





# Why ethics?

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**Do  
No  
Harm**

Recovery Residences?



# Questionable Ethics

Ethical issues occur because . . .

- **Unscrupulous Operators**
- **Lack of Knowledge or Training**
- **Need**





# What are Ethics?

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Ethical sensitivity is sustained vigilance in preventing harm and injury to those to whom we have pledged our loyalty/service...

William White



- \* Ethics are the Core of what drives the organization.
- \* Enables us to provide the best possible service we can give.
- \* Ethics drive all decision making for the organization and operation (including policy and procedure).



# Ethics statements (and the NARR code) ARE NOT.....

- Specifics of policies and procedures.
- Acceptable alternative to actual practice.
- Ethereal ideals – it is the application of the ethics that make them real and meaningful.
- Unreasonable – these are not lofty statements.



# The NARR Ethics Code

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## NARR Code Development Process





- \* **Distilled 20 core values of quality recovery residence operation**
- \* **Provides foundational concepts for decision making**
- \* **Essential to quality operation**



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

## NARR CODE OF ETHICS

*July 2016*

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:



# Scenarios

*You are a representative of your state affiliate charged with looking into complaints about residences accepted or soon-to-be-considered for acceptance into your state organization. Your duty is to review the complaint, investigate if necessary, look up relevant NARR Standards and Ethics and then make a report to the state affiliate's board, including recommendations for dealing with the issue.*



# *SCENARIO 1*



Someone complains that WEWANNAHELP Recovery Residence is not doing its job well.

It was approved as a Level II (NARR level) residence. It is an 11-bed facility. It is a non-profit organization and is struggling to keep the operation solvent.

The complainant says that the owner/operator is letting people in who are dealing with what s/he considers “significant mental health issues” and, in some cases, people who have only been sober for a day or two prior to coming to the house. People with alcohol disorders sometimes get in after being taken into a hospital and being hydrated overnight. People who do not have developmentally-appropriate educational, social, or work skills experiences come into the mix, and this is frustrating for the residents who are more functional. In general, the majority of the residents at the facility arrive at the facility with the skills and experiences generally accepted as appropriate for Level II placement.

You discover that the recovery residence is in a remote and impoverished county of the state and far removed from cities. This recovery residence is the only residence within 50 miles. However, there is a Behavioral Health Center and a Community Health Program that includes outpatient psychiatric services within 20 miles of the recovery residence.



# *SCENARIO 2*



You receive a complaint about the WEFIXEM Recovery Residence. The owner/operator of the WEFIXEM Recovery Residence also owns an outpatient treatment center. The complainant applied to live in the recovery residence (NARR level II) and was accepted. However, after moving in, the resident was told s/he needed to enroll in the providers IOP in order to continue to stay in the residence.

Reflect upon the NARR Ethics. How might you and other state representatives respond to this issue?



## Implications for our organizations...?

**NARR Standards come in as guide.**

**Raise the bar for quality.**

**Public sees a well run operation that is part of a profession.**





# NARR

## The Gold Standard





- 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.**