



A Guide to Phoneline Service

The Twelve Steps of Narcotics Anonymous

1. We admitted that we were powerless over our addiction, that our lives had become unmanageable.
2. We came to believe that a Power greater than ourselves could restore us to sanity.
3. We made a decision to turn our will and our lives over to the care of God *as we understood Him*.
4. We made a searching and fearless moral inventory of ourselves.
5. We admitted to God, to ourselves, and to another human being the exact nature of our wrongs.
6. We were entirely ready to have God remove all these defects of character.
7. We humbly asked Him to remove our shortcomings.
8. We made a list of all persons we had harmed, and became willing to make amends to them all.
9. We made direct amends to such people wherever possible, except when to do so would injure them or others.
10. We continued to take personal inventory and when we were wrong promptly admitted it.
11. We sought through prayer and meditation to improve our conscious contact with God *as we understood Him*, praying only for knowledge of His will for us and the power to carry that out.
12. Having had a spiritual awakening as a result of these steps, we tried to carry this message to addicts, and to practice these principles in all our affairs.

A Guide to Phoneline Service

Revised, 1993

Twelve Steps and Twelve Traditions
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World Service Office
PO Box 9999
Van Nuys, CA 91409-9999 USA
Tel. (818) 773-9999
Fax (818) 700-0700
Website: www.na.org

World Service Office—EUROPE
48 Rue de l'Eté
B-1050 Brussels, Belgium
Tel. +32/2/646-6012
Fax +32/2/649-9239

World Service Office—CANADA
150 Britannia Rd. E. Unit 21
Mississauga, Ontario, L4Z 2A4, Canada
Tel. (905) 507-0100
Fax (905) 507-0101



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*We are dedicated to the proposition
that no addict seeking recovery
need die without having a chance
to find a better way of life.*

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I

GETTING STARTED

DO WE NEED A PHONELINE?

CAN WE SUPPORT A PHONELINE?

*WHAT DO WE NEED TO START A
PHONELINE SUBCOMMITTEE?*

INFORMATION CHECKLIST

OPTIONS FOR PHONELINE SERVICES

GETTING STARTED

Preface

The purpose of this Guide to Phoneline Service is to provide information to members interested in starting and maintaining a phoneline. Keeping this in mind, it should be understood that these guidelines simply consolidate suggestions and procedures that are a reflection of the collective experience of many phoneline and public information committees. The samples in this guide may be altered to reflect the needs or circumstances of your individual committees.

A. Do We Need a Phoneline?

If your area or region is not currently covered by phoneline service, a thorough investigation needs to be made before establishing one. Contact surrounding areas or regions who have successfully established and maintained a phoneline service. Their first-hand experience can assist your subcommittee in determining what services will best meet your needs. Remember, those who came before us can provide valuable assistance and direction. Also, the World Service Office may be contacted for specific examples of materials created by established phoneline subcommittees.

A subcommittee of an area or regional service committee is generally responsible for the operation and maintenance of the phoneline. What are your needs and what type of services best suit your area/region? Start small, it is easier to expand than to reduce services.

B. Can We Support a Phoneline?

The following checklist of questions can be used by your area or regional service committee to take an inventory before you start a phoneline in your community:

1. Have we taken steps to determine the workload the volunteers will incur?
2. Will our phoneline subcommittee receive enough support from the fellowship, in finances and time, to operate effectively?
3. Are we working in cooperation with PI, H&I, and our area or regional service committee to insure communication and responsible handling of calls?
4. Have we checked with surrounding areas and regions for their experience, strength, and hope in beginning a phoneline?
5. Have we contacted the World Service Office to ensure we have all the information that is available to help us?

C. What Do We Need to Start a Phonline Subcommittee?

The first thing to do is locate and enlist the support of members who have the desire, ability, and qualifications to carry out the responsibilities of operating and maintaining the phonline.

1. Members of the phonline subcommittee include:
 - a) A chairperson, elected by area or region
 - b) A vice chairperson and secretary, elected by subcommittee
 - c) A representative from each group or area
 - d) Any interested NA members

There may not be enough members to establish a separate phonline subcommittee. In this case, the responsibility may fall under the direction of the PI subcommittee.

D. Information Checklist

The following is an information checklist for the beginning work of a phonline subcommittee.

1. Define the subcommittee's responsibilities.
2. Select the type of phonline service best suited to your area or region.
3. Determine the costs to be incurred for instituting and maintaining the phonline service selected.
4. It is important that the area or region "owns" the number utilized for phonline services. Although this may require an additional cost, it will insure that your area or region retains the same phone number for the duration of the phonline's operation.
5. Request sample phonline guidelines from nearby areas and regions, and from the World Service Office. Prepare your own phonline guidelines to meet the specific needs of your subcommittee.
6. Hold regular volunteer orientations and phonline learning days.
7. Prepare a Phonline Log that can be used to account for all calls received during each shift (refer to Addendum D).

E. Options for Phonline Services

Types of Phonelines:

Hotline—A phonline answered directly by a recovering addict.

Helpline—A phonline in which the caller is not always in immediate contact with an NA volunteer (i.e., calls are answered by an answering service, machine, voice mail, or the like, for all or part of the day).

Infoline—A phonenumber established strictly for dispensing information about Narcotics Anonymous (i.e., meeting times and locations, listing of local activities, subcommittee meeting times, etc.).

Types of Services

Answering machine—The machine is placed in a neutral location, preferably not in a member's home. The message may list a short definition of Narcotics Anonymous, meeting information, and a request for the caller's name and telephone number. Volunteers must check for messages several times daily. There are machines which offer options to allow for the retrieval of messages remotely.

Professional answering service—An outside service is hired by the phonenumber subcommittee to facilitate the calls received through a telephone number preferably "owned" by the local NA area or region. Many options are available in processing these calls. Answering services may:

- Take names and numbers of callers only
- Provide meeting times and locations
- Patch calls directly through to volunteers
- Use a pager system to contact volunteers (check local pager vendors for various types currently available)
- Provide services combining several of the above options

Call forwarding—Many local and state telephone companies offer call forwarding and remote call forwarding services. This service allows your phonenumber number to be answered directly by volunteers in their homes.

Voice mail—A product that can be purchased, leased, or rented as a service through a local vendor. It offers the caller several options by using the numeric keypad of a touch-tone phone. This enables your subcommittee to efficiently perform several functions such as providing meeting information, activity information, the ability to leave a name and number, and/or direct contact with a recovering addict.

800 numbers—A toll-free number "owned" by the local NA committee used in conjunction with any of the above stated types of services.

NOTE: To obtain more information on these and other types of phonenumber services, such as regional and area phonenumber contact addresses, telephone numbers, and information regarding types of services, please contact the WSO PI Coordinator.

II

GENERAL VOLUNTEER INFORMATION

PHONELINE VOLUNTEERS

***ATTRACTING AND KEEPING
PHONELINE VOLUNTEERS***

SPECIAL CONSIDERATIONS FOR VOLUNTEERS

TWELFTH-STEP VOLUNTEERS

***DO'S AND DON'TS FOR PHONELINE
AND TWELFTH-STEP VOLUNTEERS***

GENERAL VOLUNTEER INFORMATION

A. Phonline Volunteers

A phonline volunteer is an NA member whose primary objective is to direct the potential newcomer to an NA meeting or direct questions about our fellowship to the appropriate subcommittee (refer to Addendum C).

The first NA member the caller will come in contact with is usually the phonline volunteer. The response and attitude of a volunteer can have a lasting impression on the caller. This is a service position of great responsibility.

Experience has shown that the most successful phonline volunteers possess certain assets which are beneficial in the accomplishment of their responsibilities. These qualifications include:

1. A minimum of one year clean-time (however, this may vary from place to place)
2. Appropriate training (e.g., group orientation session, personal orientation, etc.)
3. A knowledge of the Twelve Steps and Twelve Traditions of Narcotics Anonymous. (e.g., the only requirement . . . , our primary purpose . . . , never endorse related facilities . . . , non-professional . . . , no opinion on outside issues . . . , attraction rather than promotion . . . , anonymity . . . , etc.)
4. The willingness to serve
5. The willingness to give of personal time

Phonline volunteers may receive calls from NA members, potential newcomers, family and friends of addicts, and other people interested in NA (professionals, students, and members of the media). Keeping a log of telephone calls received is a method by which we may evaluate the services that we provide. Prepare the Phonline Log that can be used to account for all calls received during each shift (refer to Addendum D). This information should then be forwarded to the public information and/or phonline subcommittee on a regular basis.

Upon receiving a call, the first thing to determine is whether the caller is an addict seeking help. Calls from potential newcomers are, of course, the most important calls received by a phonline volunteer. The volunteer provides a brief introduction of the NA program and explains, in general, what the caller can expect at a meeting.

If the caller would like to talk to someone at length, he/she will be informed that another NA member (Twelfth-Step volunteer) can be contacted. The phonline volunteer explains in general to the caller that all information is confidential, but some information is needed in order to help him/her (refer to Addendum I).

The phonline volunteer also makes a note of any other pertinent information received from the caller in as short a time as possible. After hanging up, the volunteer should refer to the Twelfth-Step list and call a Twelfth-Step volunteer of the same gender and geographical area as the caller. The information gathered should be relayed directly to the Twelfth-Step volunteer as soon as possible.

A phoneline volunteer will need to use good judgment regarding these calls. Never give out the name, address, or telephone number of any member of the NA Fellowship. Do not use last names, places of employment, etc.

NOTE: The phoneline volunteer must be told if the Twelfth-Step volunteer is unable to return the call immediately. The addict seeking help is expecting a return call. The phoneline volunteer must then call someone else to follow up on the call. If an area or region is using phoneline and Twelfth-Step volunteers interchangeably, the phoneline volunteer may be the person responsible for talking at length with the caller.

Calls from NA members are usually simple requests for meeting information. These should be answered quickly. Most members readily understand the need to keep the phoneline open for other calls.

Calls from non-NA members, such as students, professionals, or community members, are usually requests for general information about NA. These also should be handled quickly. The caller can be advised that an informational packet is available. Then, the volunteer takes the name and address of the caller and refers this information to the appropriate committee (refer to Addendum C). Interested non-addicts can also be referred to open meetings.

If you are a volunteer, give callers requesting presentations, special meetings, literature, activities, etc., a brief description of NA, explaining that these requests will be referred to the NA member designated to handle such calls. Never make these types of commitments on your own. The phoneline volunteer takes the name, number, etc. of the caller, completes the Referral Form (refer to Addendum C) and passes it along accordingly.

B. Attracting and Keeping Phoneline Volunteers

Attracting Phoneline Volunteers

There are many ways to attract members to become phoneline volunteers. They include volunteer sign-up sheets, flyers asking for volunteers, being host to learning days aimed at attracting new volunteers, volunteer celebrations, and asking qualified members one-on-one to volunteer.

Subcommittees use Phoneline Volunteer Sign-up Sheets (refer to Addenda G & H) to attract volunteers. Good results can be obtained by including a pen along with the form to encourage immediate action. Specific information may be requested (e.g., name, telephone number, address, clean-time, days and time available, etc.) as deemed necessary by your subcommittee. It is necessary to develop a procedure to insure the timely collection and use of all completed sign-up sheets. To achieve the best results, a subcommittee member should contact the volunteer. During such contact, the volunteer should be informed of a scheduled orientation session. Refer to Addendum H or the World Service Office for additional examples.

Flyers asking for volunteers—These can be used to make announcements at meetings or can be posted where NA meetings take place. Make sure the flyers are tasteful and attractive. In some cases permission must be obtained before displaying such a flyer. Refer to Addendum E or the World Service Office for additional examples.

Learning days—These can be geared toward the future volunteer and made to be fun and interesting. Current phonline volunteers can act as speakers sharing on what it is like to take calls, why they volunteer, and the rewards of volunteering. The section on Common Phonline Calls and the Flow Chart (refer to Addendum A) can be used as tools in illustrating what it is like to answer telephones. *Be creative!*

Volunteer celebrations—These can be as simple as a potluck dinner, an informal get-together such as a picnic, or an elaborate fellowship activity. It can be an evening that starts with a speaker meeting, where the theme is phonline volunteering, followed by a dance or another fun activity. An important point needs to be made: don't allow the occasion to be exclusively for current volunteers. Make it obvious that it is for the entire fellowship by inviting all past, present, and future phonline volunteers.

There are well-qualified members who do not become phonline volunteers for one reason or another: fear, thinking they don't have anything to offer, procrastination, etc. Sometimes all it takes is a gentle nudge after a meeting. However, do not put people on the spot by asking them in front of others. They might be offended or embarrassed to say no, even if they have a perfectly good reason for not volunteering at that time. Speak to potential volunteers in private.

This is an excellent time to mention two methods to avoid: guilt and intimidation. They do more harm than good, and can turn off a prospective volunteer. (Employing these methods is counterproductive and should *never* be used for any reason). We need to remember that volunteering is voluntary. It is not an obligation or a compulsory part of being an NA member. Volunteering is something that we have found benefits us in our recovery from addiction. It is an honor to serve, but it is up to the individuals to decide how or if they will be of service.

The best way to get volunteers is to remember the spirit of NA's Eleventh Tradition in all of our efforts. The principle of attraction rather than promotion serves us well. The key word here is *attraction*. We do not need to use promotion to obtain volunteers. Complaining about service in NA, and trying to play the martyr, is no way to attract volunteers. If we share the positive features when we talk about our experiences as volunteers, it is much more likely we will attract others.

Keeping Phonline Volunteers

There are many different ways to attract phonline volunteers. However, keeping these volunteers can be equally hard to accomplish.

Volunteers sign up to be a part of phonline operations. The most frequent complaint we hear is, *"Why don't I get calls from the addict seeking help?"* A solution to helping the volunteers feel needed is to keep them actively involved. Suggest their involvement in other areas of phonline service. Specifically, give the volunteer a particular job to do.

Some examples are as follows:

Phoneline/Twelfth-Step volunteer list coordinator—Distributes, collects, and organizes the volunteer lists. This person is the initial contact for the volunteer providing services to the subcommittee.

Phoneline flyer coordinator—Produces and distributes phoneline flyers to the groups and areas.

Orientation coordinator—Schedules group or individual orientation sessions for new volunteers.

Orientation presenter—Conducts orientation of phoneline and Twelfth-Step volunteers and sometimes to the professional answering service operators.

Orientation package coordinator—Copies and assembles orientation packages used in orientation sessions.

Communications coordinator—Responsible for the monthly mailings to the volunteers.

Celebration coordinator—Organizes volunteer celebration functions for attendance by past, present, and future volunteers (2–3 times per year).

Poster distribution liaison—Acts as liaison between public information and phoneline subcommittees in the acquisition of volunteers to distribute NA phoneline posters.

Meeting list liaison—Acts as liaison between phoneline, public information, and literature subcommittees in the coordination of the local meeting list, its production, and its distribution.

Answering service liaison—Acts as liaison between phoneline subcommittee and the professional answering service. Also responsible for keeping their information packages up-to-date.

Special abilities coordinator—Non-English, American Sign Language, etc.

NOTE: These tasks may take more than one individual's attention.

C. Special Considerations for Volunteers

An important point needs to be made. Not all volunteers can or want to attend subcommittee meetings. However, this should not exclude them from being of service within the subcommittee.

During the subcommittee meetings, it is important to keep in mind that each person's ideas are worthy of attention. Consider the merits and allow active participation of all those present.

Service work is often a thankless job. It is essential to remember that these are volunteer positions. Recognition of the accomplishments by our volunteers validates their feelings of worthiness and their efforts to contribute toward the subcommittee's common goal. We need to ensure that we take the time to recognize and thank our volunteers personally and individually.

D. Twelfth-Step Volunteers

The Twelfth-Step volunteer is the person who will talk at length to the potential newcomer about NA, either on the telephone or in person.

Experience has shown that the most successful Twelfth-Step volunteers possess certain assets which are beneficial in the accomplishment of their responsibilities. These qualities include:

1. A minimum of one year clean time (however, this may vary from place to place)
2. Appropriate training (e.g., group orientation session, personal orientation, etc)
3. A knowledge of the Twelve Steps and Twelve Traditions of Narcotics Anonymous (e.g., The only requirement . . . , our primary purpose . . . , never endorse related facilities . . . , non-professional . . . , no opinion on outside issues . . . , attraction rather than promotion . . . , anonymity . . . , etc.)
4. The willingness to serve
5. The willingness to give of personal time

After the Twelfth-Step volunteer receives some general information from the phonenumber volunteer, the Twelfth-Step volunteer calls the addict as soon as possible.

NOTE: If an area or region is using phonenumber and Twelfth-Step volunteers interchangeably, the phonenumber volunteer may be the person responsible for talking at length with the caller.

The Twelfth-Step volunteer spends time talking to the caller about recovery in Narcotics Anonymous. It may be beneficial to share one's own personal experience, strength, and hope. The volunteer will then offer information about meetings, their location and time. If the caller is willing, the volunteer offers to meet him/her or arranges to have another Twelfth-Step volunteer meet him/her at a meeting.

Things to Consider

Going personally to meet the caller may have the potential for significant safety problems. The following points should be considered before making a Twelfth-Step call in person.

1. Has the caller used today? Does it sound safe to meet the caller?
2. Before meeting with the caller, let them know you have to find another volunteer to accompany you. *Never go alone.*
3. Make sure at least one of the volunteers is the same gender as the caller.
4. Try to meet in a neutral, public location (e.g., restaurant, etc.). Meeting a newcomer in your home or in their home is an unnecessary risk. Inform the caller as to the specific time you will arrive, and meet them out front. If meeting or picking up the addict at their home is unavoidable, consider the circumstances and take precautions, remembering personal safety.

5. Ensure that all arrangements for meeting the caller are accurate and understood by both parties.
6. Upon arranging to meet the caller, it is suggested that the volunteer bring a current meeting list, some NA pamphlets, and a *White Booklet*.
7. Tell someone where you are going, and call them when you get there.
8. Don't stop anywhere on the way to a meeting, especially at the suggestion of the newcomer.
9. The NA program has one must that applies to everyone: no drugs or paraphernalia in our possession. It is important that the volunteer tries to ensure that the newcomer follows this requirement. This is for the protection of the volunteer, the fellowship, and its groups.
10. Once an addict has been taken to a meeting, the Twelfth-Step volunteer may help the addict obtain telephone numbers and transportation to other meetings.

NOTE: If the addict requires medical attention, refer to the section on Handling Crisis Calls.

If the addict begins recovery in a hospital or a treatment center, Twelfth-Step volunteers can call regularly to let the addict know that members of NA care. When the Twelfth-Step volunteer visits, it is a good idea to bring along some NA literature to leave for the addict, such as *An Introductory Guide To Narcotics Anonymous*.

E. Do's and Don'ts— Phoneline and Twelfth-Step Volunteers

Do's

- Do always identify yourself with your first name only and state that you are an addict.
- Do always have the necessary materials (e.g., *White Booklet*, meeting list, NA pamphlets, Twelfth-Step list, and Phoneline Log) close to the telephone, in order to avoid delay and confusion.
- Do find out what the caller needs. Ask questions.
- Do, if you are returning a call, be certain that the person requesting help is on the line before identifying yourself as an addict or mentioning Narcotics Anonymous.
- Do remember to be helpful and polite to all callers.
- Do make appropriate referrals when necessary.
- Do keep a log of all the calls you answer.
- Do contact the phoneline chairperson if problems arise.
- Do use the Twelfth-Step list.

Don'ts

- Don't argue with people whose views of addiction differ from yours or NA's. If the caller does not want to stop using, do not try to persuade him/her to stop.
- Don't try to handle calls that you are not qualified to answer. Don't give medical advice.
- Don't give out other people's names or telephone numbers.
- Don't answer questions about who was at an NA meeting (e.g., to police officers, probation officers, or significant others). However, general information may be given about NA's make-up (variance in size of meeting, NA open to all age groups, etc.).
- Don't glorify active addiction by telling war stories.



TRAINING AND ORIENTATIONS

***VOLUNTEER ORIENTATION FOR PHONELINE
& TWELFTH-STEP VOLUNTEERS***

***ORIENTATION OF THE PROFESSIONAL
ANSWERING SERVICE PERSONNEL***

LEARNING DAYS

TRAINING AND ORIENTATION

A. Volunteer Orientation for Phoneline & Twelfth-Step Volunteers

It is essential that volunteers in these two vital areas have some sort of training or orientation. The ability to perform these services is not inherent, it is acquired. It is the responsibility of our subcommittee to help volunteers acquire the skills needed to do what we ask of them.

The easiest way to do this is to host an orientation on the subject. It may be best to have both types of volunteers together simultaneously for the orientation, since they rely on each other so often. Each type of volunteer may then hear what is important to the other and see how much they affect each other in the performance of their duties. The following outline can be used to conduct the orientation.

Orientation Outline

1. Introduction
2. Review of orientation package
3. Review of *A Guide to Phoneline Service*
 - a) *General information for volunteers*—define and explain the role of phoneline and Twelfth-Step volunteers, type of phoneline, and the type of service used by your subcommittee.
 - b) Review of necessary forms to be completed.
4. Review of flow chart and common phoneline calls.
 - a) *Role-Playing—Phoneline volunteers*
Set up mock telephone calls using two chairs, positioned back-to-back. Simulate common phone calls received by the volunteers.
 - b) *Role-Playing—Twelfth-Step volunteers*
Review and discuss highlights of the section Twelfth-Step Process, found in *A Guide to Phoneline Service*. Set up mock contacts between volunteers and addicts over the telephone and in person. Pay additional attention to the section Things to Consider, before meeting the addict in person.
5. Volunteer sign-up
 - a) Discuss particular time slots for answering the phonelines.
 - b) Discuss other volunteer opportunities available within the subcommittee.

NOTE: It is important to allow for questions and answers during various sections of this orientation.

Volunteer Orientation Package

A Guide to Phonline Service—This can be excerpts from NA conference-approved literature or a package created by your local subcommittee.

White Booklet—This is a helpful resource guide when answering certain questions and explaining what NA is to a caller.

Meeting lists—Most of the calls received will be requests for meeting locations and times.

Phonline volunteer lists—This is a listing of the members currently involved in phonline service.

Twelfth-Step volunteer lists—This is a listing of all the members currently involved in Twelfth-Step service.

Current volunteer schedule—This is beneficial for the volunteer to have in case of schedule changes, and to effectively pass along the necessary information to the next volunteer (refer to Addendum F).

Phonline log sheets—These are to be completed by all phonline volunteers so that we may evaluate the services we provide (refer to Addendum D).

Local Newsletter/Activities sheet—This will keep the volunteer up-to-date with meeting changes, upcoming subcommittee meetings, and activities.

Twelfth-Step Referral Form—Complete this form when referring the caller to a Twelfth-Step volunteer (refer to Addendum I).

Referral Form—Complete this form when referring information/requests to the appropriate NA member (refer to Addendum C).

B. Orientation of the Professional Answering Service Personnel

Some phonelines currently in existence employ the assistance of a professional answering service. The particular format of the phonelines and the specific professional answering services contracted will vary from area to area. Just as we have seen the necessity to train our phonline and Twelfth-Step volunteers, it is equally critical that we provide orientation for the professional answering service personnel.

Ideally, we would like to train the professional answering service operators in person. However, experience has shown that this is not always possible. Therefore, your subcommittee must develop an instructional package that *clearly* defines the procedures, policies, and guidelines for your phonline operations. This package also contains special language to be used by the operator, meeting list, activity list, a statement regarding anonymity, and a list/schedule of volunteers to be contacted. Most importantly, *keep it simple*. When we provide long, drawn out explanations and guidelines, they are often ignored. If an orientation can be scheduled, the same orientation package may be used for the presentation.

Consistent communication between the professional answering service and the subcommittee will help insure the adherence to the procedures and practices of your subcommittee's phonline operations.

C. Learning Days

Learning days are held primarily to provide a forum in which experience in all aspects of phonline work can be shared. Learning days are, for the most part, weekend-long events, with a broad spectrum of topics covered in meetings which are held throughout each day.

Why should we have a learning day?—The purpose of a phonline learning day is to provide a forum in which members involved with phonelines can share their challenges, innovations, and solutions with one another. Many areas have the same concerns which are specific to phonline committees, such as how to train volunteers, logging calls, referrals to other organizations, and how to educate the members in their respective areas about the importance of the Twelve Traditions, maintaining anonymity, and a variety of other important issues.

Learning days also provide an opportunity for area phonline committees and individual members to give and receive information. Any new materials being used by an area can be shared with others at these events. Whatever a committee or an individual learns about carrying the message more effectively can be passed on.

Who plans the event?—Usually an area phonline committee, with the support and coordination of the region, actually hosts the event. In some cases, the area phonline committee will do all of the actual planning. Other times, a special ad hoc committee will be formed with members from both the area(s) and the region(s). In the case of a multiregional event, participation should be sought from all the regions involved. Care should be taken to select members who are not responsible to maintain vital services, such as answering the local helpline or chairing recovery meetings, while the event is taking place.

Once the planning committee is formed or an area committee is selected to host the event, the actual work can get under way. Several decisions need to be made immediately, such as the dates of the event, what the program will include, and how much it will cost.

NOTE: Many phonline learning days are held as a part of an area or regional PI learning day.

Who pays for the event?—In keeping with our Seventh Tradition, the money to initiate this project will come from the sponsoring areas or regions. A projected budget should be drawn up as soon as possible to determine a registration fee. While small amounts of money may be raised through preregistration, it is hoped that fund-raising will not become the primary focus of the event. The goal is for the event to be self-supporting, which can be attained through careful planning. Your budget should include line items for printing, postage, rent, phone calls, and refreshments. You may also wish to consider adding line items for speaker travel, and lodging and merchandise, keeping in mind the size of the event.

When should we hold our learning days?—It is very important to plan the event well in advance to allow ample time for committee work assignments, site selection, program development, speaker selection, printing of materials, and announcement of the event. It is suggested that at least six months be allowed for a multiregional learning day. For a regional learning day, three to six months is sufficient. For an area event, one to two months is appropriate.

Selecting the date the learning days will take place can be a make or break factor in the success of your event. It is important that the event does not conflict with other major NA events, such as your regional convention. Nonholiday weekends are considered a good choice.

Where should we hold our learning days?—Possible sites include hotels, college campuses, community centers, campgrounds, or any place that has sufficient meeting rooms and can accommodate your needs. Your committee will need to determine specific criteria including the number and size of meeting rooms, a registration area, facilities for preparing and serving refreshments, nearby lodging and restaurants, and space for an entertainment function, if one is to be included in your program.

Who should we invite?—Absolutely everyone! As with all successful events, the more members in attendance, the more enriching the experience will be for all. As soon as you have decided on dates for the event, the WSO PI coordinator should be notified so that your event can be announced in all of the fellowship's publications. At this time, the WSC PI Committee should also be notified. The WSC PI Chairperson or your regional chairperson should be able to provide you with address lists for trusted servants in the surrounding areas so that they may also be invited. It is suggested that preregistration flyers be mailed at intervals to surrounding areas and regions right up to the date of the event.

How much structure is required and under what circumstances?—When discussing the theme and program, the size and duration of the event will most likely become the deciding factors. For a multiregional learning day, it is suggested that the event be held over a weekend. Multiregional learning days can be broad-based in focus and include meetings on several topics. The possibilities for a weekend-long event are virtually unlimited. Meetings can be held simultaneously in order to give those in attendance a choice of which topic they are most interested in, or you may choose to have one meeting at a time so that those in attendance can attend all of the discussions. Most weekend-long events include a recovery meeting along with some sort of entertainment.

For regional or area learning days, a day-long event is suitable. In addition, it is wise to narrow the focus of the event to two or three topical issues in phonelines. Consecutive meetings are the preferred format for a day-long event.

Many variations exist for the formats of the individual meetings. The style you choose for the meetings will depend on the availability of speakers, the issues that are of current interest in phonelines, and of course, the size of your event. You may choose to have mock presentations for answering services, skits, sharing sessions, mock phone calls, presentations, speaking rehearsals, or anything else your commit-

tee feels will stimulate discussion and a broader understanding of our Twelve Traditions as they apply to PI work. It is suggested that lecture type meetings be avoided and full audience participation be encouraged. If you plan to include speaker presentations, it is a good idea to allow plenty of time for those in attendance to ask questions and share experience. It is important that we provide a forum at all learning days in which all members can share this valuable experience with one another.

Sample Program for a Regional or Multiregional Learning Day

Friday

6:00	—	8:00 p.m.	Registration begins (location)
8:00	—	10:00 p.m.	Kick-off meeting

Saturday

8:00	—	9:00 a.m.	Reception and registration
9:00	—	10:30 a.m.	Phoneline start-up
9:00	—	10:30 a.m.	Attracting and keeping volunteers
11:00	—	12:30 p.m.	Phoneline and Twelfth-Step volunteer cooperation
11:00	—	12:30 p.m.	Do's and Don'ts & role playing
12:30	—	2:00 p.m.	Lunch break
2:00	—	4:00 p.m.	Role playing
4:40	—	6:00 p.m.	Open forum
6:00	—	8:00 p.m.	Dinner break
8:00	—	12:00 a.m.	Recovery meeting followed by a dance

Sunday

10:00	—	12:00 p.m.	WSC PI panel
12:30	—	2:00 p.m.	Closing meeting

The preceding is only a sample. Topics will vary from time to time and place to place. The only requirement is that the topics address the needs of the participants involved.

IV

COMMON PHONELINE CALLS

FELLOWSHIP MATTER/REQUEST FOR INFORMATION

TALKING TO A FRIEND OR FAMILY MEMBER

TALKING TO AN ADDICT

THE TWELFTH-STEP PROCESS

HOW TO HANDLE SPECIAL CALLS

COMMON PHONELINE CALLS

The following section illustrates several types of calls commonly received by phonerline volunteers. These outlines are not meant to be a script for phonerline calls. Instead, they are offered as examples of appropriate responses in various situations.

On the following pages, possible responses appear in italics. Remember that we carry the message of recovery to the caller, when we express that:

1. Our primary objective is to get the addict to a meeting
2. The program works
3. We were once suffering ourselves
4. We care and are willing to help

Our tone of voice and delivery speed are just as important as the words we use. We acknowledge what the caller is saying and feeling. Do not use judgmental words or preach to the caller.

It is important to keep in mind that calls may not follow exactly the dialogue detailed in this section. However, familiarity with this information will make it easier to respond appropriately and to serve within the spirit of the Twelve Traditions of NA.

A. Fellowship Matter/Request for Information

Give a brief description of NA to callers requesting presentations, special meetings, literature, activities, etc. The volunteer also explains that these requests will be referred to the NA member designated to handle such calls. *Never* make these types of commitments on your own. The phonerline volunteer takes the name, number, etc. of the caller, completes the Referral Form and passes it along accordingly (refer to the Addendum C).

In the event that a member of the media contacts the phonerline, we must be ready to respond appropriately. It is important to request help from the public information service members in your area, region, or at the world level (refer to *A Guide To Public Information* for the PI contingency plan).

B. Personal Calls

If the caller wants to meet with or talk to a specific individual in NA, politely tell them, *"It is our policy that we cannot accept personal messages, and I cannot give out the telephone number of anyone who may or may not be in the fellowship."* Keep in mind that the anonymity of our members is very important, and we must *never* acknowledge anyone's membership in our fellowship, either directly or indirectly.

C. Talking to a Friend or Family Member

Crisis Calls—Although most of the calls taken by the phonerline volunteer are routine in nature, occasionally a crisis call may arise. Always take these calls seriously. When the volunteer has established that a caller is in a crisis, the volunteer can quickly refer the caller to the appropriate telephone number from the Community Service Referral

List (refer to Addendum B). Make sure the person writes the number down, then say, *"When the crisis passes, give our telephone number to your loved one and suggest he/she call NA to hear about recovery from drug addiction."*

Does The Addict Want Help?

Find out if the addict wants to stop using. If the answer is yes and he/she would like to hear about recovery from drug addiction, talk to them (see the "Talking to an Addict" section).

If the addict doesn't want to stop using or come to the telephone, tell the caller, *"We cannot do anything for your loved one until they want to stop using—the addict must want help. There are however, programs for loved ones of addicts. I can tell you how to contact one if you would like."* NOTE:—Always explain briefly the principle of our Sixth Tradition. *"Narcotics Anonymous is not affiliated with, nor recommends any other organization, institution, emergency service, agency, or program. We simply provide alternate telephone numbers to callers who need services other than NA."* Answer questions about NA politely, but don't tie up the telephone for long, *"We need to clear the line now in case an addict is trying to call us. Feel free to attend an open meeting if you would like to find out more about NA. Your loved one may wish to attend with you."*

NOTE: For additional information, refer to the "How to Handle Special Calls" section.

D. Talking to an Addict

Listen and respond to the caller. A suffering addict probably will indicate that he/she wants information or wants help.

Addict Wants Information About NA

Answer the caller's questions. If you sense that the caller wants more, ask, *"Do you have any more questions about Narcotics Anonymous?"* After the caller has asked all of his/her questions, and if you sense that the caller wants to continue the conversation, then respond, *"It sounds like you are really hurting. I know the desperation that you must be feeling. Do you want help to quit using drugs?"* The addict will indicate if he/she wants help.

Addict Interested—May Be Ready For Help: NO

Conclude the call by saying, *"When you are ready, we are here to help you. Our program works for those who want to quit using. Always remember that there is a way out."*

Addict Interested—May Be Ready For Help: YES

If the caller wants help that is beyond the scope of services that NA can provide (e.g., detox, treatment information, etc.), furnish one or more telephone numbers from the Community Service Referral List (refer to Addendum B). Be familiar with the "How to Handle Special Calls" section. Do not hang up until you are fairly sure you have done all you can for this caller. If it is not a crisis call, listen to the caller and express your concern.

Addict Wants To Stop Using Or Is Not Sure

Respond empathetically. Share a little about what it was like, what happened, and what it is like today. You might sum it up by saying, *"There was a time in my life that I thought I'd never be able to quit using drugs. However, since I found NA I haven't had to use. Would you like to go to an NA meeting?"* or *"Would you like to talk at length to another member of NA?"*

Contact A Twelfth-Step Volunteer

If the caller wants to talk at length, proceed to the heading within this section entitled, *"Twelfth-Step Process."*

Refer Addict To A Meeting

Give the caller information (time, location, and directions if needed) about the next available meeting. Take a few moments and explain to the caller what he/she can expect at a meeting. Include the structure/format of the meeting (e.g., speaker, topic discussion, Basic Text study, etc.). It is helpful to go into some detail to make them feel as comfortable as possible. Conclude the call by saying, *"To get the most out of the meeting, try to get there a few minutes early. If you need further help, give us a call again. You've done the right thing by calling us. I will/won't be at that meeting. I'm looking forward to meeting you."*

Addict Won't Go To A Meeting

Ask them, *"Why not?"* The following are examples of ways to respond to excuses for not going to a meeting. The addict's questions and statements may sound like he/she is not ready yet, but remember that the caller has already expressed that he/she needs help. Our intention is to help the caller focus on the solutions, rather than the problems keeping him/her from attending NA meetings.

If the caller is **on guard**, *"What happens at a meeting?"* respond, *"We are a group of clean addicts who meet regularly to help each other stay clean. Addicts share about what it was like and what life is like today. You aren't required to do or say anything."*

If the caller presents **obstacles**, *"My car doesn't work, etc."* respond, *"Does this problem have a solution?"* or *"I might be able to find you a ride to a meeting."*

If the caller uses his/her **children** for an excuse, *"I don't have anyone to take care of my children,"* respond, *"If you have to, you can bring them to an open meeting. If they are school age, you can attend daytime meetings."*

If the caller says they are **too scared** respond, *"You're not alone. During my first meeting I felt so self-conscious I was afraid to say anything. You don't need to worry, we're all pretty friendly."* Try to arrange for a Twelfth-Step volunteer to meet them at the meeting. If the caller says they are **still using**, *"I can't stay clean long enough to go to a meeting,"* respond, *"If you want to stop using, then you are welcome. We ask that you not have any drugs or paraphernalia with you during the meeting."*

If the caller says they are **too hopeless**, *"It won't work for me. I'm too far gone,"* respond, *"I felt that way too, however, with the help of NA, I have a choice. I don't have to use today."*

If the caller has **other excuses**, *"I can't go because: I have family or work obligations; my wife/husband doesn't approve; etc."* respond, *"It sounds like if you don't get help you may not be able to keep your job, family, etc."*

After discussing the caller's reasons for not going to a meeting and some possible solutions, ask the caller, *"Do you want to go to a meeting or would you like to talk at length with someone else about NA?"* For a response refer to the appropriate heading within this section.

E. The Twelfth-Step Process

The phoneline volunteer briefly tells the caller what the Twelfth-Step call is about, *"There are recovering addicts in the Fellowship of NA who will talk with you at length. I have to contact one of them who will then call you back."* Complete the Twelfth-Step Referral Form (refer to Addendum I). *"May I have your first name and telephone number, etc. Stay by your telephone and someone will call you back as soon as possible. You've done the right thing by calling us."* Call the appropriate Twelfth-Step volunteer, and give them the information as collected.

If you have called all the Twelfth-Step volunteers who are the same gender as the caller and have not found one available, call the addict back and respond, *"I am unable to reach anyone right now. Would you like to talk with me for awhile, or do you want someone to call you in a few hours to talk with you?"*

If the caller wants to keep talking, listen and express your concern. Conclude the call by stating, *"I'll keep trying to reach someone who can call you as soon as possible. Again, you did the right thing by calling us. If you need more help, call us back."* Keep trying to find a Twelfth-Step volunteer available to return the call to this person. If by the end of your shift you haven't found someone to return the call, give the information to the phoneline volunteer about to begin their shift. They in turn, will continue to attempt to find a Twelfth-Step volunteer available to return the call.

F. How to Handle Special Calls

A Narcotics Anonymous phoneline is strictly for dispensing information about the NA Fellowship, NA meetings, and recovery. The volunteer must always remember that they are only a recovering addict sharing their experience, strength, and hope. As volunteers, we are not professional crisis counselors, doctors, or psychologists, etc., and do not have the right to give professional advice. Callers with issues that, in the volunteer's opinion, are beyond the boundaries of Narcotics Anonymous should be quickly and politely given an appropriate referral number from the Community Service Referral List (refer to Addendum B). Before providing any other referral number, always explain that Narcotics Anonymous is not affiliated with, nor recommends, any other organizations, institutions, emergency services, agencies, or programs. We simply provide alternate telephone numbers for those callers who need services other than NA. Provide phoneline volunteers with the Community Service Referral List (refer to Addendum B) for the special calls they may encounter.

Handling Crisis Calls

Although most of the calls taken by the phonenumber volunteer are routine in nature, occasionally a crisis call may arise. Always take these calls seriously. When the volunteer has established that a caller is in a crisis, the volunteer can quickly refer the caller to the appropriate telephone number from the Community Service Referral List (refer to Addendum B).

Calls From Friends And Family Members

Many calls come from family members or friends who are concerned with the welfare of the person who is using drugs. We must remember that our primary purpose is to carry the message to the addict who still suffers. If the addict is there and willing to talk with the volunteer, great; if not, suggest that the family member attend an open meeting to find out more about Narcotics Anonymous. It can be suggested that the caller bring along the addict who is still suffering. Second, the family member can be asked to give the phonenumber number to that individual. Family members often want us to talk to an addict who is unwilling to do anything about his/her problem or they want us to call them personally. We cannot do this. Tell them that the addict needs to call us or be willing to get on the telephone. We can only help someone who is willing to help themselves. If family members persist in telling us how they are feeling, refer them to the appropriate telephone number(s) from the Community Service Referral List (refer to Addendum B). Remember to treat the family member or friend with kindness and the utmost patience.

V

ADDENDA

This section contains lists and forms that your subcommittee might find useful. Additional examples may also be acquired through the World Service Office. We encourage your subcommittee to develop the materials that specifically meet your needs.

PHONELINE FLOW CHART

COMMUNITY SERVICE REFERRAL LIST

REFERRAL FORM

PHONELINE LOG

PHONELINE VOLUNTEER FLYER

PHONELINE VOLUNTEER SCHEDULE

PHONELINE VOLUNTEER SIGN-UP SHEET 1

PHONELINE VOLUNTEER SIGN-UP SHEET 2

TWELFTH-STEP REFERRAL FORM

VOLUNTEER ORIENTATION OUTLINES

NOTE: Please send a copy of any materials created to the World Service Office so that others may benefit from your subcommittee's experience.

ADDITIONAL A



Although it is not possible to include an example for every situation, this flow chart has been designed to follow the general course of action of common phoneline calls.

ADDENDUM B

COMMUNITY SERVICE REFERRAL LIST

When providing these numbers, always explain that *Narcotics Anonymous* is not affiliated with nor does it recommend any other organizations, institutions, emergency services, agencies, or programs. We simply provide alternate telephone numbers for those callers who need services other than Narcotics Anonymous.

DRUG CRISIS HOTLINE

SUICIDE PREVENTION CENTER

POISON CONTROL CENTER

MENTAL HEALTH EMERGENCIES

RAPE CRISIS CENTER

SPOUSE ABUSE SERVICES

CHILD ABUSE

RUNAWAY HOTLINE

**COUNTY/STATE-WIDE
EMERGENCY NUMBER**

**FAMILY-ORIENTED
RECOVERY PROGRAM**

ADDENDUM C

REFERRAL FORM

Today's date: _____

Phoneline volunteer: _____

Time: _____

Caller's name: _____

Name of agency/organization: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Caller's telephone number: _____

Hours available: _____

Evening telephone number: _____

Hours Available: _____

Reason(s) for calling:

- _____ Hospitals & institutions meeting request
- _____ Hospitals & institutions problem
- _____ Public information presentation request
- _____ Request from media (newspaper, TV, radio)
- _____ Literature request (meeting lists, pamphlets, etc.)
- _____ Request for general information
- _____ Recovery meeting problem
- _____ Schedule of activities request
- _____ Other (describe in detail): _____

Referred request to (check the appropriate selections):

☐ Area

☐ Region

- _____ Chairperson
- _____ Public information chairperson
- _____ Hospitals & institutions chairperson
- _____ Literature chairperson
- _____ Activities chairperson
- _____ Phoneline chairperson
- _____ Service representative/alternate (circle one)
- _____ Other (describe in detail) _____

Important: Upon completion, contact the appropriate NA subcommittee.

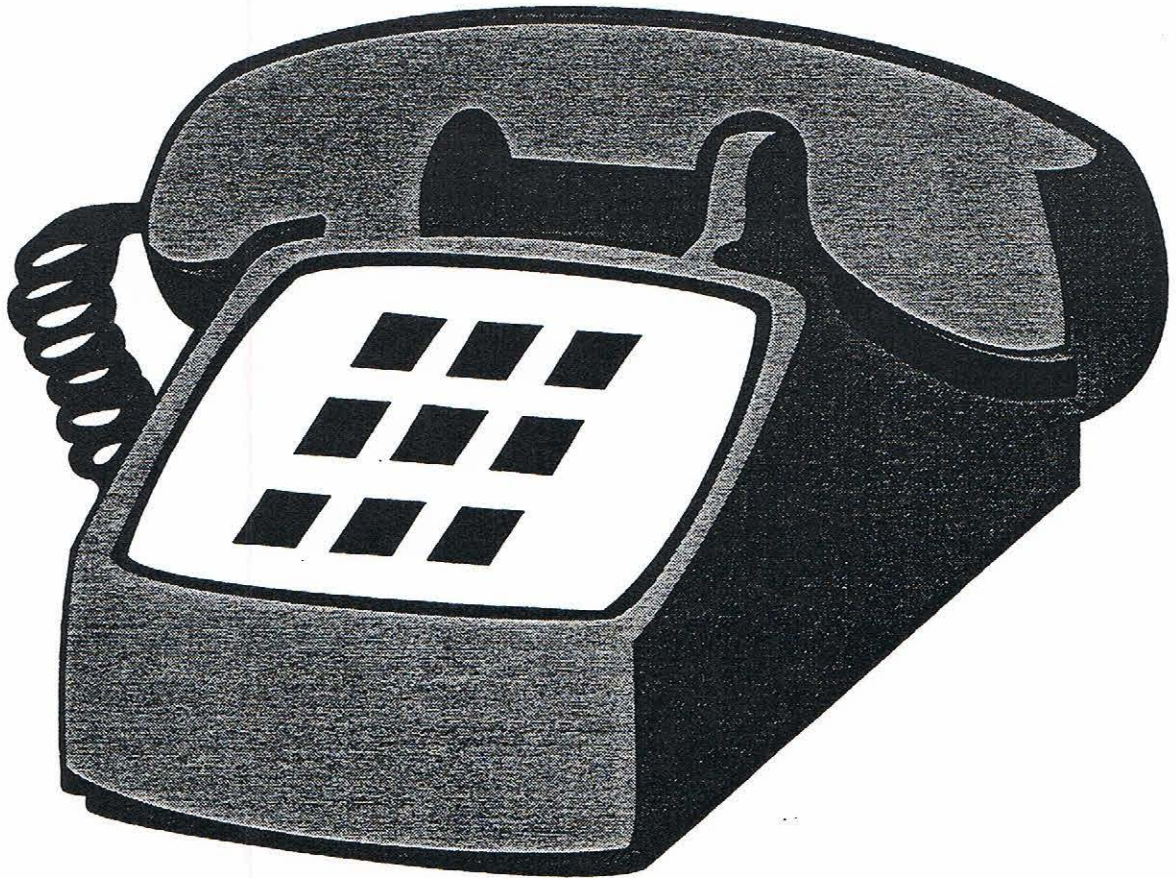
Follow-up notes: _____

ADDENDUM D

VOLUNTEER NAME:

TIME							
CALLER							MEMBER
							FAMILY MEMBER
							NON-ADDICT
							PROFESSIONAL
							OTHER
HOW DID YOU HEAR ABOUT NA?							POSTER
							PROFESSIONAL
							DIRECTORY ASSISTANCE
							TELEPHONE BOOK
							PSA/BUS SIGN
							FRIEND/FAMILY MEMBER
							OTHER
ACTION TAKEN							MEETING INFORMATION
							ACTIVITIES
							TWELFTH-STEP
							SOMEONE TO TALK TO
							PI
							H&I
							OTHER
TOWN / CITY / VICINITY							
LENGTH OF CALL							
TOTAL/ AVERAGE							

ADDENDUM E
HELP ANOTHER ADDICT!
BE A PHONELINE VOLUNTEER



**ASK YOUR GROUP SERVICE REPRESENTATIVE
ABOUT YOUR LOCAL NA
PHONELINE SUBCOMMITTEE, OR CALL:**

MONTH:

[illegible]

PHONELINE VOLUNTEER SIGN-UP SHEET 1

[illegible]

PHONELINE VOLUNTEER SIGN-UP SHEET 2

[illegible]

For position descriptions see back.

Phoneline/Twelfth-Step volunteer list coordinator—Distributes, collects, and organizes the volunteer lists. This person is the initial contact for the volunteer providing services to the subcommittee.

Phoneline flyer coordinator—Produces and distributes phoneline flyers to the groups and areas.

Orientation coordinator—Schedules group or individual orientation sessions for new volunteers.

Orientation presenter—Conducts orientation of phoneline and Twelfth-Step volunteers and sometimes to the professional answering service operators.

Orientation package coordinator—Copies and assembles orientation packages used in orientation sessions.

Communications coordinator—Responsible for the monthly mailings to the volunteers.

Celebration coordinator—Organizes volunteer celebration functions for attendance by past, present, and future volunteers (2–3 times per year).

Poster distribution liaison—Acts as liaison between public information and phoneline subcommittees in the acquisition of volunteers to distribute NA phoneline posters.

Meeting list liaison—Acts as liaison between phoneline, public information, and literature subcommittees in the coordination of the local meeting list, its production, and distribution.

Answering service liaison—Act as liaison between phoneline subcommittee and the professional answering service. Also responsible for keeping their information packages up-to-date.

NOTE: These tasks may take more than one individual's attention.

ADDENDUM I

TWELFTH-STEP REFERRAL FORM

Listed below is additional information needed to refer a Twelfth-Step call. The phonerline volunteer explains to the caller that all information is confidential, however additional information may be needed to help them.

A phonerline volunteer will need to use good judgement regarding these calls. *Never* give out the name, address or telephone number of any member of the NA fellowship. *Do not* use last names, places of employment, etc.

Date of call: _____

Time of call: _____

First name of caller: _____

Gender: _____

Telephone number: _____

Street address, city: _____

Has the caller ever attended an NA meeting? _____

How did the caller hear about NA? _____

Has the caller used drugs today? _____

What does the caller want from NA? _____

_____ Information about NA.

_____ Talk to someone at length about NA.

_____ Other (explain)

Name of phonerline volunteer: _____

Name of Twelfth-Step volunteer to which this call was referred: _____

The phonerline volunteer also makes a note of any other pertinent information from the caller as soon as possible. After hanging up, the volunteer should refer to the Twelfth-Step list and call a Twelfth-Step Volunteer of the same gender and geographical area as the caller. The information gathered should be relayed directly to the Twelfth-Step volunteer as soon as possible.

ADDENDUM J

VOLUNTEER ORIENTATION

Orientation Outline

1. Introduction
2. Review of orientation package
3. Review of *A Guide to Phoneline Service*
 - a) *General information for volunteers*—define and explain the role of phoneline and Twelfth-Step volunteers, type of phoneline, and the type of service used by your subcommittee.
 - b) Review of necessary forms to be completed.
4. Review of flow chart and common phoneline calls.
 - a) *Role-Playing—Phoneline volunteers*
Set up mock telephone calls using two chairs, positioned back-to-back. Simulate common phone calls received by the volunteers.
 - b) *Role-Playing—Twelfth-Step volunteers*
Review and discuss highlights of the section Twelfth-Step Process, found in *A Guide to Phoneline Service*. Set up mock contacts between volunteers and addicts over the telephone and in person. Pay additional attention to the section Things to Consider, before meeting the addict in person.
5. Volunteer sign-up
 - a) Discuss particular time slots for answering the phonelines.
 - b) Discuss other volunteer opportunities available within the subcommittee.

NOTE: *It is important to allow for questions and answers during various sections of this orientation.*

Volunteer Orientation Package

A Guide to Phoneline Service—This can be excerpts from NA conference-approved literature or a package created by your local subcommittee.

White Booklet—This is a helpful resource guide when answering certain questions and explaining what NA is to a caller.

Meeting lists—Most of the calls received will be requests for meeting locations and times.

Phoneline volunteer lists—This is a listing of the members currently involved in phoneline service.

Twelfth-Step volunteer lists—This is a listing of all the members currently involved in Twelfth-Step service.

Current volunteer schedule—This is beneficial for the volunteer to have in case of schedule changes, and to effectively pass along the necessary information to the next volunteer (refer to Addendum F).

Phoneline Log sheets—These are to be completed by all phoneline volunteers so that we may evaluate the services we provide (refer to Addendum D).

Local newsletter/activities sheet—This will keep the volunteer up-to-date with meeting changes, upcoming subcommittee meetings, and activities.

Twelfth-Step Referral Form—Complete this form when referring the caller to a Twelfth-Step volunteer (refer to Addendum I).

Referral Form—Complete this form when referring information/requests to the appropriate NA member (refer to Addendum C).

Twelve Traditions of Narcotics Anonymous

1. Our common welfare should come first; personal recovery depends on NA unity.
2. For our group purpose there is but one ultimate authority—a loving God as He may express Himself in our group conscience. Our leaders are but trusted servants; they do not govern.
3. The only requirement for membership is a desire to stop using.
4. Each group should be autonomous except in matters affecting other groups or NA as a whole.
5. Each group has but one primary purpose—to carry the message to the addict who still suffers.
6. An NA group ought never endorse, finance, or lend the NA name to any related facility or outside enterprise, lest problems of money, property or prestige divert us from our primary purpose.
7. Every NA group ought to be fully self-supporting, declining outside contributions.
8. Narcotics Anonymous should remain forever nonprofessional, but our service centers may employ special workers.
9. NA, as such, ought never be organized, but we may create service boards or committees directly responsible to those they serve.
10. Narcotics Anonymous has no opinion on outside issues; hence the NA name ought never be drawn into public controversy.
11. Our public relations policy is based on attraction rather than promotion; we need always maintain personal anonymity at the level of press, radio, and films.
12. Anonymity is the spiritual foundation of all our traditions, ever reminding us to place principles before personalities.

