



Recovery Residence Quality Standards

(Last updated: October 7, 2015)

Recovery residences provide a spectrum of living environments that are free from alcohol and illicit drug use with a focus on peer support and connection to other recovery services and supports. All recovery residences are founded on Social Model Recovery Philosophy and have existed in the United States since at least the mid-1800s. Today, the National Alliance for Recovery Residences (NARR) has identified several different types, known as the 4 Levels of Support. They range in the type and intensity of services they provide, which cost effectively matches individual needs with a continuum of support.

In 2011, NARR drew from the intelligence of the Association of Halfway House and Alcoholism Programs (AHHAP), which was founded in the 1960s, from several regional recovery residence organizations that had been in existence for decades, and from experts in the field of recovery to develop the first national recovery residence quality standards. Under the 2011 standard, NARR Affiliates certified over 2,500 recovery residences across the United States, which represented approximately 25,000 recovery beds. In 2013, NARR merged with AHHAP and by 2015, had recognized affiliate organizations in 20 states. State affiliates are responsible for certifying recovery residences that meet the national standard. At its 2014 Best Practices Summit, NARR began the process of reviewing and revising the national standard with several goals in mind. The standard should:

1. Promote fidelity to the model – Over time, changing markets, policies, and funding have diluted the recovery residence model. Currently, health reform, justice reform and housing choice initiatives are driving market change. As stakeholders look to recovery residences to generate more cost effective outcomes, mechanisms must be in place to ensure the model is implemented in a way supported by outcomes, theory, research, and practice.
2. Be more educational – More than defining what we do as recovery residences providers, audiences should understand why we do it.
3. Be more measurable – Providers applying for certification and the state affiliates who are evaluating their applications should have an objective means of determining whether they meet the standard as well as a clear road map to quality improvement, if they do not.
4. Empower choice – Peers, families and funders need a better way of understanding what choices in recovery residences are available to them, what to expect from an experience in a quality recovery residence, and how they know if they receive what they are paying for.

In the pages that follow, you will find the 2015 NARR Standard, which was ratified on October 7, 2014

Domains	Principles	Quality Standards (click on the links below to navigate the document)	I	II	III	IV
Administrative and Operational	Operate with integrity	01. Are guided by a mission and vision	✓	✓	✓	✓
		02. Adheres to legal and ethical codes	✓	✓	✓	✓
		03. Are financially honest and forthright	✓	✓	✓	✓
		04. Collect data for continuous quality improvement	✓	✓	✓	✓
		05. Operate with prudence	✓	✓	✓	✓
	Uphold resident rights	06. Communicate rights and requirements before agreements are signed	✓	✓	✓	✓
		07. Promote self and peer advocacy	✓	✓	✓	✓
		08. Support housing choice	✓	✓	✓	✓
	Are recovery-oriented	09. Protect privacy	✓	✓	✓	✓
		10. View recovery as a person-driven, holistic and lifelong process	✓	✓	✓	✓
	Are peer staffed and governed	11. Are culturally responsive, congruent and/or competent	✓	✓	✓	✓
		12. Involve peers in governance in meaningful ways	✓	✓	✓	✓
		13. Use peer staff and resident leaders in meaningful ways	✓	✓	✓	✓
		14. Maintain resident and staff leadership based on recovery principles	✓	✓	✓	✓
		15. Create and sustain an atmosphere of recovery support	✓	✓	✓	✓
		16. Ensure staff are appropriately trained and credentialed			✓	✓
		17. Provide support staff supervision			✓	✓
Recovery support	Promote health	18. Encourage residents to own their own recovery	✓	✓	✓	✓
		19. Inform residents about community-based supports	✓	✓	✓	✓
		20. Offer recovery support services in informal settings	✓	✓	✓	✓
		21. Offer recovery support services in formal settings			✓	✓
		22. Offer life skills development in formal settings			✓	✓
	Provide a home	23. Offer clinical services in accordance with State law				✓
		24. Provide a physically and emotionally safe, secure and respectful environment	✓	✓	✓	✓
		25. Are alcohol and drug-free environments	✓	✓	✓	✓
	Inspire purpose	26. Are cultivated through structure and accountability	✓	✓	✓	✓
		27. Promote meaningful daily activities	✓	✓	✓	✓
	Cultivate community	28. Create a “functionally equivalent family”	✓	✓	✓	✓
		29. Foster ethical peer-based mutually supportive relationships between residents and/or staff	✓	✓	✓	✓
		30. Connect residents to the local recovery community	✓	✓	✓	✓
Property and Architecture	Promote recovery	31. Create a home-like environment	✓	✓	✓	✓
		32. Promote community	✓	✓	✓	✓
	Promote health & safety	33. Promote home safety	✓	✓	✓	✓
		34. Have an emergency plan	✓	✓	✓	✓
Good neighbor	Are good neighbors	35. Are compatible with the neighborhood	✓	✓	✓	✓
		36. Are responsive to neighbor complaints	✓	✓	✓	✓
		37. Have courtesy rules	✓	✓	✓	✓

✓=required; ®= strongly recommended

Administrative and Operational Domain

Core Principle: Operate with integrity

		Applied to Levels			
01. Are guided by a mission and vision		I	II	III	IV
As evidenced by:					
.01	<input type="checkbox"/> A written mission statement that corresponds with NARR's core principles as stated in this document	✓	✓	✓	✓
.02	<input type="checkbox"/> A vision statement that corresponds with NARR's core principles as stated in this document	✓	✓	✓	✓
02. Adheres to legal and ethical codes		I	II	III	IV
As evidenced by:					
.01	<input type="checkbox"/> An affidavit that attests to complying with non-discriminatory state and federal requirements.	✓	✓	✓	✓
.02	<input type="checkbox"/> Marketing materials, claims and advertising that are honest and substantiated as opposed to: <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. 	✓	✓	✓	✓
.03	<input type="checkbox"/> 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.	✓	✓	✓	✓
.04	<input type="checkbox"/> The operator must maintain accurate and complete records of all resident charges, payments and deposits. A resident must be provided with a statement of his/her personal charge and payment history upon request.	✓	✓	✓	✓
.05	<input type="checkbox"/> The operator must disclose refund policies to applicants in advance of acceptance into the home, and before accepting any applicant fees.	✓	✓	✓	✓
.06	<input type="checkbox"/> 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.	✓	✓	✓	✓

- | | | | | | |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|---|
| .07 | <input type="checkbox"/> Policy and procedure that ensures refunds consistent with the terms of a resident agreement are provided within 10 business days, and preferably upon departure from the home. | ✓ | ✓ | ✓ | ✓ |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|---|

03. Are financially honest and forthright

- | As evidenced by: | I | II | III | IV | |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-----|----|---|
| .01 | <input type="checkbox"/> Identifying the type of accounting system used and its capability to fully document all resident financial transaction, such as fees, payments and deposits | ✓ | ✓ | ✓ | ✓ |
| .02 | <input type="checkbox"/> 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 home | ✓ | ✓ | ✓ | ✓ |
| .03 | <input type="checkbox"/> Policies about the timing of and requirements for the return of deposits, if financial deposits are required | ✓ | ✓ | ✓ | ✓ |
| .04 | <input type="checkbox"/> The ability to produce clear statements of a resident's financial dealings with the operator (although it's not a requirement that statements be automatically produced) | ✓ | ✓ | ✓ | ✓ |
| .05 | <input type="checkbox"/> Policies and procedures that ensure the follow conditions are met, if the residence provider or a staff member employs, contractors or enters into a paid work agreement with residents: <ul style="list-style-type: none"> ▪ 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. | ✓ | ✓ | ✓ | ✓ |

04. Collect data for continuous quality improvement

- | As evidenced by: | I | II | III | IV | |
|------------------|-------------------------------------------------------------------|----|-----|----|---|
| .01 | Procedures that collect resident's demographic information | ✓ | ✓ | ✓ | ✓ |
| .02 | Procedures that collect, evaluate and report accurate process and | | | ✓ | ✓ |

outcomes data for continuous quality improvement

05. Operate with prudence

As evidenced by:	I	II	III	IV
.01 <input type="checkbox"/> Legal business entity documentation e.g. incorporation, LLC documents or business license			✓	✓
.02 <input type="checkbox"/> Documentation that the owner/operator has current liability coverage and other insurance appropriate to their level of support	✓	✓	✓	✓
.03 <input type="checkbox"/> Written permission from the owner of record to operate a recovery residence on the property			✓	✓
.04 <input type="checkbox"/> 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

Core Principle: Uphold resident rights

06. Communicate rights and requirements before agreements are signed

Applied to Levels

As evidenced by:	I	II	III	IV
.01 <input type="checkbox"/> A process that ensures residents receive an orientation on agreements, policies and procedures prior to committing to terms.	✓	✓	✓	✓
.02 <input type="checkbox"/> Written resident's rights and requirements (e.g. House Rules and grievance process) posted in common areas	✓	✓	✓	✓
.03 <input type="checkbox"/> Written resident agreement that includes: <ul style="list-style-type: none"> ▪ Services provided ▪ Recovery plan including a move-in (i.e. goals and objectives) and move-out (i.e. contingency) plan ▪ Financial terms 	✓	✓	✓	✓
.04 <input type="checkbox"/> Resident documents that fully disclose policies regarding possessions (personal property) left in a home.	✓	✓	✓	✓

07. Promote self and peer advocacy

As evidenced by:	I	II	III	IV
.01 <input type="checkbox"/> Grievance policy and procedures, including the right to take unresolved grievances to the operator's oversight organization	✓	✓	✓	✓
.02 <input type="checkbox"/> Policy and procedure for identifying the responsible person(s) in	✓	✓	✓	✓

charge to all residents

08. Support housing choice

As evidenced by:	I	II	III	IV
.01 <input type="checkbox"/> Applicant screening policies and procedures provide current residents a voice in the acceptance of new members.	✓	✓	✓	✓
.02 <input type="checkbox"/> Policies and procedures that promote resident-driven length of stay	✓	✓	✓	
.03 <input type="checkbox"/> Policies and procedures that defend residents' fair housing rights	✓	✓	✓	✓

09. Protect privacy

As evidenced by:	I	II	III	IV
.01 <input type="checkbox"/> Policies and procedures that keep resident's records secure, with access limited to authorized staff only	✓	✓	✓	✓
.02 <input type="checkbox"/> Policies and procedures that comply with applicable confidentiality laws	✓	✓	✓	✓

Core Principle: Are recovery-oriented

10. View recovery as a person-driven, holistic and lifelong process

Applied to Levels

As evidenced by:	I	II	III	IV
.01 <input type="checkbox"/> Documenting that residents participate in the development of their recovery plan including an exit plan and/or lifelong plan.	✓	✓	✓	✓
.02 <input type="checkbox"/> Documenting that the operator cultivates alumni participation.	✓	✓	✓	✓

11. Are culturally responsive and competent

As evidenced by:	I	II	III	IV
.01 <input type="checkbox"/> Policies and procedures that identify the priority population, which at a minimum includes persons in recovery from substance use but may also include other demographic criterion.	✓	✓	✓	✓
.02 <input type="checkbox"/> A staffing or leadership plan that reflects the priority population's needs.	✓	✓	✓	✓
.03 <input type="checkbox"/> Documented cultural responsiveness and competence trainings that are relevant to the priority population.		®	✓	✓

® Strongly recommended

Core Principle: Are peer staffed and governed

		Applied to Levels			
		I	II	III	IV
12. Involve peers in governance in meaningful ways					
As evidenced by at least one of the following:					
.01	<input type="checkbox"/> Some rules are made by the residents that the residents (not the staff) enforce	✓	✓	✓	✓
.02	<input type="checkbox"/> A resident council or process is in place that ensures resident's voices can be heard	✓	✓	✓	✓
.03	<input type="checkbox"/> The resident council has a voice in the governance of the home	✓	✓	✓	✓
13. Use peer staff and leaders in meaningful ways					
As evidenced by:					
.01	<input type="checkbox"/> Residents' responsibilities increase with their length of stay or progress in their recovery.	✓	✓	✓	✓
.02	<input type="checkbox"/> Staffing or leadership plan that formally includes a peer component	✓	✓	✓	✓
.03	<input type="checkbox"/> Written job description and/or contracts for peer staff and leaders			✓	✓
14. Maintain resident and staff leadership based on recovery principles					
As evidenced by:					
.01	<input type="checkbox"/> A home staffing or leadership plan that includes current residents and where possible, former residents that model recovery principles	✓	✓	✓	✓
.02	<input type="checkbox"/> 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					
As evidenced by:					
.01	<input type="checkbox"/> Integrated recovery support in the daily activity schedule	✓	✓	✓	✓
.02	<input type="checkbox"/> The schedule includes formal and informal opportunities for staff and resident interaction in support of recovery	✓	✓	✓	✓
16. Ensure staff are trained or credentialed appropriate to their level					
As evidenced by:					
.01	Written staffing or workforce development plan		®	✓	✓

.02 Certification and verification policies and procedures ✓ ✓

17. Provide supportive staff supervision

As evidenced by:	I	II	III	IV
.01 Policies and procedures for supervision of staff	®	®	✓	✓
.02 Ongoing skills development, oversight and support policies and procedures appropriate to staff roles and level of support	®	®	✓	✓

® Strongly recommended

Recovery Support Domain

Core Principle: Promote health

18. Encourage residents to own their recovery

Applied to Levels

As evidenced by:	I	II	III	IV
.01 <input type="checkbox"/> Policies and procedures that encourage each resident to develop and participate in their own personalized recovery plan (Person-driven recovery)	✓	✓	✓	✓
.02 <input type="checkbox"/> Policies and procedures that encourage residents to make their own outside appointments	✓	✓	✓	✓

19. Inform and encourage residents to participate in a range of community-based supports

As evidenced by:	I	II	III	IV
.01 <input type="checkbox"/> Staff and/or resident leaders that are knowledgeable about local community-based resources	✓	✓	✓	✓
.02 <input type="checkbox"/> Resource directories or similar resources are readily available to residents	✓	✓	✓	✓

20. Offer recovery support in informal social settings

As evidenced by:	I	II	III	IV
.01 <input type="checkbox"/> Staffing plan that corresponds to the delivery of this service	✓	✓	✓	✓
.02 <input type="checkbox"/> Traditions, policies or procedures that foster mutually supportive and recovery-oriented relationships between residents and/or staff through peer-based interactions	✓	✓	✓	✓

21. Offers recovery support services in formal settings

As evidenced by:	I	II	III	IV
.01 <input type="checkbox"/> Weekly schedule of recovery support services recognized by the respective NARR Affiliate organization.			✓	✓
.02 <input type="checkbox"/> Weekly schedule of recovery-oriented presentations, group exercises, and activities			✓	✓
.03 <input type="checkbox"/> Staffing plan that corresponds to the delivery of this service			✓	✓

22. Offering life skills development services in a formal setting

As evidenced by:	I	II	III	IV
.01 <input type="checkbox"/> Weekly schedule of formal life skills development services or classes			✓	✓
.02 <input type="checkbox"/> Staffing plan that corresponds to the delivery of this service			✓	✓

23. Offer clinical services in accordance with State law

As evidenced by:	I	II	III	IV
.01 <input type="checkbox"/> Weekly schedule of clinical services available to residents across all phases, if multiple phases are used				✓
.02 <input type="checkbox"/> Staffing plan that corresponds to the delivery of this service				✓

Core Principle: Provide a home

24. Provide a physically and emotionally safe, secure and respectful environment

Applied to Levels

As evidenced by:	I	II	III	IV
.01 <input type="checkbox"/> Policies and procedures, such as applicant screenings, that establish the home's priority population and cultivate physically and emotionally safe environments for discussing the needs, feelings and sustaining recovery-supportive connections.	✓	✓	✓	✓
.02 <input type="checkbox"/> Policies that promote resident determined lengths of stay that support health and safety of the household/community	✓	✓	®	®

® Strongly recommended

25. Provide an alcohol and illicit drug-free environment

As evidenced by:	I	II	III	IV
.01 <input type="checkbox"/> Written and enforced policies and procedures that address:	✓	✓	✓	✓

- Alcohol and/or other prohibited drug-seeking or use;
- Possession of hazardous and other prohibited items and associated searches;
- Drug-screening and or toxicology protocols; and
- Prescription and non-prescription medication usage and storage consistent with the Level of Support and relevant state law

26. Are cultivated through structure and accountability

As evidenced by:	I	II	III	IV
.01 <input type="checkbox"/> Written resident rights, requirements, agreements, social covenants and/or “House Rules”	✓	✓	✓	✓
.02 <input type="checkbox"/> Requirements and protocols for peer leadership and/or mentoring policies that foster individual and community accountability	✓	✓	✓	✓

Core Principle: Inspire purpose

27. Promote meaningful daily activities

Applied to Levels

As evidenced by:	I	II	III	IV
.01 <input type="checkbox"/> A weekly schedule of the typical resident’s activities	✓	✓	✓	✓
.02 <input type="checkbox"/> Are residents encouraged to (at least one of the following): <ul style="list-style-type: none"> ▪ 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) 	✓	✓	✓	✓
.03 <input type="checkbox"/> Person-driven recovery planning & peer governance	✓	✓	✓	✓

Core Principle: Cultivate community

28. Create a “functionally equivalent family” within the household

Applied to Levels

As evidenced by meeting at least 50% of the following:	I	II	III	IV
.01 <input type="checkbox"/> Residents are involved in food preparation	✓	✓	✓	✓
.02 <input type="checkbox"/> Residents have control over with whom they live	✓	✓	✓	✓
.03 <input type="checkbox"/> Residents help maintain and clean the home e.g. chores	✓	✓	✓	✓
.04 <input type="checkbox"/> Residents share in household expenses	✓	✓	✓	✓
.05 <input type="checkbox"/> Family or house meetings are held at least once a week	✓	✓	✓	✓

.06 Residents have access to the common areas of the home ✓ ✓ ✓ ✓

29. Foster ethical, peer-based mutually supportive relationships between residents and/or staff

As evidenced by:	I	II	III	IV
.01 <input type="checkbox"/> Policies and procedures that encourage residents to engage one another in informal activities and conversation	✓	✓	✓	✓
.02 <input type="checkbox"/> Policies and procedures that encourage staff to engage residents in informal activities and conversations	✓	✓	✓	✓
.03 <input type="checkbox"/> 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 2 through 4 and at least 1 for level 1s:	I	II	III	IV
.01 <input type="checkbox"/> Residents are informed of or linked to mutual aid, recovery community centers, recovery ministries recovery-focused leisure activities and recovery advocacy opportunities;	✓	✓	✓	✓
.02 <input type="checkbox"/> Mutual aid meetings are hosted on site and there are typically attendees from the greater recovery community	✓	✓	✓	✓
.03 <input type="checkbox"/> The recovery residence helps participants find a recovery mentor or mutual aid sponsor if they are having difficulty finding one		✓	✓	✓
.04 <input type="checkbox"/> Participants are encouraged to find a recovery mentor or mutual aid sponsor before leaving the recovery residence	✓	✓	✓	✓
.05 <input type="checkbox"/> Residents are formally linked with the community such as job search, education, family services, health and/or housing programs		✓	✓	✓
.06 <input type="checkbox"/> Residents engage in community relations and interactions to promote kinship with other recovery communities and goodwill for recovery services		✓	✓	✓
.07 <input type="checkbox"/> Sober social events are regularly scheduled (each participant can attend at least one).		✓	✓	✓

Property and Architecture Domain

Core Principle: Promote recovery

Applied to Levels

31. Create a home-like environment

As evidenced by:	I	II	III	IV
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.01	<input type="checkbox"/> Furnishings are typical of those found in single family homes or apartments as opposed to institutional settings	✓	✓	✓	✓
.02	<input type="checkbox"/> Entrances and exits that are home-like (vs institutional or clinical)	✓	✓	✓	✓
.03	<input type="checkbox"/> 50+ sq ft per bed per sleeping room	✓	✓	✓	✓
.04	<input type="checkbox"/> One sink, toilet and shower per six residents	✓	✓	✓	✓
.05	<input type="checkbox"/> Each resident has personal item storage	✓	✓	✓	✓
.06	<input type="checkbox"/> Each resident has food storage space	✓	✓	✓	✓
.07	<input type="checkbox"/> Laundry services are accessible to all residents	✓	✓	✓	✓
.08	<input type="checkbox"/> Working appliances	✓	✓	✓	✓
.09	<input type="checkbox"/> A staffing plan that provides for addressing repairs and maintenance in a timely fashion	✓	✓	✓	✓

32. Promote community

As evidenced by:		I	II	III	IV
.01	<input type="checkbox"/> Community room (space) large enough to reasonably accommodate community living and meetings.	✓	✓	✓	✓
.02	<input type="checkbox"/> A comfortable group area, a living room or sofas, for participants to informally socialize	✓	✓	✓	✓
.03	<input type="checkbox"/> A kitchen and dining area(s) that encourages residents to share meals together	✓	✓	✓	✓
.04	<input type="checkbox"/> Entertainment or recreational areas and/or furnishings that promote social engagement	✓	✓	✓	✓
.05	<input type="checkbox"/> Furniture that is in good condition	✓	✓	✓	✓

Core Principle: Promote health and safety

33. Create a home safety

		Applied to Levels			
As evidenced by:		I	II	III	IV
.01	<input type="checkbox"/> 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	✓	✓	✓	✓
.02	<input type="checkbox"/> Signed and dated safety self assessment checklist which includes <ul style="list-style-type: none"> ▪ 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 is in a functional, safe and 	✓	✓	✓	✓

	clean condition and free of fire hazards	✓	✓	✓	✓
.03	<input type="checkbox"/> Smoke-free living environment policy and/or designated smoking area outside of the residence.	✓	✓	✓	✓

34. Have an emergency plan

As evidenced by:		I	II	III	IV
.01	<input type="checkbox"/> Post emergency numbers, procedures and evacuation maps in conspicuous locations	✓	✓	✓	✓
.02	<input type="checkbox"/> Collect emergency contact information from residents and orient them to emergency procedures	✓	✓	✓	✓

Good Neighbor Domain

Core Principle: Are good neighbors

35. Are compatible with the neighborhood		Applied to Levels			
As evidenced by:		I	II	III	IV
.01	<input type="checkbox"/> 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	✓	✓	✓	✓
.02	<input type="checkbox"/> The property and its structures are consistently maintained	✓	✓	✓	✓

36. Are responsive to neighbor concerns

As evidenced by:		I	II	III	IV
.01	<input type="checkbox"/> Policies and procedures that provide neighbors with the responsible person(s) contact information upon request	✓	✓	✓	✓
.02	<input type="checkbox"/> 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	✓	✓	✓	✓
.03	<input type="checkbox"/> New resident orientation includes how residents and staff are to greet and interact with neighbors and/or concerned parties	✓	✓	✓	✓

37. Have courtesy rules

As evidenced by:		I	II	III	IV
.01	<input type="checkbox"/> Policies that are responsive or preemptive to neighbor's reasonable complaints regarding <ul style="list-style-type: none"> ▪ Smoking ▪ Loitering 	✓	✓	✓	✓

- Parking
 - Noise
 - Lewd or offensive language
 - Cleanliness of public space around the property
- .02 Parking courtesy rules where street parking is scarce ✓ ✓ ✓ ✓