



Domains, Core Principles and Standards

® = recommended

✓ = required

Domain 1: Administrative and Operational		Levels			
		I	II	III	IV
A	Core Principle: Operate with integrity				
1.	Be guided by a mission and vision				
a.	A written mission statement that reflects a commitment to those served and identified the population served which, at a minimum, includes persons in recovery from a substance use disorder.	✓	✓	✓	✓
b.	A vision statement that is consistent with NARR & VTARR core principles.	✓	✓	✓	✓
2.	Adhere to legal and ethical codes				
a.	Documentation of legal business entity (e.g. incorporation, LLC documents or business license).	✓	✓	✓	✓
b.	Documentation that the owner/operator has the current liability coverage and other insurance appropriate to the level of support	✓	✓	✓	✓
c.	Written permission from the property owner of record (if the owner is other than the recovery residence operator) to operate a recovery residence on the property.	✓	✓	✓	✓
d.	A statement attesting to compliance with nondiscriminatory state and federal requirements.	✓	✓	✓	✓
e.	Operator attests that claims made in marketing materials and advertising will be honest and substantiated and that it does not employ any of the following: <ul style="list-style-type: none"> False or misleading statements or unfounded claims or exaggerations; Testimonials that do not really reflect the real opinion of the involved individual; Price claims that are misleading; Therapeutic strategies for which licensure and/or counseling certifications are required but not applicable at the site; or Misleading representation of outcomes. 	✓	✓	✓	✓
f.	Policy and procedures that ensure appropriate background checks (due diligence practices) are conducted for all staff who will have direct and regular interaction with residents.	-	®	®	✓
g.	Policies and procedures that ensure the following conditions are met if the residence provider or a staff member employs, contracts with or enters into a paid work agreement with residents: <ul style="list-style-type: none"> Paid work arrangements are completely voluntary. 	✓	✓	✓	✓

	<ul style="list-style-type: none"> Residents do not suffer consequences for declining work. Residents who accept paid work are not treated more favorably than residents who do not. Paid work for the operator or staff does not impair participating residents' progress towards their recovery goals. The paid work is treated the same as any other employment situation. Work arrangements are applied fairly to all residents. Wages are commensurate with marketplace value, and at least minimum wage. Paid work does not confer special privileges on residents doing the work. Work relationships do not negatively affect the recovery environment or morale of the home. <p>Unsatisfactory work relationships are terminated without recriminations that can impair recovery.</p>					
h.	Staff must never become involved in residents' personal financial affairs, including lending or borrowing money, or other transactions involving property or services, except that the operator may make agreements with residents with respect to payment of fees.	✓	✓	✓	✓	
i.	A policy and practice that provider has a code of ethics that is aligned with the NARR/VTARR code of ethics. There is evidence that this document is read and signed by all those associates with the operation of the recovery residence, to include owners, operators, staff, and volunteers.	✓	✓	✓	✓	
3.	Be financially honest and forthright					
a.	Prior to the initial acceptance of any funds, the operator must inform applicants of all fees and charges for which they will be, or could potentially be, responsible. This information needs to be in writing and signed by the applicant.	✓	✓	✓	✓	
b.	Use of an accounting system which documents all resident financial transactions, such as fees, payments and deposits. <ul style="list-style-type: none"> Ability to produce clear statements of a resident's financial dealings with the operator within fifteen business days. Accurate recordings of all resident charges and payments Payments made by 3rd party payers are noted. 	✓	✓	✓	✓	
c.	A policy and practice documenting that a resident is fully informed regarding refund policies prior to the individual entering into a binding agreement.	✓	✓	✓	✓	
d.	A policy and practice that residents be informed of payments from 3 rd party payers for any fees paid on their behalf.	✓	✓	✓	✓	
4.	Collect data for continuous quality improvement					
a.	Policies and procedures regarding collection of resident's information. At a <i>minimum</i> , data collection will: <ul style="list-style-type: none"> Protect individuals' identity. Be used for continuous quality improvement. Be part of day-to-day operation and regularly reviewed by staff and residents (where appropriate). 	✓	✓	✓	✓	
B	Core Principle: Uphold Residents' Rights					
5.	Communicate rights and requirements <u>before</u> agreements are signed					

	a.	Documentation of a process that requires a written agreement prior to committing to terms that includes the following: <ul style="list-style-type: none"> • Resident rights • Financial obligations and agreements • Services provided • Recovery goals • Relapse policies • Policies regarding removal of personal property left in the residence. 	✓	✓	✓	✓
6. Protect resident information						
	a.	Policies and procedures that keep residents' records secure, with access limited to authorized staff	✓	✓	✓	✓
	b.	Policies and procedures that comply with applicable confidentiality laws.	✓	✓	✓	✓
	c.	Policies and procedures, including social media, protecting resident and community privacy and confidentiality.	✓	✓	✓	✓
C Core Principle: Create a culture of empowerment where residents engage in governance and leadership						
7. Involve residents in governance						
	a.	Evidence that some rules are made by the residents and are implemented by residents and not staff.	✓	✓	®	®
	b.	Grievance policy and procedures, including the right to take unresolved grievances to VTARR.	✓	✓	✓	✓
	c.	Verification that residents' rights and requirements (e.g. residence rules and grievance process) are posted or otherwise available in common areas.	✓	✓	✓	✓
	d.	Policies and procedures that promote resident-driven length of stay	✓	✓	✓	✓
	e.	Evidence that residents have opportunities to be heard in the governance of the residence. Decision making remains with the operator.		✓	✓	✓
8. Promote resident involvement in a developmental approach to recovery.						
	a.	peer support interactions among residents are facilitated to expand responsibilities for personal and community recovery	-	✓	✓	✓
	b.	Written responsibilities, role descriptions, guidelines, and/or feedback for residence leaders.	®	✓	✓	✓
	c.	Evidence that residents' recovery progress and challenges are recognized, and strengths are celebrated.	-	✓	✓	✓
D Core Principle: Develop Staff Abilities to Apply the Social Model						
9. Recovery residence staff model and teach recovery skills and behaviors.						
	a.	Evidence that management supports staff members maintaining self-care	-	✓	✓	✓
	b.	Evidence that staff are supported in maintaining appropriate boundaries according to a code of conduct.	-	✓	✓	✓
	c.	Evidence that staff are encouraged to have a network of support.	-	✓	✓	✓
	d.	Evidence that staff are expected to model genuineness, empathy, respect, support, and unconditional positive regard.	-	✓	✓	✓

Commented [OM1]: VTARR BoD will need to develop a process for grievances that escalate beyond house manager level

Commented [OM2R1]: Grievance policy was something Steps'.BoD struggled with – used legal consult/review to develop policy.

Commented [OM3]: NARR document indicates this may be subject to state requirement

10.	Ensure potential and current staff are trained or credentialed appropriate to the residence level.				
a.	Policies that value individuals chosen for leadership roles who are versed and trained in the Social Model of recovery and best practices of the profession.	-	✓	✓	✓
b.	Policies and procedures for acceptance and verification of certification(s) when appropriate	-	✓	✓	✓
c.	Staffing plan that demonstrates continuous development for all staff	-	®	✓	✓
11.	Staff are culturally responsive and competent				
a.	Policies and procedures that serve the priority population, which at a minimum include individuals in recovery from substance use disorders, but may also include other demographic criteria.	-	✓	✓	✓
b.	Cultural responsiveness and competence training or certification are provided.	-	✓	✓	✓
12.	All staff positions are guided by written job descriptions that reflect recovery				
a.	Job descriptions include: <ul style="list-style-type: none"> • Position responsibilities • Required certification(s)/licensure (as applicable) • Lived experience credential requirements 	-	✓	✓	✓
b.	Job descriptions require staff to facilitate access to local community-based resources.	-	✓	✓	✓
c.	All job descriptions include: <ul style="list-style-type: none"> • Staff responsibilities • Staff eligibility • Minimum knowledge, skills, and abilities for service delivery VTARR encourages staff with lived experience in recovery from substance use disorders, and the ability to reflect recovery principles.	-	✓	✓	✓
13.	Provide Social Model-Oriented Supervision of Staff				
a.	Policies and procedures for ongoing performance development of staff appropriate to staff roles and residence level.	-	✓	✓	✓
b.	Evidence that management and supervisory staff acknowledge staff achievements and professional development	-	®	✓	✓
c.	Evidence that supervisors (including top management) create a positive, productive work environment for staff.	-	✓	✓	✓
17.	Provide supportive staff supervision				
a.	Policies and procedures for supervision of staff.	®	®	✓	✓
b.	Documentation that staff are provided with ongoing skills development, oversight and support policies and procedures appropriate to staff roles and level of support.	®	®	✓	✓
Domain 2: Physical Environment		Levels			
		I	II	III	IV
E	Core Principle: Provide a Home-like Environment				
14.	The residence is comfortable, inviting, and meets residents' needs				

	a.	Verification that furnishings are typical of those in single family homes or apartments as opposed to institutional settings.	✓	✓	✓	✓
	b.	Verification that entrances and exits are home-like vs. institutional or clinical.	✓	✓	✓	✓
	c.	Verification that there are, at minimum, 50+ sq. ft. per bed per sleeping room.	✓	✓	✓	✓
	d.	Verification that there is at minimum one sink, one toilet and one shower per six residents.	✓	✓	✓	✓
	e.	Verification that each resident has personal item storage.	✓	✓	✓	✓
	f.	Verification that each resident has food storage space.	✓	✓	✓	✓
	g.	Verification that laundry services are accessible to all residents.	✓	✓	✓	✓
	h.	Verification that all appliances are in safe, working condition	✓	✓	✓	✓
	i.	Documentation of a staffing plan that provides for addressing repairs and maintenance in a timely fashion.	✓	✓	✓	✓
15.	The living space is conducive to building community.					
	a.	Verification that meeting space is large enough to accommodate all residents.	✓	✓	✓	✓
	b.	Verification that a comfortable group area provides space for small group activities and socializing.	✓	✓	✓	✓
	c.	Verification that kitchen and dining area(s) are large enough to accommodate all residents sharing meals together.	✓	✓	✓	✓
	d.	Verification that entertainment or recreational areas and/or furnishings that promote social engagement are provided.	✓	✓	✓	✓
F.	Core Principle: Promote a Safe and Healthy Environment					
16.	Provide an alcohol and illicit-drug-free environment.					
	a.	Policy prohibits the use of alcohol and/or illicit drug use or drug seeking.	✓	✓	✓	✓
	b.	Documentation of traditions, norms, policies, and/or procedures that foster mutually supportive and recovery-oriented relationships between residents and/or staff through peer-based interactions	✓	✓	✓	✓
	c.	Policy and procedures for drug screening and/or toxicology protocols.	✓	✓	✓	✓
	d.	Policy and procedures that address resident's prescription and non-prescription medication usage and storing, consistent with the residence's level with relevant state law	✓	✓	✓	✓
	e.	Policies and procedures that encourage residents to take responsibility for their own & other residents' safety and health	✓	✓	✓	✓
17.	Promote Home Safety					
	a.	Operator will attest the following components of the property are free of fire and safety hazards: <ul style="list-style-type: none"> • Electrical • Mechanical • Structural 	✓	✓	✓	✓
	b.	Operator will attest that the residence meets local health and safety codes appropriate to the type of occupancy (e.g. single family or other) -OR- Provide documentation from a government agency or credentialed inspector attesting to the property meeting health and safety standards.	✓	✓	✓	✓

Commented [OM4]: Determination of VT state law

	c.	Verification that the residence has a safety inspection policy requiring periodic verification of: <ul style="list-style-type: none"> • Functional smoke detectors in all bedroom spaces and elsewhere as Vermont code requires • Functional carbon monoxide detectors, if residence has gas HVAC, hot water, or appliances • Functional fire extinguishers placed in plain sight and/or clearly marked locations • Regular, documented inspections of smoke detectors, carbon monoxide detectors, and fire extinguishers • Fire and other emergency evacuation drills take place regularly and are documented (this item <i>not</i> required for Level 1 Homes) 	✓	✓	✓	✓
18.	Promote Health					
	a.	policy regarding smoke-free living environment and/or designated smoking area outside the residence	✓	✓	✓	✓
	b.	policy regarding exposure to bodily fluids and contagious disease	✓	✓	✓	✓
19.	Plan for emergencies including intoxication, withdrawal, and overdose					
	a.	Verification that emergency numbers, procedures (including overdose and other emergency responses) and evacuation maps are posted in conspicuous locations	✓	✓	✓	✓
	b.	Documentation that emergency contact information is collected from residents	✓	✓	✓	✓
	c.	Documentation that residents are oriented to emergency procedures	✓	✓	✓	✓
	d.	Verification that Naloxone is accessible at each location, and appropriate individuals are knowledgeable and trained in its use.	✓	✓	✓	✓
Domain 3: Recovery Support			Levels			
G.	Core Principle: Facilitate Active Recovery and Recovery Community Engagement					
20.	Promote meaningful activities					
	a.	Documentation that residents are encouraged to do <i>at least</i> one of the following: <ul style="list-style-type: none"> • Work, go to school, or volunteer outside of the residence (Level 1, Level 2, some Level 3) • Participate in mutual aid or caregiving (all levels) • Participate in social, physical, or creative activities (all levels) • Participate in daily or weekly community activities (all levels) • Participate in daily or weekly programming (Level 3, Level 4) 	✓	✓	✓	✓
21.	Engage residents in recovery planning and development of recovery capital					
	a.	Evidence that each resident develops and participates in individualized recovery planning that includes an exit plan/strategy.	✓	✓	✓	✓
	b.	Evidence that residents increase recovery capital through such things as recovery support and community service, work, employment, etc.	✓	✓	✓	✓
	c.	Written criteria and guidelines explaining expectations for peer leadership and mentoring roles.	✓	✓	✓	✓
22.	Promote access to community supports					

	a.	resource directories, written or electronic, are made available to residents	✓	✓	✓	✓
	b.	Staff and/or resident leaders educate residents about local community-based resources.	✓	✓	✓	✓
23.	Provide mutually beneficial peer recovery support					
	a.	A weekly schedule details recovery support services, events, and activities.	-	✓	✓	✓
	b.	Evidence that resident-to-resident peer support is facilitated: <ul style="list-style-type: none"> Evidence that residents are taught to think of themselves as peer supporters for others in recovery Evidence that residents are encouraged to practice peer support interactions with other residents. 	✓	✓	✓	✓
24.	Provide recovery support and life skills development series					
	a.	Provide standard scheduled, curriculum-driven, and/or otherwise defined support services and life skills development. Trained staff (peer and clinical) provide learning opportunities.	-	-	✓	✓
	b.	Ongoing performance support and training are provided for staff.	-	-	✓	✓
25.	Provide clinical services in accordance with Vermont law					
	a.	Evidence that the program's weekly schedule includes clinical services.	-	-	✱	✓
Commented [OM5]: Verify VT requirements						
H	Core Principle: Model Pro-social Behaviors and Relationship Enhancement Skills					
26.	Maintain a respectful environment					
	a.	Evidence that staff and residents model genuineness, empathy, and positive regard.	®	✓	✓	✓
	b.	<ul style="list-style-type: none"> Evidence that trauma-informed or resilience-promoting practices are a priority. 	®	®	✓	✓
	c.	Evidence that mechanisms exist for residents to inform and help guide operations and advocate for community-building.	✓	✓	✓	✓
I	Core Principle: Cultivate the Resident's Sense of Belonging and Responsibility for Community					
27.	Create and sustain a "functionally equivalent family" within the residence as evidenced by meeting at least three of the following:					
	a.	Residents are involved in food preparation	✓	✓	✓	✓
	b.	Residents have a voice in determining with whom they live.	✓	✓	✓	✓
	c.	Residents help maintain and clean the home (chores, etc.)	✓	✓	✓	✓
	d.	Residents share in household expenses.	✓	✓	✓	✓
	e.	Community or residence meetings are held at least once a week.	✓	✓	✓	✓
	f.	Residents have access to the common areas of the home.	✓	✓	✓	✓
28.	Foster ethical, peer-based mutually supportive relationships between residents and staff					

	a.	Engagement in informal activities is encouraged.	✓	✓	✓	✓
	b.	Engagement in formal activities is required.	✓	✓	✓	✓
	c.	Community gatherings, recreational events, and/or other social activities occur periodically.	✓	✓	✓	✓
	d.	Transition (e.g. entry, phase movement, and exit) rituals promote residents' sense of belonging and confer progressive status and increasing opportunities within the recovery living environment and community.	✓	✓	✓	✓
29.	Connect residents to the local community					
	a.	Residents are linked to mutual aid, recovery activities and recovery advocacy opportunities.	✓	✓	✓	✓
	b.	Residents find and sustain relationships with one or more recovery mentors or mutual aid sponsors.	®	✓	✓	✓
	c.	Residents attend mutual aid meetings or equivalent support services in the community.	®	✓	✓	✓
	d.	Documentation that residents are formally linked with the community such as job search, education, family services, health and/or housing programs.	®	✓	✓	✓
	e.	Documentation that residents engage in community relations and interactions to promote kinship with other recovery communities and goodwill for recovery services.	®	✓	✓	✓
	f.	Residents are encouraged to sustain relationships inside the residence and with others in the external recovery community.	✓	✓	✓	✓
Domain 4: Good Neighbor Domain			Levels			
			I	II	III	IV
K	Core Principle: Be a good neighbor					
30.	Be responsive to neighbor concerns					
	a.	Policies and procedures that provide neighbors with the responsible person's contact information upon request.	✓	✓	✓	✓
	b.	Policies and procedures that require the responsible person(s) to respond to neighbor's concerns	✓	✓	✓	✓
	c.	Resident and staff orientation includes how to greet and interact with neighbors and/or concerned parties.	✓	✓	✓	✓
31.	Have courtesy rules					
	a.	Preemptive policies address common complaints regarding, at minimum: <ul style="list-style-type: none"> • Smoking • Loitering • Lewd or offensive language • Cleanliness of the property 	✓	✓	✓	✓
	b.	Parking courtesy rules are documented.	✓	✓	✓	✓

® = recommended

✓ = required



NARR CODE OF ETHICS

All persons working in NARR Affiliate organizations, (recovery residence owners, operators, staff and volunteers) are expected to adhere to the following Code of Ethics:

It is the obligation of all recovery residence owners/operators and staff to value and respect each resident and to put each individual's recovery and needs at the forefront of all decision making.

To meet this obligation, we adhere to the following principles:

1. Assess each potential resident's needs, and determine whether the level of support available within the residence is appropriate. Provide assistance to the resident for referral in or outside of the residence.
2. Value diversity and non-discrimination.
3. Provide a safe, homelike environment that meets NARR Standards.
4. Maintain an alcohol- and illicit-drug-free environment.
5. Honor individuals' rights to choose their recovery paths within the parameters defined by the residence organization.
6. Protect the privacy and personal rights of each resident.
7. Provide consistent and uniformly applied rules.
8. Provide for the health, safety and welfare of each resident.
9. Address each resident fairly in all situations.
10. Encourage residents to sustain relationships with professionals, recovery support service providers and allies.
11. Take appropriate action to stop intimidation, bullying, sexual harassment and/or otherwise threatening behavior of residents, staff and visitors within the residence.
12. Take appropriate action to stop retribution, intimidation, or any negative consequences that could occur as the result of a grievance or complaint.
13. Provide consistent, fair practices for drug testing that promote the residents' recovery and the health and safety of the recovery environment and protect the privacy of resident information.
14. Provide an environment in which each resident's recovery needs are the primary factors in all decision making.
15. Promote the residence with marketing or advertising that is supported by accurate, open and honest claims.
16. Decline taking a primary role in the recovery plans of relatives, close friends, and/or business acquaintances.
17. Sustain transparency in operational and financial decisions.
18. Maintain clear personal and professional boundaries.
19. Operate within the residence's scope of service and within professional training and credentials.
20. Maintain an environment that promotes the peace and safety of the surrounding neighborhood and the community at large.

The Code of Ethics must be read and signed by all those associated with the operation of the recovery residence: recovery residence owners, operators, staff and volunteers.

Individuals subject to this code are obligated to report unethical practices according to the reporting rules set forth by the affiliate.

In signing the following, I affirm that I have read, understand and agree to abide by this Code of Ethics.

Name (print): _____ Date: _____

Signature: _____

Recovery Residence: _____ NARR Affiliate: _____