



# Documentation Review

The National Quality Standards detail specific written policies and procedures that organizations must have to demonstrate quality. All organizations seeking certification by THE GARR NETWORK are required to provide copies of the listed documents or equivalent for review. THE GARR NETWORK will verify that the following elements are included in your documentation. If an element is missing, THE GARR NETWORK will request that you update your documentation or provide a formal response. THE GARR NETWORK **will not** schedule an on-site review until documentation has been submitted and verified to contain all required elements. During the on-site review, reviewers will ask questions about your organization's policies and procedures; and verify that the organization is implementing the practices as written in the documentation.

## Administrative Documents

### Mission and Vision Statement

- A written mission that reflects a commitment to those served and identifies the population served which, at a minimum includes persons in recovery from a substance use disorder.
- A vision statement that corresponds with NARR's core mission

### Non-discrimination Statement

- A statement attesting to compliance with nondiscriminatory state and federal requirements

### Permission to Operate

- 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

### Legal Business Entity

- Documentation of legal business entity (e.g. incorporation, LLC Documents or business license)

### Proof of Insurance

- Documentation of current insurance policy

THE GARR NETWORK requires that you submit documentation that demonstrates that you have insurance. However, it is up to the individual operator to ensure that all of their properties are covered, and that the insurance is appropriate for your operations.

### Code of Ethics

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- A policy and practice that provider has a code of ethics that is aligned with NARR code of ethics. There is evidence that this document is read and signed by all those associated with the operation of the recovery residence, to include owners, operators, staff and volunteers.
  - Upload a signed copy of either the NARR Code of Ethics or the appropriate code of ethics by the organization

#### Priority Population

- Policies and procedures that serve the priority population which at minimum include persons in recovery from substance use but may include other demographic criteria
  - Operator is asked about priority population
  - Operator is able to identify the unique needs of their priority population and has a plan for addressing those unique needs

#### Cultural Competency

- Cultural responsiveness and competence training or certification are provided
  - Operator does not serve a population that requires cultural responsiveness or competence training
- OR
- Operator has attended such training and has appropriate documentation

## Resident Oriented Documents

#### Resident Application

- A written application that records basic resident information and informs the application process for the recovery house. This application is required to contain -
  - Basic Resident Information (name, phone number, etc)
  - Basic Questions to determine if the resident will be an appropriate fit for the house.
  - Examples include, how long the resident has in recovery, if they have a sponsor, income, employment, etc.

#### Admission, discharge and readmission policy

A written policy that describes who is eligible for admission to the residence (program). Policy must include:

- Criteria for who is a good fit for the residence (inclusionary criteria)
- Criteria for who is NOT a good fit (exclusionary criteria)
  
- A written policy that describes unplanned discharge criteria and subsequent readmission criteria.

#### Resident Agreement

Organizations are required to have a resident agreement. Each resident is required to sign and date the resident agreement prior to officially moving into the house. The resident agreement is required to contain the following elements

- Be signed and dated by the resident
- Information about **deposits**
  - Clearly states that deposits are not required
  - OR
  - Clearly states the following about deposits
    - The amount of the deposit
    - The due date of the deposit
    - If deposit is ever returned to resident and the timing of returning the deposit
- Contain information about any weekly or monthly **fees** that will be charged
  - Clearly states the amount of fees or how fees will be calculated (if there is a sliding fee scale)
  - Clearly states when the fees are due
- OR

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- Clearly states that residents will not be paying fees and for how long they will be permitted to not pay fees
- Information about any other fees that the resident is expected to pay
- Information about non-financial resident expectations (Following house rules, drug testing policy etc.)
- Information on how the operator or the resident may end the resident agreement
- Written form to collect Emergency contact information
- Pre-authorized permissions to share information with designated allies (ex. a family member, peer recovery coach, outpatient counselor)
- Information about what will happen to any resident property that is left in the home after the resident has vacated
- Information about potential third party payers
  - The resident stay is completely self-pay  
OR
  - The resident is informed of the third party payer  
AND
  - How long they may be able to get funding  
AND
  - be informed of payments from 3rd party payers for any fees paid on their behalf  
AND
  - If and how they can transition to self-pay if they are no longer eligible for funding through the third party payer
- The resident agreement **does not** contain statements that request a resident waive housing, landlord tenant or other rights.

#### Statement of Resident Rights

A copy of the resident rights is required to be given to each resident when they move into the house and the resident must sign and date that they have received it. A copy must also be kept in a common area of each house. Organizations may include the statement of resident rights in a handbook or other collection of policies. It is best practice to include the following in your statement of resident rights

- Right to non-discrimination
- Right to fair housing
- Right to file a grievance in accordance with houses policy
- Right to a statement of a financial account and to receive receipts
- Must be signed by resident

#### Privacy Policy

- Written policy that states that the operator and any staff will keep resident information private and confidential
- The operator must have a written policy regarding confidentiality that can be applied to social media

#### Grievance Policy

It is best practice that operators allow residents to handle minor concerns and complaints within the house. However, there must be an opportunity for a resident to file a formal written grievance or complaint. This policy must contain the following

- Instructions on how a resident may submit a written grievance
- Names and contact information for the organization's person responsible for handling grievances

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- A statement that at any time the resident may contact the owner/operator about the grievance
- A statement that someone at the residence will help the resident file a written grievance if they need help
- A statement that the resident may contact an outside entity including The GARR Network about the grievance  
(Example: organization's board of directors, The GARR Network)
- Information on any required timelines
- Information on the steps that the organization will take to respond to the grievance

#### Medication policy

You are required to have a medication policy. This policy must cover the following elements

- Cover both prescription and non-prescription medication
- What medications are allowed in the house
- How medications must be stored
- How residents may access their medication
- Must not contain any indication that the residence dispenses medication

#### Good Neighbor Policy

Organizations are required to have a written policy for addressing neighbor concerns.

- The name and contact information of someone that neighbors can contact if they have a concern
- A description of how the recovery house informs neighbors of this person
- Any additional information about how the recovery house is a good neighbor as appropriate for the house

#### Emergency Policy

You are required to have an emergency procedures policy. This policy must contain the following elements

- What residents should do in the case of an emergency
- Phone Numbers for who residents should contact in case of an emergency
- The house's plan for ensuring that all safety equipment is in good working order and the house is free of safety hazards

#### Communicable Disease Policy

You are required to have a policy concerning communicable disease. This policy must contain the following elements

- Residents are notified of what behaviors may increase the spread of infectious disease
- Residents are encouraged to take precautions for the spread of infectious disease
- House provides supplies needed for precautions (such as a first aid kit with gloves and bags)

#### House rules

Organizations are required to have a list of house rules for residents. A copy must be

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provided to the resident upon move in, and a copy must be kept in a common area of the house. Rules should include at minimum

- Prohibited use and possession of illicit drugs and alcohol
- List of other items that are prohibited in the home
- Other rules as determined appropriate by the house (including any good neighbor rules)

#### Paid Work Agreements

A paid work agreement is where a resident either works for the organization or receives a discount on rent or other form of payment for performing work for the organization. Paid work agreements also apply if the resident performs work for an affiliated organization, or an organization owned or operated by the same owners, employees or family members. All recovery houses are required to have a policy that addresses paid work agreements. Recovery housing operators are also responsible for ensuring that any paid work agreements are in compliance with local, state and federal labor, tax and employment laws.

- A statement that residents are not permitted to work for or be employed by the recovery housing operator or associated entities  
OR
- A statement that the paid work agreement is entered into voluntarily
- A statement that the paid work will be paid at a fair market rate and in compliance with all employment laws
- A statement that the paid work will not interfere with the resident's recovery goals
- A statement that the paid work will not infer special benefits on the resident other than the fair payment

#### Resident Financial Affairs

- Written policy that states that staff may not become involved in personal financial affairs of residents - including loaning money or borrowing money from residents

#### Resident Property Searches

- Written policy regarding searches of resident property including when they are performed

#### Smoking Policy

- Written policy that addresses smoking

#### Peer Leadership

Written criteria and guidelines explain expectations for peer leadership and mentorship roles

- Level I - Written house rules and guidelines describe how residents are required to provide support and mentorship for each other
- Level II - The house manager job description indicates clearly that the decision is based on, at least in part, the ability to be a peer leader and mentor others. The house manager job duties include expectations related to peer leadership and mentorship

#### Drug Testing Policy

Recovery houses are not required to perform drug testing. However, if they do, they must have

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a written policy about such tests.

- The recovery house does not engage in drug testing  
OR
- Policy describes when drug tests are performed (regularly, random, etc.)
- The resident will be informed of how the drug tests are paid for and if there are any circumstances where the resident may be required to pay for the test
- The resident will be informed of the consequences for the results of a positive drug screen or if they refuse the drug screen

## Level 3 & 4 Required Policies

### Staffing Plan

All Level III organizations are required to have a written staffing plan that provides information on how the residents will be appropriately staffed to provide the services and supports listed at the residence.

- An organization chart of the staff involved in running the recovery house
- Details on how staff are supervised
- Details on what the organization will do if a staff member is out or a position is vacant
- Details on any required staff training or development
- Staffing plan includes a formal peer component.

### Staff Job Descriptions

All Level III organizations are required to have job descriptions for the staff working in the house. Job Descriptions must contain the following

- Position Title
- Who the person reports to
- Job duties
- Required education or training
- Required credential requirements
- Expectations related to peer leadership and mentorship

### Example of weekly schedule of activities

All Level III organizations are required to have a weekly schedule of activities. Please submit an example schedule. This schedule should include

- Formal Recovery oriented events and activities
- Formal life skill development activities and trainings

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Resident records secured

All Level III organizations are required to have a written policy that limits access to resident records:

- To approved staff only
- Specific to the recovery house

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I agree that the following quality improvements need to be made before The GARR Network can certify that all GARR/NARR quality standards are met.

\_\_\_\_\_  
Residence Representative Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Peer Reviewer Signature

## Required Quality Improvements:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_