

**GREATER SAN JOSE AREA
NARCOTICS ANONYMOUS**

HOSPITALS & INSTITUTIONS SUBCOMMITTEE GUIDELINES



**GREATER SAN JOSE AREA NARCOTICS ANONYMOUS
HOSPITALS & INSTITUTIONS SUBCOMMITTEE GUIDELINES**

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1.0 DEFINITIONS AND PURPOSE:

- a) The Greater San Jose Area Hospitals and Institutions (H&I) Subcommittee is responsible for carrying the Narcotics Anonymous (NA) message of recovery from addiction into hospitals, institutions and treatment centers whose residents have restricted access to regular NA meetings. H&I meetings may also be held where such a meeting better suits the needs of the addicts within a facility.
- b) The H&I Subcommittee coordinates with the Public Information (PI) Subcommittee to provide presentations to facilities that may request our services or information regarding NA.
- c) The H&I Subcommittee is a Subcommittee of the Greater San Jose Area Service Committee (ASC) and is directly responsible to that committee.
- d) An H&I Subcommittee member is defined as attending two consecutive H&I Subcommittee meetings and an orientation.

2.0 OPERATIONAL PROCEDURES:

- a) Maintaining active communication is defined as any communication (email, letters, phone calls, texts or verbal) concerning clearances or any interaction with facility or Department of Corrections personnel, which will include the H&I Subcommittee Chairperson, Vice Chairperson and Clearance Coordinator. Any information that addresses the clearance process, any information provided concerning clearance on flyers or at an event, must be reviewed by the Clearance Coordinator for accuracy.
- b) No H&I meeting can be instituted in any facility within the Greater San Jose Area of Narcotics Anonymous without prior approval of the H&I Subcommittee.
- c) An H&I meeting must carry a clear NA message, consistent with NA literature and uphold the Twelve Traditions.
- d) Voting procedures: Any H&I Subcommittee member is eligible to vote. Simple majority will determine the outcome.
- e) All Subcommittee members are required to attend all and the entire monthly H&I Subcommittee meetings.
- f) Roll call of members and other attendees present will be taken at each meeting.
- g) The administrative committee has the authority to make interim decisions between H&I Subcommittee meetings. Decisions will be reported to the H&I Subcommittee to be ratified or amended.
- h) H&I meeting needs shall be prioritized by 1) level of restriction of those within a facility from attending regular NA meetings, 2) date of request, older requests have higher priority - prioritization subject to availability of qualified Subcommittee members.
- i) Treatment centers will have no more than one meeting per week.
- j) Requests for literature by external organizations shall be considered by the Subcommittee, before being presented to the ASC.
- k) Work groups are created for the purpose of a specific task and are directly responsible to the H&I Subcommittee and will disband upon completion of the specific task.
- l) To be elected as a Trusted Servant, you must attend the Subcommittee meeting to state intention for the position sought at chosen meeting. (To be nominated,

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stand up, state your name, and qualify yourself. The Subcommittee may ask you some questions. Then you will be asked to leave the room and an election will be held.)

3.0 FUNCTIONS:

- a) Conduct a monthly business meeting using Roberts Rules Of Order. Voting will be conducted by simple majority vote.
- b) During business, any addict may bring forward a subject or concern. Any other addict may speak on the topic after the Chairperson recognizes them. After full discussion, a vote is taken.
- c) Elect a Subcommittee of trusted servants and nominate a single candidate for Chairperson, to be elected by the ASC.
- d) To carry the message of NA and disburse literature through our H&I meetings.

4.0 SUBCOMMITTEE TRUSTED SERVANTS:

- a) The H&I Administrative Committee (Admin) consists of the Chairperson, Vice Chairperson, H&I Subcommittee Secretary, and Regional Representative.
- b) The Subcommittee shall consist of an Administrative Committee, Clearance and Assistant Clearance Coordinator, Literature Person, Male and Female Correspondence Coordinator, Barbeque and Assistant Barbeque Coordinator, Barbeque Recording Secretary, Meeting Secretaries and Subcommittee Members.
- c) Any Subcommittee Trusted Servant shall be removed from their position upon relapse.
- d) Any Subcommittee member is expected to attend all H&I meetings in their entirety.
- e) Trusted Servants may be removed from their position after 2 unexcused missed meetings, by vote of the Subcommittee.
- f) Trusted Servants are required to understand the need for a clear NA message of recovery from addiction.
- g) No H&I subcommittee member shall act unilaterally in any way outside of their defined duties without the approval of the H&I committee.

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5.0 H&I CHAIRPERSON:

5.1 Requirements:

- a) Three (3) years clean time.
- b) One (1) year prior H&I Subcommittee experience.
- c) Willingness to make a one (1) year commitment.
- d) Working knowledge of the Twelve Steps and Twelve Traditions of NA.

5.2 Duties:

- a) Sets meeting agenda and facilitates monthly H&I subcommittee meetings.
- b) Resume duties of Vice Chairperson or Regional Representative as needed
- c) Responsible to direct all issues of concern to the Subcommittee.
- d) Attend the entire monthly H&I meeting and ASC meeting retrieving the monthly schedules, newcomer workshop cards and submit a written report to the area secretary, 72 hours prior to the ASC meeting.
- e) Act as a link of communication to the ASC.
- f) Shall respond to needs for new H&I meetings, gather and present information to the Subcommittee regarding the facilities, maintain the meeting request waiting list and the special rules of each facility list.
- g) Shall attend or assign a liaison to represent the H&I Subcommittee at Joint Administrative Council (JAC).
- h) Shall contact all Subcommittee Admin and meeting secretaries who have missed one Subcommittee meeting to determine status.
- i) Act as a communication link to further H&I efforts in local facilities.
- j) To facilitate orientations for new members and secretaries as needed.
- k) Shall prepare and submit a written report 72 hours prior to the Subcommittee monthly.
- l) Mentors the new Chairperson.

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6.0 H&I VICE CHAIRPERSON:

6.1 Requirements:

- a) Two (2) years clean time.
- b) One year prior H&I Subcommittee experience
- c) Willingness to make a one (1) year commitment.
- d) Working knowledge of the Twelve Steps, Twelve Traditions of NA.

6.2 Duties:

- a) Attends all and the entire H&I Subcommittee meeting.
- b) Share duties of the chairperson (above) as needed.
- c) Assume duties of the chairperson if he/she is unable to serve until a new chairperson is elected.
- d) Make available to all Subcommittee members copies of the WSO Public Relations Handbook Chapter 7 and the GSJANA H&I Guidelines.
- e) Shall contact any subcommittee members and meeting secretaries who have missed one subcommittee meeting to establish communication.
- f) Shall contact any subcommittee member who has missed two consecutive subcommittee meetings, to inform them of their loss of voting privileges and the possibility of their removal from their position.
- g) Shall attend the Northern California Regional H&I/PR Sharing Forum in the absence of an elected Regional Representative or when the Regional Representative is unable to attend.
- h) Maintains the Active Meeting List and monitors the annual rotation of meeting secretaries.
- i) Mentors the new Vice Chairperson.

7.0 H&I SUBCOMMITTEE SECRETARY

7.1 Requirements:

- a) Six (6) months clean time.
- b) Willingness to make a one (1) year commitment.
- c) Clerical skills to fulfill the position.
- d) One (1) year prior H&I Subcommittee experience.

7.2 Duties:

- a) Attends all Subcommittee meetings in their entirety.
- b) Keeps accurate minutes of each regular Subcommittee meeting.
- c) Shall email to H&I Subcommittee members the H&I Subcommittee minutes, all reports, clearance list, and related items.
- d) Maintains and performs all correspondence duties.
- e) Takes roll call of those in attendance, maintains attendance records of all Subcommittee members, and prepares and submits an attendance report of all attendees to the Vice Chairperson.
- f) Keeps an archive of all Subcommittee guidelines, facility rules, correspondence, clearance lists, meeting minutes, etc., available for the Subcommittee meeting.
- g) Maintains an updated list of all Subcommittee members.

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- h) Shall email H&I documents to the Subcommittee members prior to the monthly meeting and print out copies of each document and bring to the H&I meeting for those who are not able to bring their own.
- i) Mentors the new Subcommittee Secretary.

8.0 H&I CLEARANCE COORDINATOR

8.1 Requirements:

- a) Three (3) years clean time.
- b) One (1) year prior H&I Subcommittee experience.
- c) Willingness to make a two (2) year commitment.
- d) Working knowledge of the Twelve Steps and Twelve Traditions of NA.
- e) Must have access to a computer with software for email, spreadsheets and Word documents, with the ability to implement all functions.
- f) Must have access to a fax machine or eFax with ability to send and receive.
- g) Must be able to maintain a professional image and politically correct communication skills, when meeting with officials.

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8.2 Duties:

- a) Attend the monthly H&I Subcommittee meetings in their entirety.
- b) Coordinate necessary meetings with the county officials
- c) Maintain clearance forms and clearance lists for H&I Subcommittee.
- d) Maintains active communication with the H&I Chairperson, H&I Vice Chairperson and security coordinator along with any other officials deemed necessary.
- e) Shall prepare and submit a written report to the H&I Secretary.
- f) Is responsible for destroying (shredding) clearance applications immediately after submission to the Corrections Department contact.
- g) Mentors the new Clearance Coordinator.

9.0 H&I ASSISTANT CLEARANCE COORDINATOR

9.1 Requirements

- a) Two (2) year clean time.
- b) Willingness to make a one (1) year commitment as Assistant Clearance Coordinator.
- c) Willingness to become the Clearance Coordinator.
- d) Working knowledge of the Twelve Steps, Twelve Traditions of NA Service.
- e) Must have access to a computer with software for email, spreadsheets and Word documents, with the ability to implement all functions.
- f) Must have access to a fax machine or eFax with ability to send and receive.
- g) Must be able to maintain a professional image and politically correct communication skills, when meeting with officials.

9.2 Duties

- a) Attend the monthly H&I Subcommittee Meetings in their entirety.
- b) Learn the duties of the Clearance Coordinator to collaborate and fulfill those duties as needed.
- c) In the absence of the Clearance Coordinator, the Assistant Clearance Coordinator shall perform the duties of the Clearance Coordinator.
- d) Mentors the new Assistant Clearance Coordinator.

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10.0 H&I MEETING SECRETARY:

10.1 Requirements:

- a) Six (6) months clean time for non-clearance meetings.
- b) Two (2) years clean time for clearance meetings.
- c) Attends two consecutive Subcommittee meetings.
- d) Must first attend one secretary orientation, and read the Meeting Secretary packet.
- e) Has the willingness to make a one-year commitment.
- f) Upon completion of the one-year commitment, and two months mentoring the new Meeting Secretary, this commitment is complete.
- g) Working knowledge of the Twelve Steps, Twelve Traditions of NA.
- h) A meeting secretary, who satisfactorily completes their commitment but does not hold a meeting position or attend the Subcommittee business meeting for a period of six months or more, may be required to complete the requirements again.

10.2 Duties:

- a) Attend all H&I Subcommittee meetings in their entirety.
- b) Is responsible for all aspects of H&I meeting such as keeping literature, meeting guides, etc.
- c) Selects speakers with a clear Narcotics Anonymous message.
- d) If the meeting secretary is unable to attend the meeting for which he or she is responsible, he or she shall attempt to fill the position with a substitute approved H&I secretary. If the meeting will not be held, the Meeting Secretary shall inform the facility accordingly.
- e) Maintains a link of communication and accountability between the meeting and the H&I Subcommittee.
- f) If unable to attend the H&I Subcommittee meeting, the Meeting Secretary shall make a verbal report to the Chairperson or the Vice Chairperson.
- g) Shall be responsible to inform speakers of the H&I Do's & Don'ts and the facility rules.
- h) Mentors the new Meeting Secretary.

11.0 H&I REGIONAL REPRESENTATIVE:

11.1 Requirements:

- a) Two (2) years clean time.
- b) One (1) year prior H&I Subcommittee experience.
- c) Willingness to make a one (1) year commitment.
- d) Working knowledge of the Twelve Steps, Twelve Traditions of NA.

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11.2 Duties:

- a) Attend all GSJANA H&I Subcommittee meetings and all bi-monthly regional H&I Subcommittee meetings.
- b) Carries the group conscience of and provides information to the GSJANA H&I Subcommittee.
- c) Provides regional H&I Subcommittee with information regarding GSJANA H&I efforts and activities.
- d) Shall prepare and submit a written report to the Subcommittee after each Regional Meeting
- e) Mentors the new Regional Representative.

12.0 H&I LITERATURE PERSON:

12.1 Requirements:

- a) One (1) year clean time.
- b) One (1) year prior H&I Subcommittee experience.
- c) Willingness to make two (2) year commitment.
- d) Working knowledge of the Twelve Steps and Twelve Traditions of NA.

12.2 Duties:

- a) Attend all regular H&I Subcommittee meetings in their entirety.
- b) Keep record of monthly literature levels and distribution.
- c) Submits Literature orders to Regional Service Office, forwarding the invoice to the ASC for payment by the next ASC meeting.
- d) Distributes Conference approved literature, meeting guides, do's and don'ts list, and approved flyers at the end of the monthly H&I Subcommittee meeting to the meeting secretaries for distribution at their meetings.
- e) Is responsible for storage and preparation of the literature supply.
- f) Coordinate with H&I Chairperson to maintain an adequate supply of meeting guides.
- g) Shall prepare and submit a written report to the Subcommittee monthly.
- h) Mentors the new Literature Person.

13.0 H&I MALE & FEMALE CORRESPONDENCE COORDINATOR (one male Coordinator & one female Coordinator:

13.1 Requirements;

- a) Six (6) months clean time.
- b) Six (6) months prior H&I Subcommittee experience.
- c) Willingness to make a one (1) year commitment.
- d) Working knowledge of the Twelve Steps, Twelve Traditions of NA.

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13.2 Duties:

- a) Attend all H&I Subcommittee meetings in their entirety.
- b) Responsible for maintaining the PO Box.
- c) Is responsible for picking up only the Male or only the Female inmate mail respectively at least once a week
- d) Is responsible for the key that accesses the PO Box.
- e) Will maintain and distribute only the Male or only the Female inmate mail to the designated sponsor.
- f) Is responsible for keeping receipts from purchases of stamps, envelopes, and tracking payments for PO Box.
- g) Shall prepare and submit a written report to the Subcommittee monthly.
- h) Mentors the new Male and/or Female Correspondence Coordinator.

14.0 EVALUATION PROCEDURES:

- a) If any Subcommittee member violates the rules of a facility, the H&I guidelines or H&I Dos & Don'ts, that member's service privilege may be put on temporary hold from all H&I commitments by interim vote of the administrative committee until the next H&I Subcommittee meeting.
- b) At the next H&I Subcommittee meeting the issue shall be placed on the agenda under new business, where the administrative committee and the party involved will present all pertinent information to the Subcommittee. Then a decision on further action can be made by a motion of the Subcommittee.

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15.0 THEFT:

The H&I Subcommittee concurs with and will take action according to the following GSJANA ASC Guidelines:

15.1 GSJASC Opinion:

The Eleventh Concept for NA Service establishes the sole absolute priority for the use of NA funds; to carry the message. The Twelfth Concept gives the GSJASC a mandate from NA Groups that calls for total financial accountability. With this in mind, any misuse of funds by Area Trusted Servants cannot be tolerated. Should any GSJASC participant, Administrative Committee member, Subcommittee member or any other Area trusted servant be found to have misappropriated, or misused GSJASC funds, the presiding trusted servant of the GSJASC, immediately upon calling the GSJASC meeting to order, must fully disclose the alleged misuse of funds and the individual(s) involved. Any member accused of misuse of funds may exercise the Tenth Concept right of redress at this time.

15.2 GSJASC Action:

The GSJASC, once informed of the alleged misuse of funds, may remove the individual(s) involved, "with cause," by a 2/3-majority vote. Should the GSJASC remove a member with cause, said individual's participation with the GSJASC is immediately terminated. Additionally, any member removed by the GSJASC for misappropriation of funds may not hold an elected seat in the GSJASC or its Subcommittees and working groups for a period of two years.

Restitution:

Individuals removed for misappropriation of funds are expected to make full restitution of all GSJASC funds. Should a member removed for misuse of funds fail to make full restitution, said member may be subject to criminal and/or civil prosecution.

Appendix A - GREATER SAN JOSE AREA H&I BBQ GUIDELINES

These guidelines are intended for H&I members and speakers.

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1.0 DEFINITIONS AND PURPOSE:

- a) The H&I BBQ Committee is a working group of members, from the Greater San Jose Area Hospitals and Institutions (H&I) Subcommittee, who are responsible for the organization of and carrying out, the functions pertaining to the annual BBQ.
- b) The H&I BBQ is a tool used by the H&I Subcommittee to create interest in H&I service.
- c) The H&I BBQ Working Group are accountable to the H&I Subcommittee.

2.0 OPERATIONAL PROCEDURES:

- a) All BBQ business will be conducted at the working group meeting and not at the regular H&I monthly meeting.
- b) Working Group motions will be ratified at the H&I Subcommittee with discussions on the floor limited to 2 for and 2 opposed.
- c) The H&I BBQ committee will produce, purchase, and sell 150 t-shirts.
- d) T-shirt distribution, first to BBQ work group, second H&I Subcommittee, then to the fellowship.
- e) The proceeds from the sale of t-shirts will go back into the Area budget to be used to fund the BBQ and to purchase t-shirts the following year.
- f) The BBQ will consist of a free lunch to the fellowship; an NA speaker meeting with an H&I topic.
- g) During the BBQ a group orientation will be conducted, along with clearance sign ups and sign up for members who wish to be involved in the Working the Steps with Inmates Program.
- h) In November, the H&I Subcommittee will announce the Working Group will be forming in December. At that time, the H&I Sub-committee will confirm the Assistant Coordinator as the new coordinator.

3.0 FINANCIAL OPERATING PROCEDURES:

- a) The ASC will maintain line items in the total amount of \$1,600.00 for the funding of the annual H&I BBQ.
- b) The H&I BBQ will operate under an annual budget for each Fiscal Year, which has been approved at the GSJASC.
- c) The line item shall be replenished with revenues accrued from the sales of t-shirts and beverages.
- d) Donations for H&I will be collected at the BBQ Speaker meeting.
- e) All monies utilized by the H&I BBQ will correspond to a specific line item that is contained within the Areas pre-approved budget.
- f) If money is needed for an item that is not on the budget, then a motion must be presented to GSJASC for the money.
- g) The Assistant BBQ Coordinator shall be on hand at the event to take in revenues and monitor cash intake. These revenues shall be handed over to the Area Treasurer at the next GSJASC meeting.
- h) All operating funds needed for an upcoming event shall be processed by the Assistant Coordinator in the following manner:

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- i) Working group members can use their own funds and turn in their receipts to the Assistant Coordinator, who will then request a reimbursement from the Area Treasurer.
- j) The Assistant Coordinator can request the money in advance and disburse it to the appropriate working group member who may not have funds available to pre-purchase items for this event. In this situation, the working group member must forward receipts to the Assistant Coordinator at the event.
- k) All purchases must be validated with a receipt and reconciled with the Assistant Coordinator at the event.

4.0 FUNCTIONS:

- a) In December, the BBQ Committee will form, at that time a flyer for the t-shirt design contest will commence.
- b) In February, bring 500 t-shirt design contest flyers to ASC for distribution. 300 to GSJASC and 200 to be given to the RCM to take to the Regional Service Committee
- c) In March, or sooner, reserve site for August or September event
- d) In April, pick t-shirt design and print t-shirts.
- e) In May, create event flyer and bring 500 flyers to the May ASC for distribution, (300 to GSJASC and 200 to be given to the RCM to take to the Regional Service Committee)
- f) In June, bring 300 event flyers to the GSJASC for distribution.
- g) The BBQ will be in August or September.

5.0 WORKING GROUP TRUSTED SERVANTS:

- a) Working group of officers shall consist of a BBQ Coordinator, Assistant Coordinator, and a Recording Secretary.
- b) Any working group officer shall be removed from their position upon relapse.
- c) Any working group officer will be removed from their position after missing two consecutive meetings.

6.0 BBQ COORDINATOR:

6.1 REQUIREMENTS:

- a) Three years clean time.
- b) One year prior H&I Subcommittee experience.
- c) Willingness to make a one-year commitment.
- d) Working knowledge of the Twelve Steps and Twelve Traditions and Twelve Concepts of Service of NA.
- e) Assumes the duties of Assistant Coordinator in the absence of one.

6.2 DUTIES:

- a) Responsible to direct all issues of concern to the Subcommittee.
- b) Shall attend all monthly H&I Subcommittee meetings and submit a written report.
- c) Shall facilitate all BBQ working group meetings.

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- d) To coordinate with the Working Group, a budget for the Fiscal Year, and prior to the April ASC, to be submitted to the H&I Subcommittee.
- e) Shall prepare and submit a written report to the Subcommittee monthly.
- f) Creates the final financial report that will be forwarded to the following ASC meeting.
- g) Makes sure that all timeline dates are met or delegates these tasks to other working group members.

7.0 ASSISTANT COORDINATOR:

7.1 REQUIREMENTS:

- a) Two years clean time.
- b) One year prior H&I Subcommittee experience.
- c) Willingness to make a one-year commitment to become the Coordinator upon acclamation the following year.
- d) Working knowledge of the Twelve Steps and Twelve Traditions and Twelve Concepts of Service of NA.

7.2 DUTIES:

- a) Tracks and collects all monies from the sale of t-shirts and beverages.
- b) Keeps a ledger of all expenses and income.
- c) Collects all receipts and is the person directly in contact with the ASC Treasurer, concerning reimbursements
- d) Reconciles all money transactions from the BBQ.

8.0 RECORDING SECRETARY:

8.1 REQUIREMENTS:

- a) One year clean time.
- b) One year prior H&I Subcommittee experience.
- c) Willingness to make a one-year commitment.
- d) Working knowledge of the Twelve Steps and Twelve Traditions and Twelve Concepts of Service of NA.

8.2 DUTIES:

- a) Keeps accurate minutes of the working group meetings

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chapter

7

TREATMENT: INPATIENT, OUTPATIENT, AND RESIDENTIAL SETTINGS

The Narcotics Anonymous World Services *Membership Survey* suggests that over 40 percent of our members found NA meetings through the encouragement of addiction-treatment providers. Creating relationships with addiction-treatment professionals can be an important way to ensure that NA's message is available to addicts. When interacting with treatment facilities and professional-treatment associations, we strive to achieve the following goals:

- ❖ Increase the **visibility, reliability, and accessibility** of Narcotics Anonymous.
- ❖ Raise awareness that NA is a **resource** in the community.
- ❖ Demonstrate that NA is a **viable, self-sustaining organization** with no membership dues.

Regardless of the treatment setting, this chapter covers ways to build relationships that are more likely to help us achieve the goals stated above. Information about preparing a committee, training trusted servants, and developing approaches for how to interact in various treatment settings is contained in this chapter.




Core public relations principles

This section is excerpted from Chapter Two.

Key topics

Core PR principles
PR & addiction treatment
Planning & preparation for
areas & committees
Discussing & addressing
known challenges in
treatment settings
Putting your plan into action
Resources

Key icons

-  Practical experience
-  Preparation and training tips
-  PR principles for discussion

Attraction

What is likely to be attractive to the public and to professionals who interact with addicts is reliable communication, responsibility, commitment, and behavior that reflects recovery. We can demonstrate the reliability of NA by showing up and fulfilling the obligations we make, whether it is to return a telephone call for information about NA or supplying meeting directories at a public library. We can learn to draw on the experiences of NA members to fulfill the commitments we make to professionals. In the event that something prevents us from our keeping an appointment, we can ask a fellow member to fulfill our commitment for us and notify the person with whom we have the commitment to let them know someone else will be coming in our place. We can also maintain good communication within our committee by staying in contact with the

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committee chairperson. We need other NA members to be truly successful in building and maintaining relationships with the public. Cooperation and collaboration in our areas and committees can help us provide an attractive message of recovery to the public.

- ☐ How does our individual behavior impact the attractiveness of the NA program?
- ☐ What can members do to make NA more attractive to the public?

Cooperation, not affiliation

We are more likely to form productive and cooperative relationships when we simply and honestly review what services we can and cannot offer to others. For example, if we are forming a relationship with a treatment or correctional facility, we ask about their expectations of NA. Maybe they have requested weekly meetings and, after an honest assessment, we decide that we cannot meet their request. Instead, we can offer a meeting on a monthly basis. In this manner, we create a relationship that we can responsibly sustain over time. We practice cooperation by being honest about what we are able to provide, and we still find a way to respond to requests. As a result, public organizations learn to trust our members and rely on our program as a credible community resource.




- ☐ How can we work with the public and other organizations without merging or affiliating with them?
- ☐ What is our experience (as members and as an area) with cooperating with the public?

Public relations and addiction treatment

As a result of an area planning process (see the resource to Chapter Three for the Area Planning Tool), trusted servants may have decided that building stronger relationships with local treatment facilities is a priority. The area service committee can then discuss what it is capable of providing, what the local treatment facility may have requested from NA, and what it believes is necessary to make NA's message available in local treatment settings.

Planning and preparation for areas and committees

In addition to the area's planning process, the following questions can be helpful when trusted servants are evaluating and deciding what kinds of services they can provide in treatment settings. These questions can help an area have broad discussions about ways to create strong relationships with treatment staff.

-  Are we interacting with treatment professionals in a spirit of **cooperation**? Are we approaching treatment facilities with an attitude that the NA program and a treatment program share the common goal of helping addicts stay clean, although our methods may vary?
-  Are we providing the treatment facility with **relevant information** about NA? Have we provided the treatment facility with a reliable NA contact? Have we given the facility the NA product catalog and/or an initial supply of NA literature? Are we regularly mailing up-to-date NA meeting schedules to treatment facilities?
-  How can the area (or committee) work with treatment professionals to ensure that clients are able to easily **access NA**; for example, have we made treatment professionals aware of NA meetings in the community?

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- ✎ Often, treatment professionals ask for information about NA meetings that may appeal to a **specific population**. Have we identified local meetings that may be helpful to specific populations (for example, the hearing impaired, youth, gay men and lesbians, various language groups, etc.)?
- ✎ Given the area's **human resources** (members), how many meetings can the area reasonably bring into local treatment facilities, and continue to bring over time? What would be the best use of NA's human resources, and what would meet the needs of the community? Will trusted servants bring in meetings on a weekly basis? A monthly basis?

As addiction treatment changes, so will the way in which we provide services in those settings. We can keep in mind that there are many ways in which to build positive relationships with treatment professionals. Outpatient treatment settings and faith-based treatment approaches may require services other than just providing NA meetings. We can build relationships in these settings by providing information about the NA program, scheduling regular meetings with staff, and developing a solid relationship founded on cooperation and respect.

It may be that the most valuable service we can provide in treatment settings is a cooperative relationship. This means that we can offer accurate information so that these treatment professionals understand the NA program and are willing to refer their clients to NA meetings. Cooperative relationships also mean that our interactions are consistent and reliable. Creating a schedule to drop off updated meeting directories each month, or phoning various facilities with an updated NA phoneline number, can be integral in forming solid relationships.

Coordinating services

There are a variety of ways in which to coordinate services in treatment settings. Some committees use the panel-leader format to bring meetings into treatment centers, while others use a project-based approach to reach an identified goal (such as providing literature or regularly meeting with treatment professionals). If there is not an area service committee, then service in treatment facilities needs to be the effort of one or more NA groups. The principle of accountability is important. Trusted servants should always be accountable to a committee or an NA group. The point is for the area to structure services in a way that works toward meeting the area's goals.

I If a relationship with another organization compromises our devotion to carrying the recovery message, we need not be afraid to let go of that relationship. Our strength is in the power of the NA program.

It Works: How and Why








Public relations in treatment settings is based on our ability to build positive relationships, provide relevant and consistent information, and make NA more accessible. Planning, training, and communicating can help us to make the NA program more available to any addict seeking recovery from addiction.

Committee preparation

Preparing for interactions in treatment settings is more likely to foster positive, long-lasting relationships. Trusted servants often respond to requests from treatment centers without considering the area's abilities and the greatest needs of the community. Considering the best use of NA resources can help committees become more proactive in establishing and maintaining relationships in treatment

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settings. The following list can help an ASC or a committee that is planning to enter or that has already established a relationship with treatment facilities:

-  The committee has trusted servants who are willing to be of service over a period of time.
-  The committee is prepared to maintain ongoing dialogue with facility staff. This includes providing ongoing information, following up with information requested by staff, and asking for feedback such as how meetings are going, if trusted servants are following through on their commitments, and if the treatment center has updated meeting directories and a sufficient amount of literature.
-  The committee considers providing services for outpatient treatment settings. Outpatient treatment is an often-overlooked treatment setting. The committee can provide meeting schedules, NA pamphlets, and local NA contact information. An outpatient setting can also be a good place in which to hold a regularly scheduled NA meeting that is listed in the local meeting directory, versus a meeting that trusted servants bring into the facility.
-  The committee can make an effort to include presenters who are likely to create a sense of identification. This may mean including a younger panel member for a presentation to young people.
-  Trusted servants who provide phonenumber service and maintain meeting schedules need to communicate with each other regularly. This can help ensure that information about NA is consistent and accurate.
-  The committee has created meeting formats that are appropriate for treatment settings. Clients often benefit from shorter, more structured meeting formats. The committee can discuss the proposed meeting format with treatment staff to get their input and ideas.
-  The committee can encourage rotation of trusted servants while maintaining a consistent relationship with the treatment facility. The area can strive for a balance between applying the principle of rotation and the principle of continuity. This may mean that some commitments last six months to one year, while others may last longer. The ASC works to ensure that services are coordinated so that meetings in treatment settings run smoothly.

We look for ways to help instead of judge. Our task is to fan the flame of desire, not dampen it. Any addict who walks into a meeting, even a using addict, displays a level of willingness that cannot be discounted. While maintaining an emphasis on the importance of total abstinence, still-using addicts are welcomed into our meetings with special encouragement to keep coming back.

It Works: How and Why

Discussing and addressing known challenges in treatment settings

The following topics can be discussed within the committee and at the area service committee prior to interacting with treatment professionals.

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Drug replacement

Areas and groups often enter into discussions about drug-replacement therapies and the Narcotics Anonymous program. NA's Third and Tenth Traditions are essential to these discussions. We need to remember that we cannot assess anyone's desire to get clean and that NA has no opinion on drug-replacement therapies. However, the experience of NA members is that being clean means complete abstinence from all mood- and mind-altering drugs, including those used in drug-replacement therapies. As our Basic Text states, "Complete abstinence is the foundation for our new life."

Raising awareness about our Third Tradition—that the only requirement for membership in NA is a desire to stop using drugs—can benefit discussions about drug replacement. Anyone is welcome at NA meetings, even if they seem as though they don't know if they want to stop using drugs. A group must always maintain its primary purpose of carrying NA's message of recovery to addicts.

**"...the only requirement
for membership in NA
is a desire to stop
using drugs..."**

Although NA is a program of complete abstinence, nowhere does NA say a person has to be clean to attend NA meetings; we need to be aware of this when interacting with drug-

replacement clients. Sometimes meeting formats ask those who have used drugs not to speak—but it is not our job to judge or evaluate if someone is clean or not. Our Third Tradition cautions us from judging another member's desire and encourages us to welcome any addict who comes into an NA meeting.

In our public relations service, we may choose to limit the participation of members on drug-replacement medication. We do this because we do not want the NA program to be misrepresented; we are a program of complete abstinence. Yet, we want to be inclusive, so we treat these situations sensitively by taking members aside and sharing our own experience with living drug-free. We can share that some members have tapered their drug use to abstinence through replacement methods (World Services Bulletin #29 can be a useful resource). We can also share that drug replacement may seem to help today, but our experience with recovery in NA means that we are able to live free from all drugs without the need to substitute one drug for another.

Use of NA's name

The area service committee can clearly outline the way a treatment center can use the NA name. The misuse of NA's name is a public relations concern because outside organizations can potentially affect the public's perception of NA. A treatment center can say that NA meetings are held at their facility, but they cannot say that this implies NA's endorsement of their facility, and they cannot pretend to have an affiliation with NA by saying that the presence of our meetings in their facility means that they are an "NA treatment center." If a treatment center has used NA's name inappropriately, then members can inform the treatment center, in a cooperative and constructive manner, that their use of NA's name in that way is not permitted. Trusted servants may decide to inform treatment centers about NA's traditions regarding this issue. If the treatment center continues to use NA's name inappropriately, then the area can forward the issue to Narcotics Anonymous World Services.

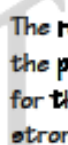
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Sponsorship and treatment

If a treatment center wants to place conditions on the role of a sponsor, then we can engage them in a dialogue. We can discuss the nature of sponsorship in NA using tools like the *Sponsorship* pamphlet; we can cooperatively give treatment professionals a realistic picture of sponsorship while honoring the autonomy of our members. Ultimately, it is each member's decision whether or not they want to sponsor in a treatment setting that may or may not require a sponsor to follow treatment center guidelines.

Group preparation

Treatment centers will often decide to send their clients to NA meetings in the community. Groups may want to prepare for this influx of new members. Members can make decisions about how to best welcome treatment clients through a group conscience. Some groups have a meeting greeter, while other groups hand out meeting schedules with members' phone numbers. Groups that are overwhelmed by a large influx of treatment-center clients can develop more structured meeting formats. A speaker meeting or question-and-answer format may be more appropriate for a meeting with a large number of newcomers. Group members can always focus on sharing about recovery in NA and the benefits of sponsorship to set a positive meeting tone.



The relationships we have with outside organizations are not based on the personalities of our leaders; our groups themselves are responsible for their cooperation with other organizations, making those contacts stronger and more effective.

It Works: How and Why

Training and preparing trusted servants

Training and preparing trusted servants is essential for successfully carrying NA's message into any treatment setting, whether it be outpatient, inpatient, spiritual, or vocational. The following points can be helpful when preparing to bring a panel or discussion meeting into treatment facilities:

- ✎ Trusted servants are oriented to the treatment setting and facility staff.
- ✎ The committee has guidelines for members who bring meetings into treatment facilities. These protocols include clarifying with staff meeting start time, day, format, how early to show up for meeting commitments, and procedures for canceling a scheduled NA meeting.
- ✎ Members are trained to share a clear message of recovery in NA.
- ✎ Clean-time requirements for trusted servants are established and followed; most areas have clean time requirements for those who speak in treatment facilities.
- ✎ Because the language and dress of trusted servants affect NA's public image, trusted servants are encouraged to speak and dress in a way that is respectful of the treatment facility.
- ✎ NA members offer no opinion on medications or treatment methods. NA is not in competition with treatment methods; we enter treatment settings with willingness to work together, to share an NA message of recovery, and to inform treatment providers about the NA program.

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- ✍ During their training, NA members are made aware that many treatment clients are prescribed medication for illnesses like depression and anxiety. NA members are encouraged to welcome these clients at NA meetings. To gain a better understanding of how NA's principles relate to these issues, members can read and discuss *In Times of Illness* or the essays about the Twelve Traditions in the Basic Text or *It Works: How and Why*.
- ✍ Trusted servants are trained to provide regular reports to the committee about the status of meetings held in treatment facilities.
- ✍ The committee can work with the facility to establish mutually agreed-upon protocols for how NA members should interact with treatment clients. Clients may ask for their phone numbers, if they can sponsor, or if they are willing to take clients to local meetings in the community. It is each member's choice whether to interact with treatment clients in this way, as long as the treatment center's policies do not prohibit it. A committee can also establish client-interaction guidelines that consider the facility's policies.

NA meetings in treatment settings

Some NA meetings in treatment centers are for clients only. These meetings are usually a result of an area committee's service efforts and don't usually collect a Seventh Tradition. These meetings typically use a panel format, where panel leaders bring speakers into the facility.

There are also meetings held in treatment centers that are open to clients and NA members from the area. These meetings function like any other NA meeting and are usually listed in the area meeting directory. NA literature is usually read in the beginning of the meeting, a speaker or chairperson facilitates the meeting, a discussion format is often used, the meeting closes with a prayer, etc.

Our relationships with outside agencies exist to help us fulfill our primary purpose, not merely build our reputation or prestige. When we observe the spirit of anonymity, we seek nothing other than to carry the recovery message to the addict who still suffers.

It Works: How and Why

Putting your plan into action








Interacting with addiction-treatment professionals

The following points may be helpful when planning how to interact with treatment staff or professionals. Preparing what to communicate and addressing known challenges can further an area's goals of building positive, long-lasting relationships that benefit NA, the treatment center, and potential members.

- 📄 Communicate NA's philosophy about addiction and recovery, such as total abstinence, the twelve-step approach, focus on addiction rather than drug use, etc.
- 📄 Clarify what NA is able to bring into the facility. Don't be afraid to say that we cannot provide the number of meetings requested by the treatment center. Trusted servants can evaluate if NA resources are being used in a particular treatment setting to meet the needs of addicts in the community. If we decide that we can't meet all of the facility's needs, then we work with staff to come up


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with alternatives. One alternative might be that individual NA members can pick up clients and take them to local NA meetings in the community.




-  Clarify what NA does and doesn't do. For example, we don't provide professional counseling, but we do practice sponsorship.
-  Be straightforward and honest about the likelihood of encountering members in meetings with prejudices toward clients on medication and drug-replacement therapies.
-  In some communities, NA is started in treatment facilities. NA members need to be careful that NA is not seen as being affiliated with a treatment facility. NA meetings may be held in a facility, but an NA meeting is not a particular treatment center's meeting. A treatment center may also refer its clients to NA as a community resource; however, we need to clarify that while NA may be one resource for those leaving treatment, we are not a treatment center's official aftercare program.
-  When working with treatment professionals, respect the anonymity of professionals and staff who may also be members of NA. Treatment centers are separate from NA; not all employees may be aware of their coworkers' involvement in NA.
-  Members who are also treatment professionals may need to consider that their role as a treatment professional is separate from their role as an NA member. In the role of a treatment professional, an individual is usually following treatment protocols instead of acting as an NA member talking about their personal recovery in NA.
-  Encourage treatment professionals—counselors, therapists, case managers, and those recovering in other fellowships—to attend open NA meetings to help them have a better understanding of NA. Treatment professionals may want to attend meetings other than those their clients attend; this is respectful of their clients' anonymity and may allow for a different understanding of NA based on members who are not their clients. Attending NA meetings may give professionals a greater sense of what NA has to offer their clients. As a result, these professionals may feel more comfortable referring clients to NA.
-  Show treatment professionals examples of long-term NA recovery. Invite members with long-term recovery to presentations, and invite treatment staff to NA meetings attended by members with long-term recovery.

Interacting with addiction-treatment organizations

Interactions with professional organizations will benefit from a coordinated plan that allows for an ongoing, cooperative relationship. The following points can help area service committees prepare for interacting with professional organizations in the addiction-treatment profession:

-  The area can develop a coordinated area plan for interacting with professional associations. A plan can help trusted servants understand their responsibility and the goals of the interaction. A coordinated plan ensures that trusted servants share the information they gain from their interactions with other trusted servants and members in the area. It also makes sure that the information an area provides to professional organizations is accurate; for example, helpline numbers and meeting schedules are up-to-date, and the area has reliable contact information.

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-  The area can develop criteria to prioritize what level of participation at these events (attendance, exhibit, or presentation) makes the most sense. One level of participation would simply be to attend, supplying meeting information, local helpline numbers, and NA contact information at the event. The area may decide to participate in a more interactive fashion by presenting information about NA to treatment professionals (social workers, counselors, case workers, etc.).
-  Another option is for the area to begin cooperative relationships with agencies that work with or assist treatment clients. For example, these relationships can be with clergy connected with the spiritual-treatment approach, government agencies responsible for child and family services, or colleges and universities that have addiction certification or degree programs.
-  There are a variety of professional addiction treatment organizations around the world. Some of the more recognizable organizations are the International Council on Alcohol and Addictions, the American Society of Addiction Medicine, chemical-dependency nursing associations, etc. These professional organizations have conferences that are held in different cities all around the world. An area can find out if a conference is scheduled in their part of the world. Professional conferences can be a great way for an area to begin creating relationships with those who are involved with addiction treatment. Areas can work with the region or NA World Services for guidance and support in these efforts.

The area can also consider hosting a local public-relations roundtable. A roundtable is a structured meeting where the local NA community provides information about NA to professionals and then listens to feedback from specific questions asked about NA (see the area PR roundtable format at the end of the chapter). The aim of a roundtable is to create a cooperative relationship that benefits all those involved. We can ask professionals about their experience with NA; it may be that the experience is not all positive. Trusted servants can remember that this constructive criticism is likely to help us improve our ability to carry NA's message of recovery. Roundtables can also be a place where we dispel myths about addicts and NA, and they can help us improve the ways we provide services.

Whether an area service committee is just beginning to develop relationships in treatment settings or if ongoing relationships are being strengthened, public relations is enhanced by reliable and consistent communication, accurate information, and cooperative relationships.

Resources

- Frequently asked questions – Treatment professionals
- Presentation kits
- Handouts for professionals