

Neighborhood and Business Communication Plan

Facility Name: 12 And Beyond – Partial Hospitalization Program (PHP) and Intensive Outpatient Program (IOP)

Location: 1230 Fryar Avenue, Sumner, WA 98390

Purpose of Facility

12 And Beyond provides outpatient behavioral health and substance use disorder treatment services through Partial Hospitalization (PHP) and Intensive Outpatient Programming (IOP). The facility is designed to provide structured treatment services during daytime hours while allowing participants to reside within the community. Our mission is to provide high-quality behavioral health services while being a responsible and engaged community partner.

Goals of Community Communication

- Maintaining positive relationships with neighboring residents and businesses.
- Providing accurate and transparent information regarding facility operations.
- Responding promptly and professionally to questions, concerns, or complaints.
- Promoting open communication and community engagement.
- Ensuring facility operations are compatible with surrounding properties and businesses.

Pre-Opening Communication Process

1. Neighbor Notification

Prior to opening, 12 And Beyond will provide written notification to neighboring property owners, tenants, and businesses within the notification area established by the City of Sumner.

2. Community Information Meeting

12 And Beyond will offer a community information meeting before opening operations to introduce leadership, explain services, discuss operations, and answer questions.

Ongoing Communication Process

Designated Community Liaison

12 And Beyond

Phone: _____

Email: _____

Complaint and Concern Resolution Process

Step 1 – Submission of Concern

Concerns may be submitted through telephone, email, written correspondence, or scheduled meetings.

Step 2 – Acknowledgment

The concern will be acknowledged within two business days whenever possible.

Step 3 – Review and Investigation

Facility management will review the concern and determine whether corrective action is necessary.

Step 4 – Response

A response outlining findings and planned actions will be provided within ten business days whenever reasonably possible.

Step 5 – Follow-Up

Additional communication or meetings may be scheduled as needed.

Traffic and Parking Communication

12 And Beyond will encourage use of designated parking areas, monitor parking utilization and traffic flow, and address concerns promptly.

Safety Communication

In the event of an incident that could affect neighboring properties or businesses, management will assess the situation, notify appropriate authorities when necessary, and communicate with affected parties as appropriate.

Community Engagement

12 And Beyond may participate in local business meetings, health and wellness events, community education initiatives, and partnerships with local organizations.

Annual Review of Community Relations

12 And Beyond will conduct an annual review of community feedback and communication practices and update procedures as necessary.

Commitment Statement

12 And Beyond is committed to operating in a manner that is respectful, transparent, and responsive to the needs of neighboring residents, businesses, and the City of Sumner.