay indoors!
- If there is no heat:
 - Close off unneeded rooms or areas.
 - Stuff towels or rags in cracks under doors.
 - Cover windows at night.
- Eat and drink. Food provides the body with energy and heat. Fluids prevent dehydration.
- Wear layers of loose-fitting, lightweight, warm clothing, if available.



Building and Site Maintenance Procedures

Monadnock Peer Support

24 Vernon Street

Keene, NH 03431

603-352-5093/5094

Last Revised: March 2025

Building and Site Maintenance Procedures include cleaning communal areas, removing trash regularly to maintain a clean space for all individuals. Repairing items that are broken or replacing items that cannot be fixed. Inspecting, repairing, and maintaining electrical systems (heating, air conditioning systems, and utility services) are included in maintaining a safe environment for all individuals.

- Kitchen
 - Checking fridges for leaks
 - Electrical tears in wires
 - Cooling temps
 - Fridge cleanliness
 - Checking ice machine/microwave/coffee makers and maintaining cleanliness
 - Electrical tears in wires
 - Leaks
 - Mold and mildew
 - Faucets
 - Plumbing
 - Dishwasher leaks and electrical tears
 - Garbage Disposal
 - Oven
 - Electrical tears
 - Electrical power outlet
 - Cleanliness
 - All knobs/buttons in working order.
 - Fire Alarms
 - Electrical tears
 - Batteries if needed.
 - Test as needed.
 - Fire extinguisher up to date and not used.
 - Mold and mildew check in ceiling and floors
- Common Areas
 - Electrical Outlets
 - Fire Alarms are up to date along with fire extinguishers.
 - Cleanliness
 - The air conditioning is working properly.
 - Heating working properly.
 - Electrical Lights are working properly.
 - Mold and mildew check in ceiling and floors
- Residential Areas
 - Electrical Outlets
 - Fire extinguishers and Fire alarms.
 - Exit signs are working properly.
 - Cleanliness

- Electrical Lights are working.
- The air conditioning is working properly.
- Heating working properly.
- Mold and mildew check in ceiling and floors
- **Group Rooms**
 - Electrical Outlets
 - Fire extinguishers and Fire alarms.
 - Exit signs are working properly.
 - Cleanliness
 - Electrical Lights are working.
 - The air conditioning is working properly.
 - Heating working properly.
 - Mold and mildew check in ceiling and floors
- **Staff Meeting Rooms**
 - Mold and mildew check in ceiling and floors
 - Electrical Outlets
 - Fire extinguishers and Fire alarms.
 - Exit signs are working properly.
 - Cleanliness
 - Electrical Lights are working.
 - The air conditioning is working properly.
 - Heating working properly.

24 VERNON ST.

Location 24 VERNON ST.

Map/Lot # 568 / / 058/000 000/000

Acct# 568058000000000

Owner MONADNOCK AREA PEER
SUPPORT AGENCY

Building Name

Assessment \$685,600

Appraisal \$685,600

PID 186

Building Count 1

Current Value

Appraisal			
Valuation Year	Improvements	Land	Total
2024	\$592,400	\$93,200	\$685,600
Assessment			
Valuation Year	Improvements	Land	Total
2024	\$592,400	\$93,200	\$685,600

Parcel Addresses

Additional Addresses		
Address	City, State Zip	Type
34 WASHINGTON ST.		Secondary
32 WASHINGTON ST		Secondary

Owner of Record

Owner MONADNOCK AREA PEER SUPPORT AGENCY
Co-Owner
Address PO BOX 258
KEENE, NH 03431

Sale Price \$350,000
Book & Page 3160/0173
Sale Date 04/21/2021

Ownership History

Ownership History			
Owner	Sale Price	Book & Page	Sale Date
MONADNOCK AREA PEER SUPPORT AGENCY	\$350,000	3160/0173	04/21/2021
MONADNOCK COMMUNITY SERVICE CENTER INC	\$237,500	2206/0175	12/21/2004

Building Information

Building 1 : Section 1

Year Built: 1920
Living Area: 12,640
Replacement Cost: \$976,333
Building Percent Good: 60
Replacement Cost Less Depreciation: \$585,800

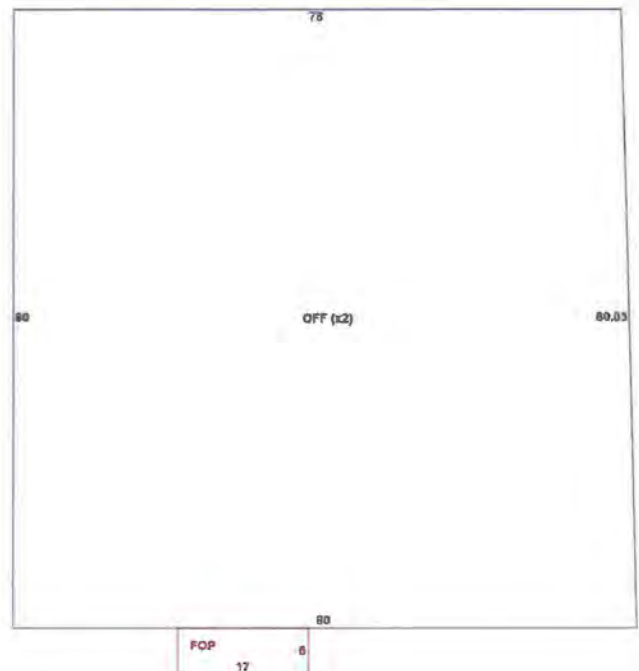
Building Attributes	
Field	Description
Style:	Office Bldg
Model:	Commercial
Grade	D
Stories:	1
Occupancy	2.00
Exterior Wall 1	Vinyl
Exterior Wall 2	
Roof Structure	Flat
Roof Cover	Tar & Gravel
Interior Wall 1	Drywall/Sheetrock
Interior Wall 2	
Interior Floor 1	Carpet
Interior Floor 2	
Heating Fuel	Typical
Heating Type	Unit Heaters
Air Conditioning	Central
Bldg Use	Charitable Bldg
Bedrooms	
Full Baths	
Half Baths	
Frame	Wood Frame/Joist/Beam
Plumbing	Normal
Partitions	Normal
Wall Height	12.00
FBLA	
Condo Complex	
Cov Park Spaces	0

Building Photo



(https://images.vgsi.com/photos2/KeeneNHPhotos/I0017\IMG_0002_1787)

Building Layout



(ParcelSketch.ashx?pid=186&bid=186)

Building Sub-Areas (sq ft)			Legend
Code	Description	Gross Area	Living Area
OFF	Office	12,640	12,640
FOP	Framed Open Porch	102	0
		12,742	12,640

Extra Features

Extra Features				<u>Legend</u>
Code	Description	Size	Assessed Value	Bldg #
SPR1	SPRINKLERS-WET	6305.00 SF	\$4,200	1

Land

Land Use

Use Code 977
 Description Charitable Bldg
 Zone DT-C
 Category

Land Line Valuation

Size (Acres) 0.28
 Depth
 Assessed Value \$93,200
 Appraised Value \$93,200

Outbuildings

Outbuildings						<u>Legend</u>
Code	Description	Sub Code	Sub Description	Size	Assessed Value	Bldg #
PAV1	PAVING- ASPHALT			2400.00 S.F.	\$2,400	1

Valuation History

Appraisal			
Valuation Year	Improvements	Land	Total
2023	\$592,400	\$93,200	\$685,600

Assessment			
Valuation Year	Improvements	Land	Total
2023	\$592,400	\$93,200	\$685,600

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CLSS-2025-14 – Group Resource Center – Keene Serenity Center, 24 Vernon Street

Request:

Applicant Samuel L Lake, Director for Keene Serenity Center, requests a license for a Group Resource Center Facility at the property located at 24 Vernon Street and is in the Downtown Core District.

Background:

Keene Serenity Center operates this facility as a group resource center Monday- Friday 9 AM-5 PM with some evening or weekend training sessions that are typically 2 hours or less. There are no residential services offered.

This is the second CLSS renewal sought by Keene Serenity Center for this facility.

Completeness:

The property at 24 Vernon Street is seeking their second renewal. No changes have been made to their documentation. Staff find their application to be **Complete**.

Inspections:

Community Development's inspection was completed on February 13, 2025

Departmental Comments:

Property & Housing: No Comments

Fire Department: Only minor items noted during inspection

Police Department: No Comments

Criteria Review:

- 1) The use is found to be in compliance with the submitted operations and management plan, including but not limited to compliance with all applicable building, fire, and life safety codes.
- 2) The use is of a character that does not produce noise, odors, glare, and/or vibration that adversely affects the surrounding area.
- 3) The use does not produce public safety or health concerns in connection with traffic, pedestrians, public infrastructure, and police or fire department actions.

Recommended Motion:

If the Board is inclined to approve this request, the following motion is recommended:

Move to approve CLSS-2025-14 for Keene Serenity Center to operate a Group Resource Center Facility located at 24 Vernon Street.



City of Keene, NH

Congregate Living & Social Services License Application

For Office Use Only:Case No. CLSS-2025-14

Date Filled _____

Rec'd By CJM

Page _____ of _____

Tax Map# 568-058-000Zoning District: DT-C

If you have questions on how to complete this form, please call: (603) 352-5440 or email: communitydevelopment@keenenh.gov

SECTION 1: LICENSE TYPE

- | | | |
|------------------------------------------------|----------------------------------------------------------------------|----------------------------------------------------|
| <input type="checkbox"/> Drug Treatment Center | <input type="checkbox"/> Group Home, Small | <input type="checkbox"/> Homeless Shelter |
| <input type="checkbox"/> Fraternity/Sorority | <input checked="" type="checkbox"/> Group Resource Center | <input type="checkbox"/> Lodging House |
| <input type="checkbox"/> Group Home, Large | <input type="checkbox"/> Residential Drug/Alcohol Treatment Facility | <input type="checkbox"/> Residential Care Facility |

SECTION 2: PROPERTY LOCATION

ADDRESS: 24 Vernon St, Keene, NH 03431

SECTION 3: CONTACT INFORMATION

I hereby certify that I am the owner, applicant, or the authorized agent of the owner of the property upon which this approval is sought and that all information provided by me is true under penalty of law. If applicant or authorized agent, a signed notification from the property owner is required.

OWNER**APPLICANT****NAME/COMPANY:**

Keene Serenity Center

NAME/COMPANY:

Samuel L. Lake

MAILING ADDRESS:

24 Vernon St, Keene, NH 03431

MAILING ADDRESS:

24 Vernon St, Keene, NH 03431

PHONE:

603 283 5015

PHONE:

603 283 5015

EMAIL:

sam.lake@kscrecovery.org

EMAIL:

sam.lake@kscrecovery.org

SIGNATURE:**DATE:**

May 27, 2025

SIGNATURE:**DATE:**

May 27, 2025

PRINTED NAME:

Samuel L. Lake

TITLE:

Director

PRINTED NAME:

Samuel L. Lake

TITLE:

Director

AUTHORIZED AGENT

(if different than Owner/Applicant)

OPERATOR / MANAGER

(Point of 24-hour contact, if different than Owner/Applicant)

☒ Same as owner**NAME/COMPANY:**

Monadnock Peer Support

NAME/COMPANY:**MAILING ADDRESS:**

24 Vernon St, Keene, NH 03431

PHONE:

603 352 5093

EMAIL:

Stephen@MonadnockPSA.org

SIGNATURE:**DATE:**

3/27/25

SIGNATURE:**DATE:****PRINTED NAME:**

Stephen Tavella

TITLE:

Director

PRINTED NAME:**TITLE:**

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS

Using additional sheets if needed, briefly describe your responses to each criteria:

1. Description of the client population to be served, including a description of the services provided to the clients or residents of the facility and of any support or personal care services provided on or off site.

We are a Recovery Community Organization (RCO) that offers peer support for those experiencing substance use disorder, including family members and support staff.

We offer recovery coaching by individuals that either have been state certified as Certified Recovery Support Workers (CRSW) or trained peers as Peer Recovery Support Specialist (PRSS). Coaches are required to complete extensive training along with 500 voluntary hours under supervision of an approved supervisor. Engagements can be one one, telehealth or in group sessions depending on the request of those being served.

Our facility is set up to allow support type groups to use our space such as mutual aid groups (alcoholics anonymous, all recovery and the like). Some of our groups are volunteer created and lead such as crafting in recovery or meditations groups.

We host a transportation program called Road to Recovery (RTR) that started as volunteers loaning time and personal vehicles and now has moved to operating our own vehicle that was donated by a supporting partner business. We currently offer in excess of 80 rides per week, many are to support individuals getting to medicated assisted treatment. The basic criteria to utilize our program is simply- does this support your recovery? We help with many doctors appointments, trips to and from treatment or housing opportunities.

We operate a harm reduction program called GROW SSP (guerilla recovery support worker) (syringe service program). The program supports people by offering education and supplies that reduce risk of overdose or the spread of disease and injury. Our participants take the education about harm reduction out into the community and share with peers. We partner with all other SSP's throughout the state and are part of NH Harm Reduction coalition.

We are non- clinical and refer those in need of clinical care to an appropriate partner, often the Doorway at Cheshire Medical.

We do not offer any housing or overnight services outside of referrals to qualified organizations.

2. Description of the size and intensity of the facility, including information about; the number of occupants, including residents, clients staff, visitors, etc.; maximum number of beds or persons that may be served by the facility; hours of operations, size and scale of buildings or structures on the site; and size of outdoor areas associated with the use.

We lease approximately 3,500 sq ft of space in the lower lever of 24 Vernon Street. The remainder of the building is housed by our landlord- Monadnock Peer Support (MPS). Our space consists of 2 large shared offices and a good sized space that is used for groups, trainings and activities. The center of the space acts as hallway and common area. We have 2 bathrooms. Our participants have full access to resources at MPS which is an amazing asset as they have a larger meeting space, a gym and 2 housing support programs.

We are a day program only, with no beds or overnight support.

We currently have 5 full time staff and 1 part time. We utilize a number of volunteers that offer peer support, facilitate groups or support our other programs.

Our general hours of operation are M-F from 9-5:00 however we do have groups or trainings that may take place evenings or weekends- most are under 2 hour time frames.

We do not have any real outdoor space other than shared use at MPS.

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS—CONTINUED

Using additional sheets if needed, briefly describe your responses to each criteria:

3. For Congregate Living Uses, describe the average length of stay for residents/occupants of the facility.

Our full time staff work 40 hours which some of that time is done out of facility doing outreach or meeting peers in public, Participants are usually onsite just over an hour. (many groups or coaching services are 1 hour)

Again we do not have housing so our participants leave at the end of day.

Neighborhood Relations Plan CLSS

We are a Recovery Community Organization and our mission is: "To build a community that embraces all pathways to recovery through peer support and community engagement in a safe environment "

Having strong, inclusive neighborhood partners is the key to our success- following the idea that "together we can accomplish that which I, alone cannot.

Some of the ways in which we support a Neighborhood Relations Plan is to:

- Hold and post regular office hours. (M-F 9-5)
- Support a social media profile and manage links and comments for Facebook and tik tok.
- Support an active website (www.kscrecovery.org with open email link - info@kscrecovery.org
- Phone service including available anytime access to the Director.
- We host outreach events all over the city including at the public library most Fridays from 1-3.
- We offer harm reduction trainings to any organization or individual that asks.
- We accept used syringes for disposal and will go out and offer disposal services as an outreach.
- We have working partnership relations with most organizations in our neighborhood. Such as the Community Kitchen, Monadnock Peer Support, Parenting Resources, Probation, Drug Court and Planned Parenthood.

We have an internal ethics team that is available to handle concerns such as complaints. We are also part of a larger Ethics committee that includes members from Harborcare and all 20 Recovery Community Organizations across the state.

We answer all public inquiries or complaints promptly and with an open mind.

At this time we do not have any open cases or complaints.

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CLSS STAFF REPORT

CLSS-2025-10 – Large Group Home Facility – House of Hope, 31 Wyman Road

Request:

Applicant, Phyllis J Phelps, Executive Director for House of Hope New Hampshire, Inc., requests a license for a Large Group Home at the property located at 31 Wyman Road and is in the Rural District.

Background:

House of Hope operates this facility, including 12 beds along with business operations and programming at this onsite facility.

This is the second CLSS renewal sought by House of Hope for this facility.

Completeness:

The property at 31 Wyman Road is seeking their second renewal. No significant updates to plans and documentation have been made. Staff find their application to be **Complete**

Inspections:

Community Development's inspection was completed on March 4, 2025

Departmental Comments:

Property & Housing: No Comments

Fire Department: A couple of maintenance items need attention.

Police Department: No Comments

Criteria Review:

- 1) The use is found to be in compliance with the submitted operations and management plan, including but not limited to compliance with all applicable building, fire, and life safety codes.
- 2) The use is of a character that does not produce noise, odors, glare, and/or vibration that adversely affects the surrounding area.
- 3) The use does not produce public safety or health concerns in connection with traffic, pedestrians, public infrastructure, and police or fire department actions.

Recommended Motion:

If the Board is inclined to approve this request, the following motion is recommended:

Move to approve CLSS-2025-10 for House of Hope NH Inc. to operate a Large Group Home Facility located at 31 Wyman Road.



City of Keene, NH

2-4-2025

Congregate Living & Social Services License Application

For Office Use Only:

Case No. CLSS-2025-10
Date Filled 2/11/25
Rec'd By AM
Page 1 of 5
Tax Map# _____
Zoning District: _____

If you have questions on how to complete this form, please call: (603) 352-5440 or email: communitydevelopment@keenenh.gov

SECTION 1: LICENSE TYPE

- | | | |
|----------------------------------------------------|-------------------------------------------------------------------|-------------------------------------------------|
| <input type="radio"/> Drug Treatment Center | <input type="radio"/> Group Home, Small | <input type="radio"/> Homeless Shelter |
| <input type="radio"/> Fraternity/Sorority | <input type="radio"/> Group Resource Center | <input type="radio"/> Lodging House |
| <input checked="" type="radio"/> Group Home, Large | <input type="radio"/> Residential Drug/Alcohol Treatment Facility | <input type="radio"/> Residential Care Facility |

SECTION 2: PROPERTY LOCATION

ADDRESS:

SECTION 3: CONTACT INFORMATION

I hereby certify that I am the owner, applicant, or the authorized agent of the owner of the property upon which this approval is sought and that all information provided by me is true under penalty of law. If applicant or authorized agent, a signed notification from the property owner is required.

OWNER

NAME/COMPANY:
House of Hope New Hampshire, Inc

MAILING ADDRESS: P.O. Box 10371
Swansey NH 03446

PHONE: 1-603-499-8068

EMAIL: PhyllisJ Phelps@gmail.com

SIGNATURE: Phyllis J Phelps

DATE:

PRINTED NAME: Phyllis J Phelps TITLE: Executive Director

APPLICANT

NAME/COMPANY: New Hampshire, Inc.
House of Hope

MAILING ADDRESS:

PHONE: 1-603-499-8068

EMAIL: houseofhopennh@gmail.com

SIGNATURE:

DATE:

PRINTED NAME: Phyllis J Phelps TITLE: Executive Dir.

AUTHORIZED AGENT

(if different than Owner/Applicant)

NAME/COMPANY:

MAILING ADDRESS:

PHONE:

EMAIL:

SIGNATURE:

DATE:

PRINTED NAME:

TITLE:

OPERATOR / MANAGER

(Point of 24-hour contact, if different than Owner/Applicant)

☒ Same as owner

NAME/COMPANY:

MAILING ADDRESS:

PHONE:

EMAIL:

SIGNATURE:

DATE:

PRINTED NAME:

TITLE:

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS

Using additional sheets if needed, briefly describe your responses to each criteria:

1. Description of the client population to be served, including a description of the services provided to the clients or residents of the facility and of any support or personal care services provided on or off site.

6-12 months residential Facility. The client population is women & children belonging to the women. Housing, Food, Clothing, transportation to medical appts or jobs. Character quality, classes on cooking classes.

2. Description of the size and intensity of the facility, including information about; the number of occupants, including residents, clients staff, visitors, etc.; maximum number of beds or persons that may be served by the facility; hours of operations, size and scale of buildings or structures on the site; and size of outdoor areas associated with the use.

House of Hope New Hampshire is a Five bedroom 4 Bathroom Facility, Finished Basement, Office, Living Room Kitchen. 4,500. Sq Ft. Three Story Barn & Guest Home. We have 12 Beds.

We are Located on 5.5 Acres of Land used For Garden & walking areas. Play area, Picnic tables.

Operational hours 8-5 week days M-F 8-2 on Saturday

24 Hours in House every Day M-F
maximum Beds 12

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS CONTINUED

Using additional sheets if needed, briefly describe your responses to each criteria:

3. For Congregate Living Uses, describe the average length of stay for residents/occupants of the facility.

The residents stay on average 6-18 months
Staff stays however long they are hired for.

Property Location 31 WYMAN RD.
 Vision ID 7734

Parcel Status: Active Map ID 221//029/000 000/000 Bldg # 1 of 1

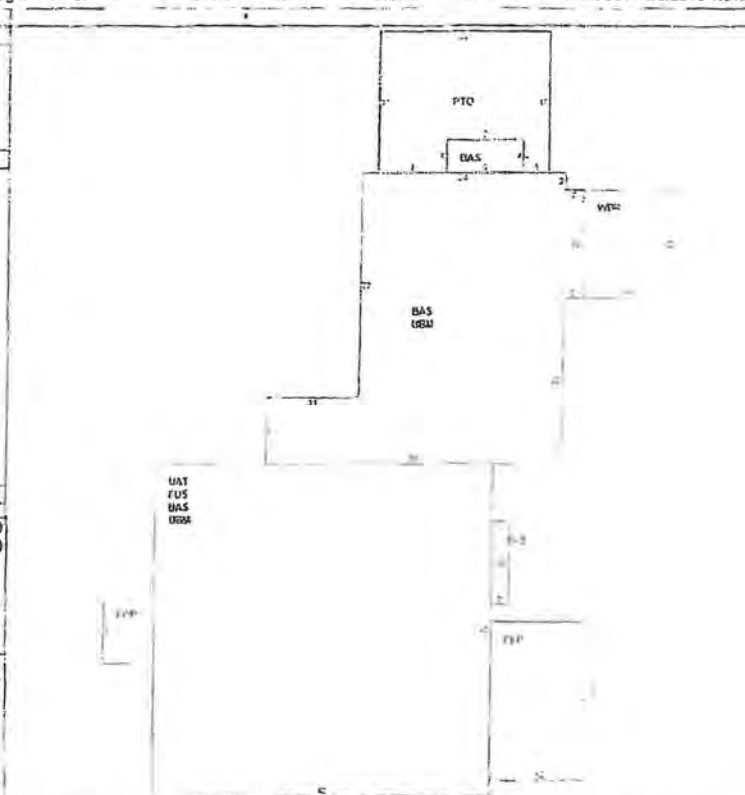
Bldg Name
 Sec # 1 of 1

Card # 1 of 1

Print Date 9/6/2019 1:01:

CONSTRUCTION DETAIL			CONSTRUCTION DETAIL (CONTINUED)		
Element	Code	Description	Element	Code	Description
Style	03	Colonial	WBFP Stacks	4	
Model	01	Residential	WBFP Opening	8	
Grade	12	B+	Additional Stack	0	
Stories		2.00	Prefab Fireplac	0	
Occupancy		1	Location Adjust	0	
Exterior Wall 1	09	Clapboard	COST / MARKET VALUATION		
Exterior Wall 2			Adjusted Base Rate		103.91
Roof Structure:	01	Gable	Section RCN		
Roof Cover	01	Asphalt	Nel Other Adj		
Interior Wall 1	01	Plaster	Replacement Cost		529,126
Interior Wall 2	02	Drywall/Sheetrock	Actual Year Built		1777
Interior Floor 1	07	Hardwood	Effective Year Built		1994
Interior Floor 2	08	Ceramic Tile	Depreciation Code		VG
AC	1	None	Year Remodeled		
Heat Fuel	4	Oil	Depreciation %		22
Heat System	4	Hot Water	Functional Obsolescence		
Bedrooms		5	External Obsolescence		10
Full Baths		2	Condition		
Half Baths		2	% Complete		
Extra Fixtures		5	Overall % Condition		68
Cath Ceiling		0	Deprec Value		359,800
Bsmnt Garage		0			
Daylight Basem		PW			
Rec Room					
FBLA		1220			

OB - OUTBUILDING & YARD ITEMS(L) / XF - BUILDING EXTRA FEATURES(B)									
Code	Description	LS	Units	Unit Price	Year	FCL	Score	Conds	Analysis Value
BRN5	2 STORY	L	1,408	35.00	1777	75	0.00	G	37,000
SHD1	SHED	L	600	11.00	1870	50	0.00	A	3,300



BUILDING SUB-AREA SUMMARY SECTION						
Subarea	Description	Liv/Leasable	Gross	Eff Area	Unit Cost	Unde
BAS	First Floor	2,610	2,610	2,610	103.91	
FEP	Enclosed Porch	0	228	160	72.92	
FOP	Framed Open Porch	0	48	7	15.15	
FUS	Framed Upper Story	1,600	1,600	1,600	103.91	
PTO	Patio	0	304	30	10.25	
UAT	Unfinished Attic	0	1,600	160	10.39	
UBM	Unfinished Basement	0	2,554	511	20.79	
WDK	Wood Deck	0	143	14	10.17	
Total Gross Liv + Lease Area		4,210	9,087	5,052		

Neighborhood Relations Plan

Our Neighbors are to be notified by phone first with any concern or questions.

We did send out letters when House of Hope NH moved here in 2019 with all our Contact information. Explaining our mission and just who we are.

Phyllis Phelps 603-499-8068

Phyllis Phelps 603-716-0488

Issues arising with neighbors such as animals getting loose.

Boundaries breached. etc.

Questions needing answers will be answered by Phyllis Phelps .

Within 24 hours a response will be given.

House of Hope NH will answer any concerns via Phone or email. houseofhopenh@gmail.com

If we need to meet with a neighbor to answer any concerns , they may come to the office .

Or the Director can meet with the proper neighbor.

That would be Phyllis Phelps' responsibility.

House of Hope NH does everything within their power to live peaceably with the neighbors.

A phone call is the first means of contact with neighbors with our concerns.

If the issue cannot be solved with a conversation.

Then the police would be notified and we would take steps to rectify the situation, always in a peaceful manner.

Keene Police Department.

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CLSS STAFF REPORT

CLSS-2025-11 – Large Group Home Facility – Live Free Recovery Services, 361 Court Street

Request:

Applicant, Jen Houston Executive Director for Live Free Recovery Services, requests a license for a Large Group Home at the property located at 361 Court Street and is in the Medium Density District.

Background:

Live Free Recovery Services LLC operates this facility, including 16 beds along with business operations and programing at this onsite facility.

This is the second CLSS renewal sought by Live Free Recovery Services LLC for this facility.

Completeness:

significant updates to plans and documentation have been made. Staff find their application to be **Complete**

Inspections:

Community Development's inspection was completed on March 4, 2025

Departmental Comments:

Property & Housing: Two unregistered vehicles in driveway upon inspection, Laundry Room floor missing some floor tiles

Fire Department: Only minor items noted during inspection

Police Department: No Comments

Criteria Review:

- 1) The use is found to be in compliance with the submitted operations and management plan, including but not limited to compliance with all applicable building, fire, and life safety codes.
- 2) The use is of a character that does not produce noise, odors, glare, and/or vibration that adversely affects the surrounding area.
- 3) The use does not produce public safety or health concerns in connection with traffic, pedestrians, public infrastructure, and police or fire department actions.

Recommended Motion:

If the Board is inclined to approve this request, the following motion is recommended:

Move to approve CLSS-2025-11 for Live Free Recovery Services to operate a Large Group Home Facility located at 361 Court Street.



City of Keene, NH

Congregate Living & Social Services License Application

For Office Use Only:Case No. CLSS-2025-11

Date Filled _____

Rec'd By CJMPage 1 of 4Tax Map# 537-056-000Zoning District: MD

If you have questions on how to complete this form, please call: (603) 352-5440 or email: communitydevelopment@keenenh.gov

SECTION 1: LICENSE TYPE

Drug Treatment Center

Group Home, Small

Homeless Shelter

Fraternity/Sorority

Group Resource Center

Lodging House

Group Home, Large

Residential Drug/Alcohol Treatment Facility

Residential Care Facility

SECTION 2: PROPERTY LOCATION

ADDRESS:

SECTION 3: CONTACT INFORMATION

I hereby certify that I am the owner, applicant, or the authorized agent of the owner of the property upon which this approval is sought and that all information provided by me is true under penalty of law. If applicant or authorized agent, a signed notification from the property owner is required.

OWNER**APPLICANT****NAME/COMPANY:****NAME/COMPANY:****MAILING ADDRESS:****MAILING ADDRESS:****PHONE:****PHONE:****EMAIL:****EMAIL:****SIGNATURE:****DATE:***Ryan Gagne***SIGNATURE:****DATE:***Jennifer Houston***PRINTED NAME:****TITLE:****PRINTED NAME:****TITLE:****AUTHORIZED AGENT**

(if different than Owner/Applicant)

OPERATOR / MANAGER

(Point of 24-hour contact, if different than Owner/Applicant)

Same as owner**NAME/COMPANY:****NAME/COMPANY:****MAILING ADDRESS:****MAILING ADDRESS:****PHONE:****PHONE:****EMAIL:****EMAIL:****SIGNATURE:****DATE:****SIGNATURE:****DATE:****PRINTED NAME:****TITLE:****PRINTED NAME:****TITLE:**

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS

Using additional sheets if needed, briefly describe your responses to each criteria:

1. Description of the client population to be served, including a description of the services provided to the clients or residents of the facility and of any support or personal care services provided on or off site.

2. Description of the size and intensity of the facility, including information about; the number of occupants, including residents, clients staff, visitors, etc.; maximum number of beds or persons that may be served by the facility; hours of operations, size and scale of buildings or structures on the site; and size of outdoor areas associated with the use.

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS CONTINUED

Using additional sheets if needed, briefly describe your responses to each criteria:

3. For Congregate Living Uses, describe the average length of stay for residents/occupants of the facility.



Good neighbor policy!

ADDRESSING NEIGHBOR CONCERNS POLICY

It is crucial to the long-term success of any person in recovering to adopt new skills when dealing with difficult people, especially those who may not understand recovery. One of the most important parts of being in our recovery homes, is adopting certain pro-neighbor attitudes and behaviors – along the lines of, “love thy neighbor as thyself.” even if those same behaviors and attitudes are not returned. New Foundations takes our Good Neighbor Policy profoundly serious in part to combat NIMBY (not in my back yard). We can show our neighbors that we are assets to the community. We are not “drug houses” or “trap houses”, but rather look at us as good neighbors, and contributing members to society.

Below, lists the code of conduct you agree BEFORE moving forward in our program. If this is not something you’re comfortable with, please let us know.

1. You represent yourself in such a manner of excellence and humility. Be proud where you are, but humble in your attitude toward others. Not everyone appreciates the steps you’ve taken or obstacles you’ve overcome to get here.
2. You represent the Live Free Family. Even though you will successfully transition on, we plan to be here to continue our mission, for generations. Think and act beyond yourself.
3. You represent people in recovery everywhere. The stigma of addiction remains, despite decades of public education. Although community members support your recovery, people still struggle with a sober living facility being in their neighborhood.
4. Demonstrate the strength and character it takes to change for the better. Our goal is to show, through our actions, we are good people with a bad illness, and that we deserve a chance, not judgement.
5. Do not travel in groups larger than 3-4 people while walking locally.
6. Be aware of the space you take up, give up space to others on the sidewalk, hallways, etc. Volunteer to be of help in any way you can. Look for ways to chip in, whether at home or out in public.
7. Keep your voices lowered and be aware of subject matter. This is just as important on the deck and smoking area, which should NOT be in the front of the home.
8. At meetings –silence phones, pay attention, learn from the people who have long-term sobriety.
9. Use “Please” and “Thank you”. Listen.
10. If a neighbor confronts you, please do not engage or give them a reason to call the police.



By signing below, you are agreeing to the above code of conduct while living in our recovery home.

PROGRAM PARTICIPANT SIGNATURE: *(Required)*

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CLSS STAFF REPORT

CLSS-2025-12 – Large Group Home Facility – Live Free Recovery Services, 26 Water Street

Request:

Applicant, Jen Houston, Executive Director for Monadnock Peer Support, requests a license for a Small Group Home at the property located at 24 Vernon Street and is in the Downtown Transition District.

Background:

Live Free Recovery Services LLC operates this facility, including 16 beds along with business operations and programming at this onsite facility.

This is the second CLSS renewal sought by Live Free Recovery Services LLC.

Completeness:

The property at 26 Water Street is seeking their second renewal. No significant updates to plans and documentation have been made. Staff find their application to be **Complete**

Inspections:

Community Development's inspection was completed on March 4, 2025

Departmental Comments:

Property & Housing: A tread on stair to basement needs replacement

Fire Department: Only minor items noted during inspection

Police Department: No Comments

Criteria Review:

- 1) The use is found to be in compliance with the submitted operations and management plan, including but not limited to compliance with all applicable building, fire, and life safety codes.
- 2) The use is of a character that does not produce noise, odors, glare, and/or vibration that adversely affects the surrounding area.
- 3) The use does not produce public safety or health concerns in connection with traffic, pedestrians, public infrastructure, and police or fire department actions.

Recommended Motion:

If the Board is inclined to approve this request, the following motion is recommended:

Move to approve CLSS-2025-12 for Live Free Recovery Services LLC to operate a Large Group Home Facility located at 26 Water Street.



City of Keene, NH

Congregate Living & Social Services License Application

For Office Use Only:

Case No. CLSS-2025-12

Date Filled _____

Rec'd By CJM

Page 1 of 4

Tax Map# 585-015-000

Zoning District: DT-T

If you have questions on how to complete this form, please call: (603) 352-5440 or email: communitydevelopment@keenenh.gov

SECTION 1: LICENSE TYPE

- | | | |
|----------------------------------------------------|-------------------------------------------------------------------|-------------------------------------------------|
| <input type="radio"/> Drug Treatment Center | <input type="radio"/> Group Home, Small | <input type="radio"/> Homeless Shelter |
| <input type="radio"/> Fraternity/Sorority | <input type="radio"/> Group Resource Center | <input type="radio"/> Lodging House |
| <input checked="" type="radio"/> Group Home, Large | <input type="radio"/> Residential Drug/Alcohol Treatment Facility | <input type="radio"/> Residential Care Facility |

SECTION 2: PROPERTY LOCATION

ADDRESS: **26 Water Street Keene, NH 03431**

SECTION 3: CONTACT INFORMATION

I hereby certify that I am the owner, applicant, or the authorized agent of the owner of the property upon which this approval is sought and that all information provided by me is true under penalty of law. If applicant or authorized agent, a signed notification from the property owner is required.

OWNER		APPLICANT	
NAME/COMPANY: 26 Water St, LLC		NAME/COMPANY: Live Free Recovery Services, LLC	
MAILING ADDRESS: 88 Lowell St Manchester, NH 03101		MAILING ADDRESS: 88 Lowell St Manchester, NH 03101	
PHONE: (603) 438-3276		PHONE: (877) 932-6757	
EMAIL: rgagne@livefreerecoverynh.com		EMAIL: info@livefreerecoverynh.com	
SIGNATURE: <i>Ryan Gagne</i>	DATE: 5/16/20	SIGNATURE: <i>Jennifer Houston</i>	DATE: 5/16/20
PRINTED NAME: Ryan Gagne	TITLE: CEO/Owner	PRINTED NAME: Jennifer Houston	TITLE: COO

AUTHORIZED AGENT (if different than Owner/Applicant)		OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant)	
		<input type="checkbox"/> Same as owner	
NAME/COMPANY:		NAME/COMPANY:	
MAILING ADDRESS:		MAILING ADDRESS:	
PHONE:		PHONE:	
EMAIL:		EMAIL:	
SIGNATURE:	DATE:	SIGNATURE:	DATE:
PRINTED NAME:	TITLE:	PRINTED NAME:	TITLE:

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS

Using additional sheets if needed, briefly describe your responses to each criteria:

1. Description of the client population to be served, including a description of the services provided to the clients or residents of the facility and of any support or personal care services provided on or off site.

Peer recovery services provided to men over the age of 18 who have a substance use disorder. The men in this program have some sobriety and are continuing to work a recovery program while obtaining employment.

2. Description of the size and intensity of the facility, including information about; the number of occupants, including residents, clients staff, visitors, etc.; maximum number of beds or persons that may be served by the facility; hours of operations, size and scale of buildings or structures on the site; and size of outdoor areas associated with the use.

There are 16 occupants. There are 2 live in house managers.

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS CONTINUED

Using additional sheets if needed, briefly describe your responses to each criteria:

3. For Congregate Living Uses, describe the average length of stay for residents/occupants of the facility.

This is structured sober living, residents typically stay for a year in most cases.



Good neighbor policy!

ADDRESSING NEIGHBOR CONCERNS POLICY

It is crucial to the long-term success of any person in recovering to adopt new skills when dealing with difficult people, especially those who may not understand recovery. One of the most important parts of being in our recovery homes, is adopting certain pro-neighbor attitudes and behaviors – along the lines of, “love thy neighbor as thyself.” even if those same behaviors and attitudes are not returned. New Foundations takes our Good Neighbor Policy profoundly serious in part to combat NIMBY (not in my back yard). We can show our neighbors that we are assets to the community. We are not “drug houses” or “trap houses”, but rather look at us as good neighbors, and contributing members to society.

Below, lists the code of conduct you agree BEFORE moving forward in our program. If this is not something you’re comfortable with, please let us know.

1. You represent yourself in such a manner of excellence and humility. Be proud where you are, but humble in your attitude toward others. Not everyone appreciates the steps you’ve taken or obstacles you’ve overcome to get here.
2. You represent the Live Free Family. Even though you will successfully transition on, we plan to be here to continue our mission, for generations. Think and act beyond yourself.
3. You represent people in recovery everywhere. The stigma of addiction remains, despite decades of public education. Although community members support your recovery, people still struggle with a sober living facility being in their neighborhood.
4. Demonstrate the strength and character it takes to change for the better. Our goal is to show, through our actions, we are good people with a bad illness, and that we deserve a chance, not judgement.
5. Do not travel in groups larger than 3-4 people while walking locally.
6. Be aware of the space you take up, give up space to others on the sidewalk, hallways, etc. Volunteer to be of help in any way you can. Look for ways to chip in, whether at home or out in public.
7. Keep your voices lowered and be aware of subject matter. This is just as important on the deck and smoking area, which should NOT be in the front of the home.
8. At meetings –silence phones, pay attention, learn from the people who have long-term sobriety.
9. Use “Please” and “Thank you”. Listen.
10. If a neighbor confronts you, please do not engage or give them a reason to call the police.



By signing below, you are agreeing to the above code of conduct while living in our recovery home.

PROGRAM PARTICIPANT SIGNATURE: *(Required)*

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Congregate Living & Social Services License Application

City of Keene, NH

If you have questions on how to complete this form, please call: (603) 352-5440 or email: communitydevelopment@keenenh.gov

For Office Use Only:

Case No. CLSS-2025-15

Date Filled _____

Rec'd By CJM

Page _____ of _____

Tax Map# 568-037-000

Zoning District: DT-T

SECTION 1: LICENSE TYPE

Drug Treatment Center
Fraternity/Sorority
Group Home, Large

Group Home, Small
Group Resource Center
Residential Drug/Alcohol Treatment Facility

Homeless Shelter
Lodging House
Residential Care Facility

SECTION 2: PROPERTY LOCATION

ADDRESS: 39 Summer St, Keene, NH

SECTION 3: CONTACT INFORMATION

I hereby certify that I am the owner, applicant, or the authorized agent of the owner of the property upon which this approval is sought and that all information provided by me is true under penalty of law. If applicant or authorized agent, a signed notification from the property owner is required.

OWNER

NAME/COMPANY:

The Home for Little Wanderers

MAILING ADDRESS:

42 E Dedham St, Boston, MA 02118

PHONE:

617-267-3700

EMAIL:

lsuggs@thehome.org

SIGNATURE:

DATE:

05/01/25

PRINTED NAME:

LESLI SUGGS

TITLE:

CEO, President

APPLICANT

NAME/COMPANY:

MAILING ADDRESS:

PHONE:

EMAIL:

SIGNATURE:

DATE:

PRINTED NAME:

TITLE:

AUTHORIZED AGENT

(if different than Owner/Applicant)

NAME/COMPANY:

MAILING ADDRESS:

PHONE:

EMAIL:

OPERATOR / MANAGER

(Point of 24-hour contact, if different than Owner/Applicant)
Same as owner

NAME/COMPANY:

MAILING ADDRESS:

PHONE:

EMAIL:

SIGNATURE:	DATE:	SIGNATURE:	DATE:
PRINTED NAME:	TITLE:	PRINTED NAME:	TITLE:

Page

SUBMITTAL CHECKLIST

A complete application must include the following items and submitted by one of the options below:

- **Email:** communitydevelopment@keenenh.gov, with "CLSS License Application" in the subject line

- **Mail / Hand Deliver:**

Community Development (4th Floor)
Keene City Hall,
3 Washington St, Keene, NH 03431

The submittal requirements for a Congregate Living & Social Services License application are outlined further in **Chapter 46, Article X** of the [City of Keene Code of Ordinances](#).

Note: Additional information may be requested to complete the review of the application.

PROPERTY OWNER: <i>Name, phone number and address</i>	POINT OF 24 HOUR CONTACT: <i>Name, phone number, and address of person acting as the operator, if not owner</i> <div style="text-align: right;">Same as owner</div>
REQUIRED DOCUMENTATION: <i>Provide all required state or federal licenses, permits and certifications</i>	WRITTEN NARRATIVE: <i>Provide necessary information to the submittal requirements</i>
PROPERTY INFORMATION: <i>Description of the property location including street address and tax map parcel number</i>	APPLICABLE FEES: \$165.00 application <i>(checks made payable to City of Keene)</i>
COMPLETED INSPECTION: <i>Inspection date: _____</i>	SCHEDULED INSPECTION: <i>Inspection date: _____</i>
OPERATIONS AND MANAGEMENT PLAN:	LOCATION MAP:

Plan based on the industry standard “Best Management Practices” to include:

- ☐ Security Plan
- ☐ Life Safety Plan
- ☐ Staff Training and Procedures Plan
- ☐ Health and Safety Plan
- ☐ Emergency Response Plan
- ☐ Neighborhood Relations Plan
- ☐ Building and Site Maintenance Procedures

In addition, Homeless Shelters will provide:

- ☐ Rules of Conduct, Registration System and Screening
- ☐ Access Policies and Procedures

Page

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS

Using additional sheets if needed, briefly describe your responses to each criteria:

1. Description of the client population to be served, including a description of the services provided to the clients or residents of the facility and of any support or personal care services provided on or off site.

2. Description of the size and intensity of the facility, including information about; the number of occupants, including residents, clients staff, visitors, etc.; maximum number of beds or persons that may be served by the facility; hours of operations, size and scale of buildings or structures on the site; and size of outdoor areas associated with the use.

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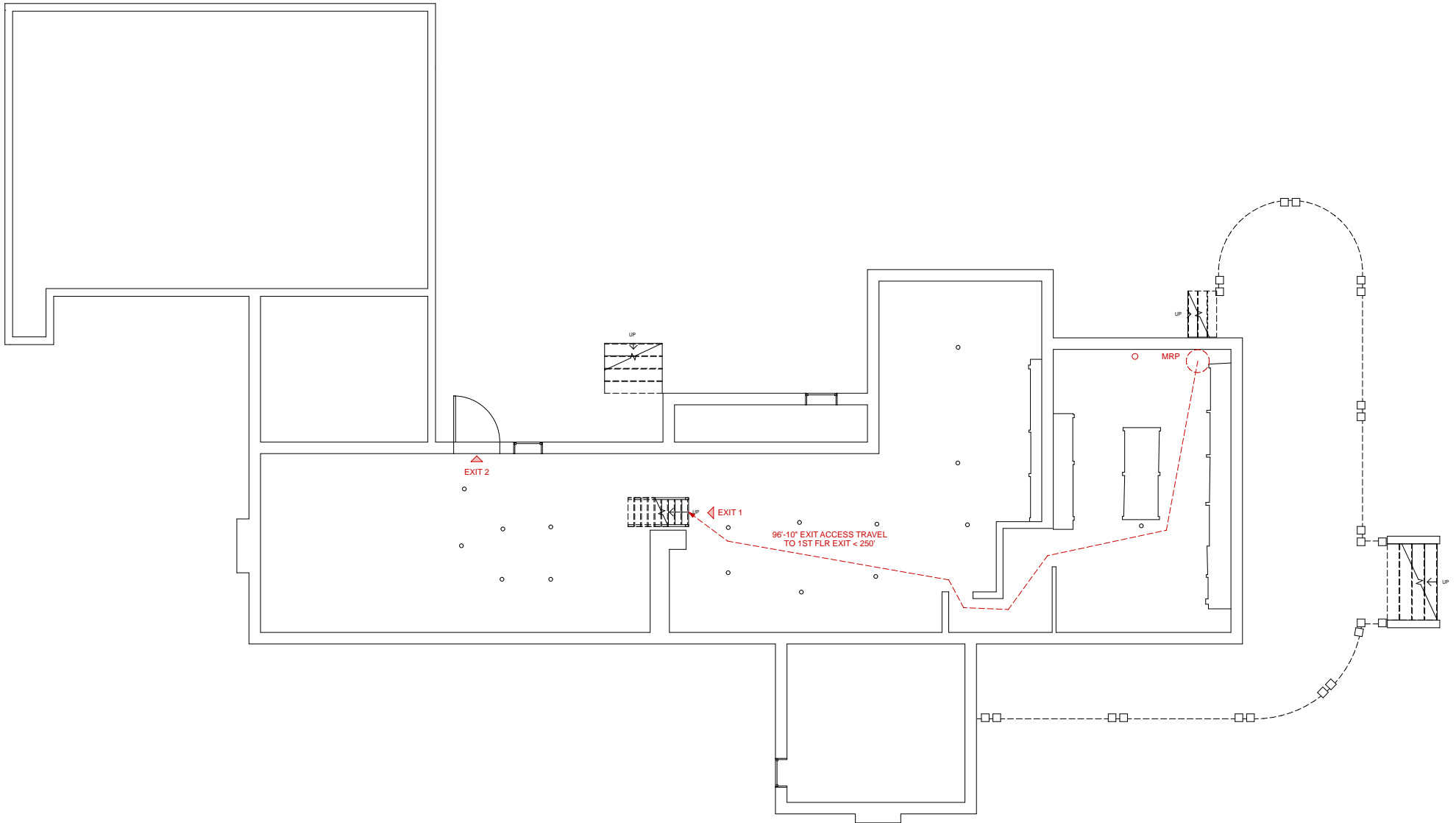
SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS – CONTINUED

Using additional sheets if needed, briefly describe your responses to each criteria:

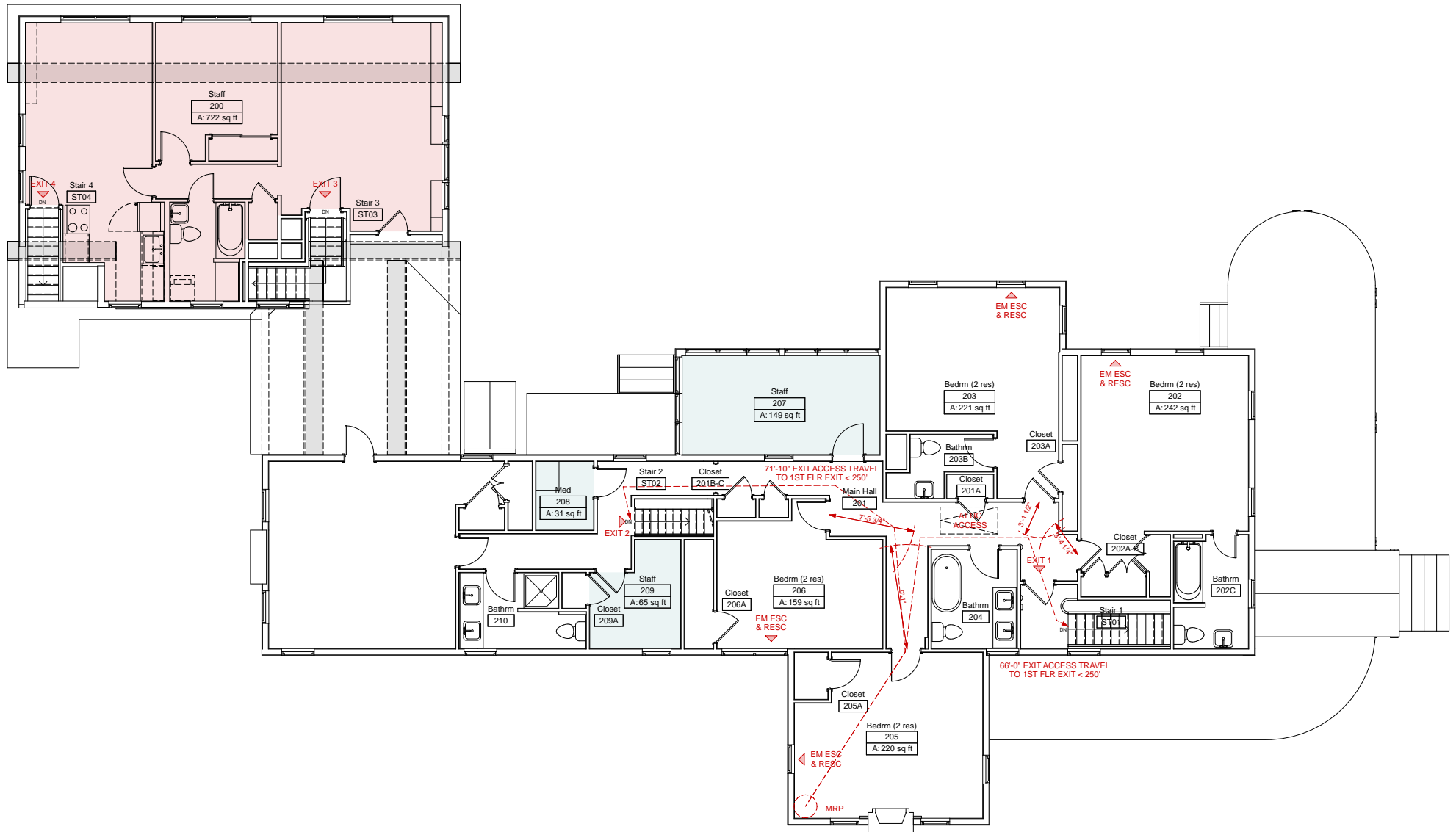
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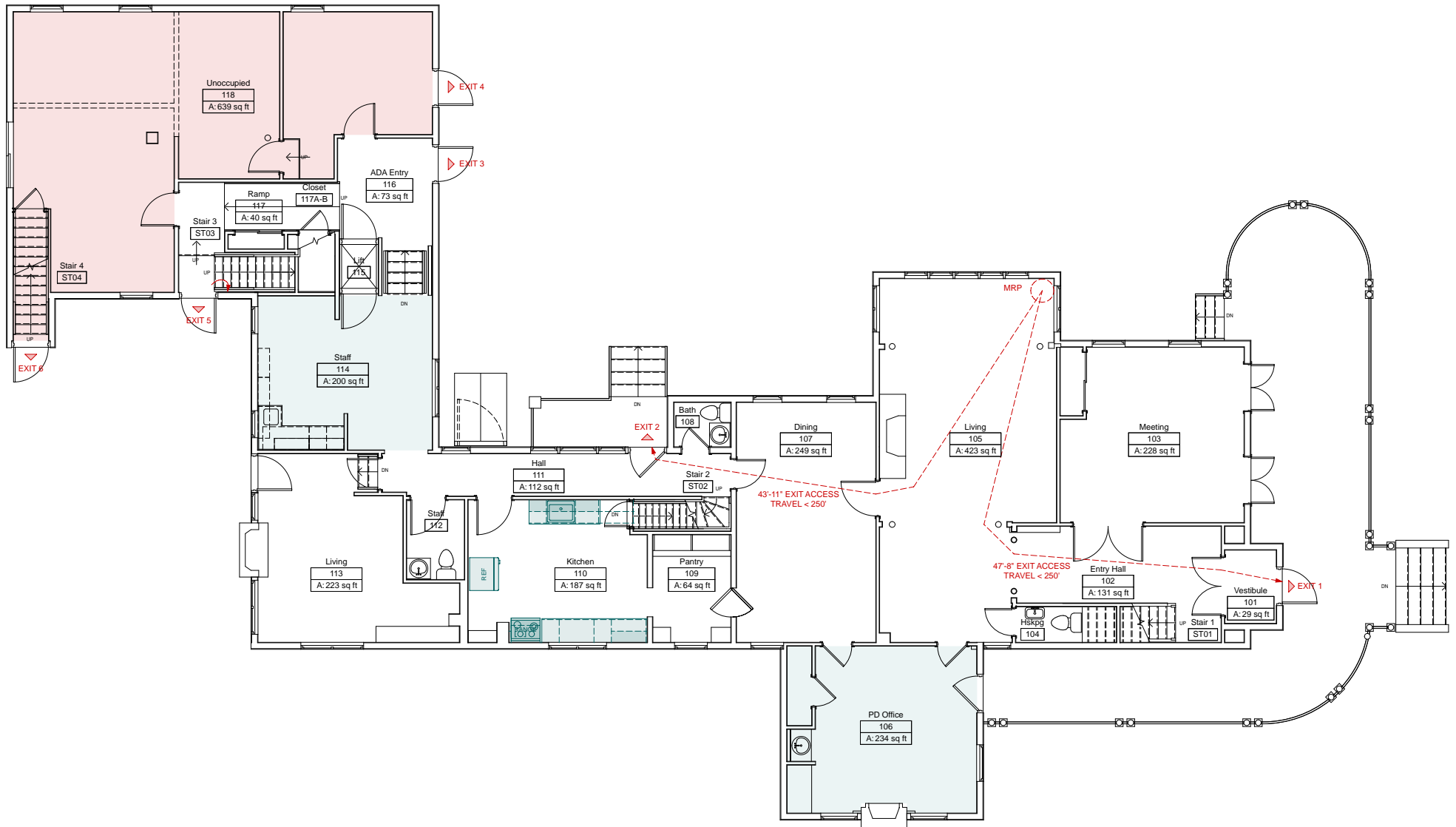
5 of 5



HFLW Unity House
39 Summer St
Basement Exit Plan



HFLW Unity House
39 Summer St
2nd Floor Exit Plan



HFLW Unity House
39 Summer St
1st Floor Exit Plan

Unity House Neighborhood Connections 2025

MHS Walk for Animals- 5/3/2025

Building community connections with folks from the Monadnock Humane Society, Keene and local towns

Neighborhood Meet & Greet- 6/8/2025

Time for introductions, neighborly interactions and chat about The Home as an agency

Adopt a Street- Every other month

Keene Pride - 9/21/2025

and compliance with the Group Home treatment model. Additionally, the entire treatment team, (youth, family, program staff, DCYF workers, as well as outside providers and other natural supports) participate in quarterly treatment planning meetings.

Multi-Disciplinary Team (MDT) meetings are held weekly to review cases. For Group Homes, MDT comprises of senior clinician, clinician, the Program Director (and/or Assistant Program Director), milieu staff, nurse, psychiatrist or OT when appropriate. Staff throughout the agency and external resources can be added to provide a fresh perspective, consultation and expertise. For example, Occupational Therapist have been collaborating with all our group homes for the last 4 years on reducing a client's need for sleep medication through OT interventions. This collaboration led to a dramatic reduction in the need for sleep medication, reductions in night-terror, increased sleep per night and a general improvement in the quality of sleep.

d) Health and safety plan.

See attachment 8.d.1 - Health Services Manual

e) An emergency response plan that establishes procedures for addressing emergency situations and for coordinating with local emergency service providers.

See attachment 8.e.1 - Preparing for an Emergency

f) A neighborhood relations plan that includes provisions for communicating with adjacent property owners and the City of Keene, including the Keene Police Department.

Unity House will provide for multiple opportunities and methods of communication with the neighbors and abutters of the program. Firstly, all abutters and neighbors will have access to the program's phone number. This will allow 24 hour a day access to an employee of the program should an immediate concern arise. They will also have access to the on-call system to be able to contact a program administrator or executive leadership member if there are additional concerns. Email addresses for key personnel will also be provided. A post-card will be sent to all immediate neighbors and the Keene Police Department with this information for ease of access for the neighborhood.

Unity House will hold 4 neighborhood meetings a year at the property. These meetings will be an opportunity for Unity House to communicate any program announcements, concerns, or updates to the neighbors, and allow neighbors to speak directly with program and agency leadership.

g) Building and site maintenance procedures.

See attachment 8.b.1 - Facilities Services Maintenance and Operations Procedures Manual