NARR
National Alliance for Recovery Residences

Domains, Core Principles and Standards

1	**Administrative and Operational Domain**				**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 corresponds with NARR's core principles as stated in this document.	✓	✓	✓	✓
		b.	☐	A vision statement that corresponds with NARR's core principles as stated in this document.	✓	✓	✓	✓
	2.	**Adhere to legal and ethical codes**						
		a.	☐	An affidavit that attests to complying with non-discriminatory state and federal requirements.	✓	✓	✓	✓
		b.	☐	A policy that marketing materials, claims and advertising will be honest and substantiated and that forbids the use of any of the following: - 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.	✓	✓	✓	✓
		c.	☐	A policy that all fees and charges a resident will be expected to pay, will be presented, explained, and signed prior to the individual entering into any binding agreement.	✓	✓	✓	✓
		d.	☐	Policies and procedures for insuring accurate, complete records of charges, payments, and deposits, and the ability to pro- vide residents with statements of their individual charges and payment history upon request.	✓	✓	✓	✓
		e.	☐	Refund policy and procedure presented to applicants in advance of signing any binding residency agreement.	✓	✓	✓	✓
		f.	☐	Policies and procedures that preclude staff becoming involved in residents' personal financial affairs, including lending or borrowing money, or other transactions involving property or services. (Exception: operators may make agreements with residents with respect to payment of fees.)	✓	✓	✓	✓
		g.	☐	Policy and procedure that ensures refunds consistent with terms of resident agreements and ensuring that refunds are provided no later than 10 business days after departure.	✓	✓	✓	✓

				I	II	III	IV
3.		**Be financially honest and forthright**					
	a.	☐	Use of an accounting system which documents all resident financial transactions, such as fees, payments and deposits. • Ability to produce clear statements of a resident's financial dealings with the operator within reasonable time frames.	✓	✓	✓	✓
	b.	☐	Policy and procedure for disclosing to potential residents their financial obligations, including costs for which they might become liable, such as forfeiture of any deposits and fees as a result of prematurely leaving the residence.	✓	✓	✓	✓
	c.	☐	Policy and procedure for return of deposits if financial deposits are required, including time frame for return.	✓	✓	✓	✓
	d.	☐	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: • Paid work arrangements are completely voluntary. • 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. • Wages are commensurate with marketplace value, and at least minimum wage. • The arrangements are viewed by a majority of the residents as fair. • 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. • Unsatisfactory work relationships are terminated without recriminations that can impair recovery.	✓	✓	✓	✓
4.		**Collect data for continuous quality improvement**					
	a.	☐	Procedures that collect resident's demographic information.	✓	✓	✓	✓
	b.	☐	Procedures that collect, evaluate and report accurate process and outcomes data for continuous quality improvement.	-	-	✓	✓
5.		**Operate with prudence**					
	a.	☐	Legal business entity documentation e.g. incorporation, LLC documents or business license.	-	-	✓	✓
	b.	☐	Documentation that the owner/operator has current liability coverage and other insurance appropriate to the level of support.	✓	✓	✓	✓
	c.	☐	Written permission from the property owner of record (if someone other than the recovery residence operator) to operate a recovery residence on the property.	-	-	✓	✓
	d.	☐	Policies and procedures that ensure that background checks are conducted on all staff, including volunteers that have direct and regular interaction with residents.	-	®	®	✓

® Strongly recommended

B	**Core Principle: Uphold Residents' Rights**					
6.		**Communicate rights and requirements <u>before</u> agreements are signed**					
	a.	☐	Documentation of an orientation process that ensures residents understand agreements, policies and procedures prior to committing to terms.	✓	✓	✓	✓

				I	II	III	IV
	b.	☐	Verification that written resident's rights and requirements (e.g. Residence rules and grievance process) are posted in common areas.	✓	✓	✓	✓
	c.	☐	Written resident agreement that includes: • Services provided • Recovery plan including a move‑‑‑in (i.e. goals and objectives) and move-out (i.e. contingency) plan • Financial terms	✓	✓	✓	✓
	d.	☐	Policy regarding possessions (personal property) left in a home shared with residents at orientation.	✓	✓	✓	✓
7.	**Promote self and peer advocacy**						
	a.	☐	Grievance policy and procedures, including the right to take unresolved grievances to the operator's oversight organization.	✓	✓	✓	✓
	b.	☐	Policy and procedure for identifying the responsible person(s) in charge to all residents.	✓	✓	✓	✓
8.	**Support Housing Choice**						
	a.	☐	Applicant screening policies and procedures provide current residents a voice in the acceptance of new members.	✓	✓	✓	✓
	b.	☐	Policies and procedures that promote resident·driven length of stay.	✓	✓	✓	✓
	c.	☐	Policies and procedures that defend residents' fair housing rights.	✓	✓	✓	✓
9.	**Protect privacy**						
	a.	☐	Policies and procedures that keep resident's records secure, with access limited to authorized staff.	✓	✓	✓	✓
	b.	☐	Policies and procedures that comply with applicable confidenti-ality laws.	✓	✓	✓	✓

® *Strongly recommended*

C	**Core Principle: Be Recovery Oriented**						
10.	**View recovery as a person·driven, holistic and lifelong process**						
	a.	☐	Documentation that residents participate in the development of their recovery plan including an exit plan and/or lifelong plan.	✓	✓	✓	✓
	b.	☐	Documentation that the operator cultivates alumni participa-tion.	✓	✓	✓	✓
11.	**Ensure staff are culturally responsive and competent**						
	a.	☐	Policies and procedures that identify the priority population for residents, which at a minimum includes persons in recovery from substance use but may also include other demographic criterion.	✓	✓	✓	✓
	b.	☐	A staffing or leadership plan that reflects the priority popula-tion's needs.	✓	✓	✓	✓
	c.	☐	Documentation of cultural responsiveness and competence staff trainings that are relevant to the priority population.	-	®	✓	✓

® *Strongly recommended*

					I	II	III	IV
D		**Core Principle: Use Peers to Staff and Govern**						
	12.		**Involve peers in governance in meaningful ways**					
		a.	☐	Documentation that some rules are made by the residents that the residents (not the staff) enforce.	✓	✓	✓	✓
		b.	☐	Documentation that a resident council or process is in place that ensures resident's voices can be heard.	✓	✓	✓	✓
		c.	☐	Documentation that the resident council has a voice in the governance of the home.	✓	✓	✓	✓
	13.		**Use peer staff and leaders in meaningful ways**					
		a.	☐	Documentation that residents' responsibilities increase with their length of stay or progress in their recovery.	✓	✓	✓	✓
		b.	☐	Staffing or leadership plan that formally includes a peer component.	✓	✓	✓	✓
		c.	☐	Written job descriptions and/or contracts for peer staff and leaders.	-	-	✓	✓
	14.		**Maintain resident and staff leadership based on recovery principles**					
		a.	☐	Staffing or leadership plan that includes input from current residents and where possible, former residents who model recovery principles.	✓	✓	✓	✓
		b.	☐	Documentation that leader and/or staff job descriptions and selections are based in part on modeling recovery principles.	✓	✓	✓	✓
	15.		**Create and sustain an atmosphere of recovery support**					
		a.	☐	Documentation that recovery support is integrated in the daily activity schedule.	✓	✓	✓	✓
		b.	☐	Documentation that residents' schedules include formal and informal opportunities for staff and resident interaction in support of recovery.	-	✓	✓	✓
	16.		**Ensure staff are trained or credentialed appropriate to their level**					
		a.	☐	Written staffing or workforce development plan.	-	®	✓	✓
		b.	☐	Policies and procedures for acceptance of certification(s) and verification.	-	-	✓	✓
	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.	®	®	✓	✓

® *Strongly recommended*

2 Recovery Support Domain

LEVELS

					I	II	III	IV
E		**Core Principle: Create a Healthy Recovery Environment**						
	18.		**Encourage residents to own their recovery**					
		a.	☐	Policies and procedures that encourage each resident to develop and participate in her/his own personalized recovery plan (Person·driven recovery).	✓	✓	✓	✓

b.	☐	Policies and procedures that encourage residents to make their own outside appointments.	✓	✓	✓	✓

				I	II	III	IV
19.		**Inform and encourage residents to participate in a range of community-based supports**					
	a.	☐	Documentation that staff and/or resident leaders are provided with proficiently knowledgeable of local community-based resources.	✓	✓	✓	✓
	b.	☐	Documentation that resource directories or similar resources are readily available to residents.	✓	✓	✓	✓
20.		**Offer recovery support in informal social settings**					
	a.	☐	Staffing plan documenting informal recovery support services.	✓	✓	✓	✓
	b.	☐	Documentation of traditions, policies or procedures that foster mutually supportive and recovery-oriented relationships between residents and/or staff through peer-based interactions.	✓	✓	✓	✓
21.		**Offer recovery support services in formal settings**					
	a.	☐	Documentation of weekly schedule(s) of recovery support services recognized as appropriate by the respective NARR Affiliate organization.	-	-	✓	✓
	b.	☐	Documentation of weekly schedule(s) of recovery-oriented presentations, group exercises and activities.	-	-	✓	✓
	c.	☐	Staffing plan documenting delivery of support services in formal settings.	-	-	✓	✓
22.		**Offer life skills development services in a formal setting**					
	a.	☐	Documentation of weekly scheduling of formal life skills development services or classes.	-	-	✓	✓
	b.	☐	Staffing plan that corresponds to the delivery of life skills development in a formal setting.	-	-	✓	✓
23.		**Offer clinical services in accordance with state law**					
	a.	☐	Documentation of weekly clinical services scheduling made available to residents across all phases if multiple phases are used.	-	-	-	✓
	b.	☐	Staffing plan that documents delivery of clinical services in accordance with state law.	-	-	-	✓
F		**Core Principle: Provide a Home-like Experience**					
	24.	**Provide a physically and emotionally safe, secure and respectful environment**					
	a.	☐	Policies and procedures that establish the residence's priority population(s) and cultivate physically and emotionally safe environments for meeting the needs of individual residents and sustaining recovery-support connections.	✓	✓	✓	✓
	b.	☐	Policies that promote resident-determined lengths of stay that support health and safety of the household/community.	✓	✓	®	®
	25.	**Provide an alcohol and illicit drug-free environment**					
	a.	☐	Policy regarding the use of alcohol and/or other prohibited drug-seeking.	✓	✓	✓	✓
	b.	☐	Policy and procedures regarding possession of hazardous and other prohibited items and associated searches.	✓	✓	✓	✓
	c.	☐	Policy and procedures for drug-screening and/or toxicology protocols.	✓	✓	✓	✓
	d.	☐	Policies and procedures for dealing with residents' prescription and non-prescription medication usage and storage consistent with the residence's level and with relevant state law.	✓	✓	✓	✓

				I	II	III	IV
26.		**Environment cultivated through structure and accountability**					
	a.	☐	Written resident rights, requirements, agreements, social covenants and/or "Residence Rules."	✓	✓	✓	✓
	b.	☐	Written requirements and protocols for peer leadership and/or mentoring policies that foster individual and community accountability.	✓	✓	✓	✓

® *Strongly recommended*

				I	II	III	IV
G		**Core Principle: Inspire Purpose**					
27.		**Promote meaningful daily activities**					
	a.	☐	Documentation of weekly schedule of resident activities.	✓	✓	✓	✓
	b.	☐	Documentation that residents are encouraged to do at least one of the following: • Work, going to school, or volunteer outside of the residence community (Level 1, 2 and some 3s) • Participate in mutual aid or caregiving (All Levels) • Participate in social, physical or creative activities (All Levels) • Attend daily or weekly programming (All Levels)	✓	✓	✓	✓
	c.	☐	Documentation that recovery planning & peer governance are person-driven activities.	✓	✓	✓	✓
H		**Core Principle: Cultivate Community**					
28.		**Create a "functionally equivalent family" within the residence as evidenced by meeting at least 50% of the following:**					
	a.	☐	Documentation that residents are involved in food preparation.	✓	✓	✓	✓
	b.	☐	Documentation that residents have a significant voice in determining with whom they live.	✓	✓	✓	✓
	c.	☐	Documentation that residents help maintain and clean the home (chores, etc.).	✓	✓	✓	✓
	d.	☐	Documentation that residents share in household expenses.	✓	✓	✓	✓
	e.	☐	Documentation that family or residence meetings are held at least once a week.	✓	✓	✓	✓
	f.	☐	Documentation that residents have access to the common areas of the home.	✓	✓	✓	✓
29.		**Foster ethical, peer-based mutually supportive relationships between residents and/or staff**					
	a.	☐	Policies and procedures that encourage residents to engage one another in informal activities and conversation.	✓	✓	✓	✓
	b.	☐	Policies and procedures that encourage staff to engage residents in informal activities and conversations.	✓	✓	✓	✓
	c.	☐	Policies and procedures that coordinate community gatherings, recreational events and/or other social activities amongst residents and/or staff.	✓	✓	✓	✓
30.		**Connect residents to the local (greater) recovery community as evidenced by at least 50% of the following for levels II, III, and IV, and at least one of the following for level I:**					
	a.	☐	Documentation that residents are informed of or linked to mutual aid, recovery community centers, recovery ministries, recovery-focused leisure activities and recovery advocacy opportunities.	✓	✓	✓	✓
	b.	☐	Documentation that the recovery residence helps participants find a recovery mentor or mutual aid sponsor if they are having difficulty finding one.	✓	✓	✓	✓

				I	II	III	IV
	c.	☐	Documentation that mutual aid meetings are hosted on site and there are typically attendees from the greater recovery community.	✓	✓	✓	✓
	d.	☐	Documentation that participants are encouraged to find a recovery mentor or mutual aid sponsor before leaving the recovery residence.	✓	✓	✓	✓
	e.	☐	Documentation that residents are formally linked with the community such as job search, education, family services, health and/or housing programs.	✓	✓	✓	✓
	f.	☐	Documentation that residents engage in community relations and interactions to promote kinship with other recovery communities and goodwill for recovery services.	✓	✓	✓	✓
	g.	☐	Documentation that sober social events are regularly scheduled (each participant can attend at least one).	✓	✓	✓	✓

3   Property and Architecture Domain   LEVELS

				I	II	III	IV
I	**Core Principle: Provide a Home-like Space**						
31.	**Create a home-like environment**						
	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 50+ sq. ft. per bed per sleeping room.	✓	✓	✓	✓
	d.	☐	Verification that there is one sink, toilet and 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.	✓	✓	✓	✓
32.	**Promote community**						
	a.	☐	Verification that community room (space) is large enough to reasonably accommodate community living and meetings.	✓	✓	✓	✓
	b.	☐	Verification that a comfortable group area, a living room or sofas, are provided for participants to informally socialize.	✓	✓	✓	✓
	c.	☐	Verification that kitchen and dining area(s) are large enough to accommodate residents sharing meals together.	✓	✓	✓	✓
	d.	☐	Verification that entertainment or recreational areas and/or furnishings that promote social engagement are provided.	✓	✓	✓	✓
	e.	☐	Verification that furniture is in good condition.	✓	✓	✓	✓
J	**Core Principle: Promote Health and Safety**						
33.	**Create Home Safety**						
	a.	☐	Affidavit from the owner or operator attesting that the residence meets nondiscriminatory local health and safety codes OR document from government agency or credentialed inspector attesting to the property meeting health and safety standards.	✓	✓	✓	✓

				I	II	III	IV
	b.	☐	Signed and, dated safety self-assessment checklist which includes • Functioning smoke detectors in the sleeping rooms • Functioning carbon monoxide detectors, if there are gas appliances • Functioning fire extinguishers in plain sight and/or clearly marked locations • Interior and exterior of the property are in a functional, safe and clean condition and free of fire hazards	✓	✓	✓	✓
	c.	☐	Policy regarding smoke·free living environment policy and/or designated smoking area outside of the residence.	✓	✓	✓	✓
	d.	☐	Verification that Naloxone is available and accessible; evidence that staff members and residents are trained in its use.	✓	✓	✓	✓
34.	**Have an emergency plan**						
	a.	☐	Verification that emergency numbers, procedures and evacuation maps are posted in conspicuous locations.	✓	✓	✓	✓
	b.	☐	Documentation that emergency contact information is collected from residents and that they are oriented to emergency procedures.	✓	✓	✓	✓

4 Good Neighbor Domain
LEVELS

				I	II	III	IV
K	**Core Principle: Be a Good Neighbor**						
35.	**Be Compatible with the neighborhood**						
	a.	☐	Documentation that if recovery residence is in a residential neighborhood, there are no external indications that the property is anything other than a single-family household typical of its neighborhood.	✓	✓	✓	✓
	b.	☐	Verification that the property and its structures are consistently maintained.	✓	✓	✓	✓
36.	**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 even if it is not possible to resolve the issue.	✓	✓	✓	✓
	c.	☐	Documentation that new resident orientation includes how residents and staff are to greet and interact with neighbors and/or concerned parties.	✓	✓	✓	✓
37.	**Have courtesy rules**						
	a.	☐	Policies that are responsive or preemptive to neighbors' reasonable complaints regarding • Smoking • Loitering ☐ Parking ☐ Noise • Lewd or offensive language • Cleanliness of public space around the property	✓	✓	✓	✓
	b.	☐	Documentation that there are parking courtesy rules where street parking is scarce.	✓	✓	✓	✓

Reference Guide

for future chapters relating back to the standards document:

Throughout this manual, we will reference this document; you may want to "bookmark it" for your convenience. The following provides a quick, easy-to-follow way to find material in this document when it is referenced elsewhere.

Domains:

Notice that there are four (4) **Domains**, the major sections of the document labeled numerically 1-4: (These are the largest numbers on the document and are in white on a black background)

Administrative and Operational Domain
Recovery Support Domain
Property and Architecture Domain
Good Neighbor Domain

Example:

1

Core Principles:

Under each of the **4 Domains** are nine (9) **Core Principles** labeled alphabetically in capital letters, "**A - K**" in black type with gray backgrounds:

Operate with Integrity
Uphold Residents' Rights
Be Recovery Oriented
Use Peers to Staff and Govern
Create a Healthy Recovery Environment
Provide a Home-like Experience
Inspire Purpose
Cultivate Community
Provide a Home-like Space
Promote Health and Safety
Be a Good Neighbor

Example:

G

Standards:

Under each of the **9 Core Principles** are the thirty-seven (37) **Standards** labeled numerically from 1-37, in black print with white backgrounds.
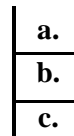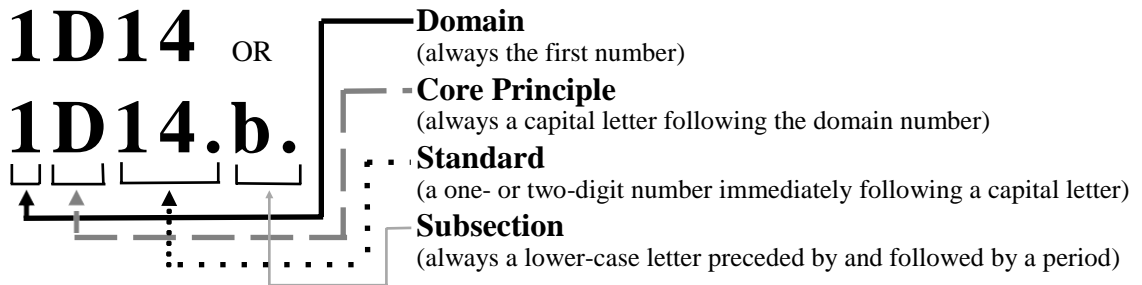
Example:

24.

Subsections:

And, finally, under each of the 37 Standards are indented subsections labeled alphabetically in lower-case letters from "a." to as many letters as needed for each standard.

Example:

	a.
	b.
	c.

Throughout this manual, as we break down and discuss the various domains, core principles, and standards and how they should be dealt with in your application, you will see references such as the following:

1D14 OR

1D14.b.

Domain
(always the first number)

Core Principle
(always a capital letter following the domain number)

Standard
(a one- or two-digit number immediately following a capital letter)

Subsection
(always a lower-case letter preceded by and followed by a period)

This is just a short-hand for saying, "We are referring to the Administrative and Operational Domain "**1**", Core Principle "**D**" ("Use Peers to Staff and Govern"), Standard "**14.**" ("Maintain resident and staff leadership based on recovery principles"). If you see a period (.) after the "standard" number and then a lower case letter (such as "**a**" or "**b**" or "**c**," etc., followed by a period, then you know to look at "subsection "**a**" or "**b**" or "**c**," etc. (in the example above, the subsection is "**b**": Leader and/or staff job descriptions and selections are based in part on modeling recovery principles").