

1. Definition

The Public Relations (PR) subcommittee serves the Greater San Jose Area of Narcotics Anonymous (GSJNA), its Area Service Committee (ASC), and its Groups by carrying the message of recovery from the disease of addiction to the public by means of attraction rather than promotion.

2. Purpose

- A. To inform the public that Narcotics Anonymous (NA) exists and offers recovery from the disease of addiction.
- B. To ensure that accurate information about our fellowship is available to the public through various channels.
- C. To offer information about how and where to find NA meetings and its service structure.
- D. To maintain communication and collaboration with the Northern California Regional Service Committee (NCRSC), applicable Public Relations Forums or Area committees, Narcotics Anonymous World Services (NAWS) and the World Service Conference (WSC).
- E. To assist and support other GSJNA subcommittees, Groups, GSRs, members, and potential members with public interactions, education, and development to strengthen GSJNA unity.
- F. To conduct all PR activities in accordance with the methods described in the NAWS Public Relations Handbook and the 12 Steps and 12 Traditions of NA.

3. Function

- A. To hold a monthly subcommittee meeting at a time and place determined by this subcommittee that is accessible to all fellowship members.
- B. To send a representative to the monthly GSJNA ASC meeting and to give a report on the subcommittee's activities at the ASC meeting.
- C. To regularly coordinate with the NCRSC PR and other Area Committees.
- D. To inform and educate the public about NA and strengthen GSJNA unity through services including, but not limited to, the following:
 - 1) Coordinate and respond to all requests from the media, including TV, radio, newspapers, social media, and the Internet.
 - 2) Provide Public Service Announcements (PSAs), with the approval of the ASC, to the media.
 - 3) Create and implement all NA PR communication campaigns in the geographical area covered by the GSJNA.
 - 4) Coordinate all non-NA requests for NA speakers to community, healthcare, educational, governmental, and other agencies and organizations.
 - 5) Conduct service training and workshops as needed in order to maintain and train a group of viable speakers, volunteers, and facilitators for Phoneline, Presentations, Newcomer Workshop, and PR related GSJNA activities.
 - 6) Produce, update, and provide GSJNA meeting guide online at GSJNA web site, in print, and NAWS as needed.
 - 7) Make NA literature and information available at public locations and conduct regular, ongoing informational communication to community, healthcare, educational, governmental, and other agencies and organizations.
 - 8) Maintain and update the GSJNA website and respond to or forward all e-mail inquiries, in accordance with PR Website Service Guide.
 - 9) Operate, update and staff the GSJNA Phoneline and Newcomer Workshop.
 - 10) Outreach to groups to promote unity, access to resources, and coordination with the ASC.
- E. This subcommittee functions under these PR guidelines and also adheres to the GSJNA guidelines, and the Public Relations Handbook published by NAWS.

4. Participants

- A. Subcommittee Membership
 - 1) This subcommittee consists of several elected positions as deemed necessary by this subcommittee. The subcommittee also includes any number of non-elected members and volunteers who help perform the tasks and services of the subcommittee.

- 2) Any addict who attends a subcommittee meeting is considered a member of the subcommittee. Members attain the right to vote at their second consecutive meeting. Membership is without term. Regular attendance is suggested.
 - 3) The chair may appoint ad-hoc coordinators, as needed.
 - 4) All members are considered trusted servants of the subcommittee and are accountable to the subcommittee. The PR subcommittee and members are accountable to GSJNA.
- B. General Requirements for Elected and Volunteer Positions
- 1) Willingness to conduct all PR activities in accordance with PR Volunteer training, applicable service guides, and methods adopted from the NAWS Public Relations Handbook and the 12 Steps and 12 Traditions of NA.
 - 2) Complete abstinence as defined by NA. Anything other than complete abstinence constitutes an automatic resignation from any position.
 - 3) Notification of subcommittee if unable to continue doing position (i.e. participating on Phonline, as Co-facilitator, in Speaker pool).
- C. Elected Positions
- 1) **Chairperson**

Requirements

 - a) Two years clean time.
 - b) Recovery from addiction centered in NA.
 - c) Previous service experience, preferably in PR and/or with the ASC.
 - d) Ability to organize and give the subcommittee direction and incentive.

Duties

 - a) Arranges times and agendas for PR meetings.
 - b) Initiates all necessary communication to the GSJNA, NCRSC, NAWS and the WSC.
 - c) Attends the ASC each month as the representative of the subcommittee.
 - d) Suggested attendance to the NCRSC PR sharing forum on a bi-monthly basis.
 - e) When required, acts as liaison to other GSJNA subcommittees.
 - f) Be a resource to Groups, GSRs, members to assist with public interactions, education, and development to strengthen GSJNA unity as requested.
 - 2) **Vice Chairperson**

Requirements

 - a) One year clean time.
 - b) Previous service experience, preferably PR and/or with the ASC.

Duties

 - a) An ability to assume responsibility in the absence of the chairperson.
 - b) To closely work with and assist in all duties of the subcommittee.
 - c) When required, acts as liaison to other GSJNA subcommittees.
 - d) As needed, assist as a resource to Groups, GSRs, and members with public interactions, education, and development to strengthen GSJNA unity.
 - 3) **Secretary**

Requirements

 - a) Six months clean time.
 - b) Ability to write in a concise manner and maintain online files.

Duties

 - a) Record the minutes of the subcommittee meeting.
 - b) Provides written report for presentation at the monthly ASC meeting.
 - c) Maintain PR subcommittee hard copy and online archives (i.e. subcommittee guidelines, phonline handbook, volunteer lists).
 - d) Maintain PR subcommittee contact list, including names, phone numbers and e-mail addresses.
 - 4) **Speaker Pool Coordinator**

Requirements

 - a) Two years clean time.
 - b) Recovery from addiction centered in NA.

- c) An ability to interact with the public within the scope of the 12 Traditions of NA.

Duties

- a) Recruit, train, and coordinate NA speaker pool for a variety of speaking engagements and related NA informational activities like newcomer workshop, phonline, public presentations, group resources, etc.
- b) Ensure that a clear NA message is always shared with the public by equipping NA members, not just PR subcommittee members, with approved training, formats, and materials to deliver presentations to the general public or as needed. This may include Guidelines or Presentations updated by the PR subcommittee, the PR Handbook, and other Area, Regional, and NAWS resources.
- c) Provide volunteer training, learning days, and service workshops as necessary to develop a speaker pool.

5) Webservant

Requirements

- a) Two years clean time.
- b) Previous service experience, preferably PR and/or with the ASC.
- c) Computer skills and ability to maintain the GSJNA website.

Duties

- a) Maintains the GSJNA website in accordance with PR Website Service Guide. Also administers e-mail and online storage accounts.
- b) Produce, update, and provide GSJNA meeting guide online at GSJNA web site, in print, and NAWS as needed that reflects any changes collected at the previous month's ASC meeting.
- c) Produces a meeting information change form and gives it to the PR Chairperson to be used at the ASC to collect any changes required.
- d) Save and archive a digital copy of the meeting guide in a commonly available software format.
- e) Provides the new meeting guides to the PR chairperson in a timely manner for distribution at the ASC meeting.
- f) Two months prior to the start of each fiscal year, the web servant will ensure that the current expense for the scheduled printing of meeting guides is competitive.
- g) Works with Assistant Webservant to prepare them for acclimation.

6) Assistant Webservant

Requirements

- a) One year clean time.
- b) Computer skills and ability to maintain the GSJNA website.
- c) Willingness to serve two years including acclimation to Webservant.

Duties

- a) Helps Webservant maintain website in accordance with PR Website Service Guide.
- b) Works with Webservant to prepare for acclamation.

7) Media Outreach Coordinator

Requirements

- a) Two years clean time.
- b) Recovery from addiction centered in NA.
- c) An ability to interact with the public within the scope of the 12 Traditions of NA.

Duties

- a) Serve as a liaison to local media outlets, such as social media, radio, TV and newspapers.
- b) Conduct PSA campaigns for local radio, television stations, social media.
- c) Make NA literature and information available at public locations and conduct regular, ongoing informational communication to community, healthcare, educational, governmental, and other agencies and organizations by physically maintaining GSJNA literature placed in local, public locations, updating online information and social media, and e-mailing information and literature to those interested agencies.
- d) Maintain a contact list of community, healthcare, educational, governmental, and other agencies and organizations with name, e-mail, phone number, etc. for regular outreach.

- e) Other media-related activities as determined by the subcommittee.

8) Phonenumber Coordinator

Requirements

- a) Two years clean time.
- b) Recovery from addiction centered in NA.
- c) Previous service experience, preferably with the PR Subcommittee.
- d) Has sufficient technical skills required to monitor and update the Web interface of the Cloud services that provide the Phonenumber.
- e) Served as Assistant Phonenumber Coordinator for one year.

Duties

- a) Responsible for maintaining and scheduling Phonenumber coverage, processes, services, and recordings.
- b) Participate in recruitment, training, updating, and managing Phonenumber volunteers and keeping an active volunteer list.
- c) Obtain any changes, such as meeting changes or upcoming activities or other events, and reflect those changes on the Phonenumber as required.
- d) Ensure that volunteers, time slots, recordings, and phone numbers are correct and updated as needed for callers and phonenumber volunteers who receive calls from callers using the transfer-to-a-live-addict feature of the Phonenumber.
- e) Be present and provide a verbal or written report at the monthly PR subcommittee meeting.
- f) Delegate assignments when necessary.
- g) Convey changes to the Phonenumber service provider for updating of the Phonenumber.

9) Assistant Phonenumber Coordinator

Requirements

- a) One year continuous clean time.
- b) Willingness to learn how to recruit and manage Phonenumber and volunteers.
- c) Has sufficient technical skills required to monitor and update the online services that provide the Phonenumber.
- d) Willingness to serve two years including acclimation to Phonenumber Coordinator.

Duties

- a) Assists in the recruiting of volunteers and managing of the volunteer list and schedule.
- b) Perform the duties of Phonenumber Coordinator when necessary.
- c) Assists the Coordinator with volunteer orientations and updates.
- d) Obtain any changes, such as meeting changes or upcoming activities or other events, and reflect those changes on the Phonenumber as required.
- e) Ensure that personnel, time slots, recordings, and phone numbers are correct and updated as needed for all callers and phonenumber volunteers who receive calls from callers using the transfer-to-a-live-addict feature of the Phonenumber.
- f) Assists the Phonenumber Coordinator in staffing, scheduling, and validating active Phonenumber volunteers.

10) Newcomer Workshop Facilitator

Requirements

- a) Two years continuous clean time.
- b) Compassionate to the needs of the Newcomer.
- c) Ability to carry a clear, concise NA message.
- d) Ability to facilitate the Newcomer Workshop keeping it focused and flowing.

Duties

- a) Responsible for maintaining and scheduling Newcomer Workshops and On The Road Newcomer Workshop as applicable.
- b) Help recruit, train, update, and manage Newcomer Workshop volunteers and keep active volunteer list.
- c) Abides by Newcomer Workshop format.

11) Group Liaison

Requirements

- a) Two years continuous clean time.
- b) Compassionate to the needs of the Groups.
- c) Ability to interact with public entities in a professional manner and abides by PR protocol.
- d) Coordination skills necessary to reach out and update groups, ASC, and PR on group status or needs.

Duties

- a) Be a resource to Groups, GSRs, members to assist with public interactions, education, and development to strengthen GSJNA unity as requested. This may include help with group concerns, assistance with external questions, facility relationships, or access to NA or other subcommittee resources.
- b) Contact a group if they missed two consecutive ASC meetings to notify them that their status is under review and listen to the groups concerns, offering support, compassion, and guidance.
- c) Conduct a New GSR Orientation at the actual ASC meeting to introduce GSRs to the format of the ASC meeting and explain duties and responsibilities.

D. Non-elected Positions

1) PR Committee Member / Volunteer

Requirements

- a) Continuous abstinence is the only clean time requirement.
- b) Working knowledge of the 12 Steps and 12 Traditions of NA.
- c) The time, resources and ability to serve. Previous service experience of any type is helpful.

Duties

- a) Provide support and perspective for PR subcommittee
- b) May serve as ad hoc coordinators as needed

2) Speaker (Professional, Agency, Education)

Requirements

- a) Two years continuous clean time.
- b) Recovery from addiction centered in NA.
- c) Working knowledge of the 12 Steps and 12 Traditions.
- d) Accompany another trained PR speaker pool member when making a presentation.
- e) Ability to carry a clear, concise NA message.

Duties

- a) Provide a clear NA message with the public by using approved training, formats, and materials to deliver presentations. For example present NA's message of recovery, refrain from personal stories, redirect personal questions toward how the fellowship deals with the matter.
- b) Willingness to conduct all PR activities in accordance with Volunteer training, Speaker Pool Service Guide and methods adopted from the NAWS Public Relations Handbook and the 12 Steps and 12 Traditions of NA.
- c) Considerate personal conduct, appearance, and language that is appropriate for environment and that reflects positively on NA as outlined in training and guidelines. For example be prompt, congenial, courteous and thoughtful, and prepared with information readily available.

3) Phonline Volunteer

Requirements

- a) One year continuous clean time.
- b) Have and maintain a phone number to which Phonline calls can be forwarded.
- c) Must be familiar with the geography of the GSJNA.
- d) Possess a current GSJNA meeting guide or have internet access to www.sjna.org.
- e) Working knowledge of the 12 Steps and 12 Traditions of NA and attend NA meetings.

Duties

- a) Notify Phonline Coordinator of any changes in status.
- b) Attend Volunteer training and understand the Phonline Service guide.
- c) Provide current meeting and activity information to callers.
- d) Assists in recruitment of other volunteers.
- e) Use good judgment when taking calls.

4) Newcomer Workshop Co-FacilitatorRequirements

- a) One year continuous clean time.
- b) Compassionate to the needs of the Newcomer.
- c) Attend Volunteer training.
- d) Must attend 2 Newcomer Workshops prior to Facilitating.

Duties

- a) Abides by Newcomer Workshop format.

5. Operations

- A. Meeting Format: The monthly Subcommittee meeting is meant to be welcoming, relaxed, but an efficient use of members' time (generally 1 hour). Agenda is focused, but informal, with elected positions providing an update on new/old business or requesting support as needed during the meeting verbally and before or after online using shared drive or via e-mail. Guests or non-elected members are always welcome and can bring up items during open discussion.
- B. Decision Making: Business is conducted using consensus decision making; utilizing thoughtful discussion to come to a decision, motion to vote, or no action. In the case of a vote, any PR member can also make a motion and vote after their second consecutive meeting.
- C. Elections:
 - 1) Election of the positions in Section 4 C occurs on an annual basis at the subcommittee meeting immediately following the ASC elections. All positions listed in Section 4 C are filled by a vote of the committee with the following exceptions: the Chairperson is elected by the ASC; and the Webservant and Phonenumber Coordinator are filled by acclamation of the Assistant Webservant and Assistant Phonenumber Coordinator, respectively. In the event there is no acclamation for the Webservant or Phonenumber Coordinator, the positions will be filled by election. The subcommittee will make a recommendation to the ASC for the position of Chairperson before the annual ASC elections.
 - 2) Elected positions in Section 4 C can be removed by a 2/3-majority vote by the subcommittee. Reasons for removal are: missing two or more consecutive meetings without providing notification to the subcommittee, or failure to perform the responsibilities required for a trusted servant of the subcommittee. Anything other than complete abstinence constitutes an automatic resignation from any position.
 - 3) Members attain voting privileges at the second consecutive subcommittee meetings they attend.
 - 4) The chairperson shall only vote in the event of a tie.
- D. Financial Responsibilities: In order to perform its function, the PR subcommittee is solely dependent on the GSJNA ASC for its funding. To facilitate funding of its activities, the PR subcommittee adheres to the following requirements:
 - 1) The PR Subcommittee shall present an annual budget to the ASC, either alone or combined with other subcommittee budgets, that lists all expected monthly expenditures.
 - 2) These monthly expenditures shall include the cost to print meeting guides, the costs to operate the phonenumber, the costs to operate the GSJNA website, the cost of rent for monthly subcommittee meetings, the cost of literature to spread the message of recovery, and other costs borne by this subcommittee.
 - 3) The GSJNA ASC will then either approve or reject the annual budget or approve it with modifications.

Website Service Guide

The Webservant and the Assistant Webservant, are responsible for the maintenance of the GSJNA website. These responsibilities include the following:

- Ensures that the website adheres to the 12 Steps and 12 Traditions of Narcotics Anonymous and guidelines published by NAWS.
- Produces and maintains the website code in a commonly available and understandable format.
- Back-up the web site on a quarterly basis.
- Provides any format or content changes, outside of meeting change information, to the PR subcommittee for their approval.
- Make changes to online meeting and other information as needed on a monthly basis.
- Adheres to the Fellowship Intellectual Property Trust (FIPT) to protect all fellowship copyrights and trademarks. This includes seeking, receiving and retaining approval by the NAWS, Inc., for all fellowship literature or logos used on the website.
- Protects the GSJNA from association with non-service structure approved websites that may use our name, literature or in any other way infer affiliation in violation of the 12 Traditions of NA. When confronted with this situation, a direct, loving correspondence with the other party is first tried. It is in the fellowship's best interests if we can solve these situations at a local level. If unfavorable results are found, further correspondence with the PR committee for the location of the party's site, the other party's Internet Service Provider (ISP) and, finally if necessary, the NAWS, Inc., may be required. In all cases, a loving but firm hand must be used to protect the GSJNA and NA as a whole.
- Acts as the contact for the GSJNA with an Internet Service Provider (ISP). Makes sure that all bills for charges, such as website hosting and domain registration, are forwarded to the ASC treasurer for payment in a timely manner. When possible, these bills should be sent directly to the ASC post office box.
- Makes sure that the ISP provides sufficient service quality and orders any services as required.
- Maintains email addresses, mailboxes, online shared storage for all GSJNA subcommittees. Provide access to these services to the appropriate trusted servants of the GSJNA.
- Maintains all software and instructions necessary to develop, maintain and otherwise support the GSJNA website.
- Any changes to meeting information on the web site, as well as changes to meeting information in the printed meeting guide and on the phonenumber, may only be conveyed to the PR subcommittee by trusted servants from the meeting which is conveying a change, and/or the ASC vice chairperson.

Speaker Pool Service Guide

Definition: The PR Speaker Pool is a resource composed of NA members specifically qualified by the PR Subcommittee to carry the message of recovery through Narcotics Anonymous to the public.

Purpose: To make sure that speakers represent recovery through Narcotics Anonymous rather than personal recovery, to the general public.

Function: To coordinate with applicable trusted servants to maintain an adequate supply and active list of trained volunteers that are available for presentations, events, or applicable services.

General Requirements for Volunteer Positions

- Willingness to conduct all PR activities in accordance with PR Volunteer training, applicable service guides, and methods adopted from the NAWS Public Relations Handbook and the 12 Steps and 12 Traditions of NA.
- Complete abstinence as defined by NA. Anything other than complete abstinence constitutes an automatic resignation from any position.
- Notification of subcommittee if unable to continue doing position (i.e. participating on Phonenumber, as Co-facilitator, in Speaker pool).

There are specific training, clean time, and other requirements and duties for different volunteer positions outlined in subcommittee guidelines (i.e. Phonenumber, Newcomer Workshop, H&I Speakers).

Speaker Training

PR Speaker Pool Coordinator will provide helpful and efficient training for multiple GSJNA needs that may include:

- Common NA Public Relations Training covering a principled approach based on NA 12 Steps & Traditions, Delivering a clear NA message, helpful Guides and Tips based on NA PR Handbook
- Cross-training for multiple Volunteer positions like speakers at professional, agency, or educational organizations, Public events, NA Services: Phonenumber, Newcomer Workshop, H&I Speakers
- Helpful discussion of different public speaking scenarios for NA presentations, events, or services

After Volunteer training, a new Volunteer will generally shadow a trained and experienced member and be provided a presentation, script, service guide, or talking points.

Guidelines for Presentations

Considerate personal conduct, appearance, and language that is appropriate for environment and that reflects positively on NA.

- For example be prompt (5 to 10 minutes early), pleasant, courteous and thoughtful, and prepared with information readily available.
- Inconsiderate personal conduct can quickly and severely impact a presentation.
- Each personal action we take may influence how Narcotics Anonymous is received by the public.

Present the message of recovery through Narcotics Anonymous.

- Refrain from personal anecdotes, especially war stories.
- If challenged or asked personal questions, redirect toward how the fellowship deals with the matter, back to presentation material, or say will address afterward.
- Be prepared. Have information readily available.

Use NA language of recovery when speaking to provide clarity and keeping with the First Step and First Tradition of NA. We identify simply as “an addict,” and time in the program as “Clean Time” or “Recovery.” Thank you for your cooperation in this simple but *important matter*.

DOs and DON'Ts of a public presentation (adapted from H&I and PR Handbooks)

DO	DON'T
<ul style="list-style-type: none"> • Make NA helpline numbers & website available to [attendees] so they can find NA: SJNA.org / (408) 998-4200 / PublicInfo@sjna.org • Clarify the rules with whomever you bring into the facility • Start and end on time! (Be 5-10 minutes early) • Emphasize that NA recovery is available to all addicts, regardless of drug(s) used • Clearly state that Narcotics Anonymous is separate from the facility and from other fellowships and treatment methods • Screen all panel members, speakers, and chairperson(s) • [As applicable] Attempt to get all agreements with correctional [other] staff in writing • Cover any gang-related tattoos • Use clear and inclusive NA language of recovery: Addict, Clean, Recovery, Higher power, Spiritual • Appropriate appearance: Personal hygiene, Clean and unorn clothing, No affiliated clothing or jewelry (i.e. NA, Sports Team, Logo shirts, Religious necklaces, etc.) 	<ul style="list-style-type: none"> • Dress inappropriately (find out the facility’s dress requirements) • Attend meetings in facilities alone • Emphasize using days while sharing an NA message of recovery • Debate any issues involving facility rules, regulations, programs, or other fellowships • Discuss conditions within the facility or facility staff members with [attendees] • Wear flashy jewelry or carry excessive cash • Take messages or carry letters in or out of the facility • Bring an NA member who has friends and/or family in the facility • Ask what type of circumstance or crime an [attendee] has been convicted of, or discuss guilt or innocence • Accept money or gifts from, or give money or gifts to, any [attendees] • Smoke or vape on premises • Bring food or chew gum; only water

Sharing Contact or Personal Information

Provide GSJNA, PR, or applicable subcommittee contact information if requested:

Web: SJNA.org

Phoneline: (408) 998-4200

E-mail: PublicInfo@sjna.org (other subcommittee contact info is on SJNA.org or meeting guide)

Contrary to a regular NA meeting, we avoid sharing personal information or “experience, strength, and hope” during public presentations because it risks distracting from NA’s simple and inclusive message of recovery.

However, there may be times when sharing personal experience or contact information is appropriate. Please use discretion and never give out anybody else's contact information. If it is a potential NA member asking, we suggest letting them know what meetings you will be at and arrange to meet there.

It's all our responsibility...

If you or someone at the presentation is not abiding by these guidelines, please take them aside before presentation and lovingly remind them. For example, for a clothing issue grab a jacket, turn a shirt in inside out, or tuck in the jewelry. If it is a reoccurring issue, please let the PR Coordinator or PR Chair know.

Thank you for your service to Narcotics Anonymous.

Rev. 1-26-22

PHONELINE SERVICE GUIDE

Introduction

Our primary purpose is to carry the message of recovery to the addict who still suffers. One of the best ways to make NA available to those who need help is to provide a 'Phoneline' phone service; where someone can easily get information about NA.

To serve this purpose, the telephone number for the 'Phoneline' is listed in community access pages and directories as Narcotics Anonymous. The suffering addict can call this number without fear, receive information about NA, and obtain meeting times and locations.

Please familiarize yourself with this guide. The recovery and welfare of the suffering addict may depend on how well prepared you are to handle their call.

How the Phoneline Works

Connecting Callers: The Greater San Jose Area receives numerous calls per month. Approximately 90% of the calls are for meeting information. When a person calls the 408-998-4200 number they are connected to the Hosted Phone Service. The Hosted Phone Service is an automated computer program that provides meeting information by days of the week, or connects you with a Phoneline Volunteer. It also lists the upcoming activities and gives phone numbers for Narcotics Anonymous help lines in the surrounding areas.

To access any of the services listed, the caller is given a series of numbered prompts to navigate through the desired information. If the caller wants to speak to a Phoneline Volunteer, the system will direct the caller towards either female or male volunteers. At no time is the phone number of the volunteer given out or displayed. When a volunteer receives a call, the call display will show the telephone number, 408-998-4200. Volunteer should add the number to contacts to avoid call being blocked or silenced.

Volunteer Schedule: Phoneline Volunteers sign up for time slots to answer calls. Time slots for Phoneline Volunteers are 8 AM to 12 Noon, 12 Noon to 4 PM, 4 PM to 8 PM, 8 PM to 12 Midnight and 12 Midnight to 8 AM. However, we can be flexible to accommodate individual schedules if required.

To keep current and consistent information, the Phoneline coordinator or the assistant coordinator will contact all the Phoneline volunteers to confirm the phone numbers and time slots listed for the Phoneline volunteer are correct. If the volunteer can not be reached or does not return the call within one week the volunteer must be removed from the Phoneline Volunteer list.

Volunteer Responsibilities:

1. Your regular availability at the time of your shift is imperative. You must be willing and able to answer a Phoneline call during your shift.
2. Phoneline volunteers need to be active members of NA that attend meetings regularly. It becomes increasingly difficult to share with the newcomer the benefits of the NA fellowship if you are out of touch with the fellowship yourself.
3. Always respect the dignity and privacy of all callers.
4. When speaking with callers, remain objective and non-argumentative. Remember that you are likely to be the first contact a person has with NA. A warm, friendly voice will reassure a frightened, uneasy person in need of help.
5. Remember the 6th Tradition, we do not endorse or make recommendations about any other program or agencies. If the caller insists on information about treatment facilities or detox, recommend an online search "Drug treatment".

6. You must have a “408” area code to be a Phonline Volunteer because the automated service uses the line to callout to the volunteer on shift.
7. Try to keep calls fairly brief. If the call becomes lengthy, try to wrap it up by directing them to the next available meeting or sjna.org for more information. If you feel it is necessary to continue the conversation, get the caller’s name and number and ask to call them back at a later date or time.
8. Never give out names, or phone numbers of other Phonline volunteers or any other members of NA. If you get a call from someone looking for an Area Officer (PR, H & I Chairperson etc.), give them the name and phone number listed on a current meeting guide or refer them to sjna.org.
9. If you have any questions, doubts or frustrations about your position as a Phonline volunteer then come to the Phonline Committee meeting and express your opinions. If you are unable to come to the committee meeting call the Phonline Coordinator or the Assistant Phonline Volunteer Coordinator.
10. Make sure the information you give out is up to date and accurate. Take the time to check current schedules and new information. It is better to give no information than give out the wrong information. If necessary, get caller’s phone number and check if you are unsure of your information.

When on the Phone

We carry the message of recovery to the caller and express that:

- Our primary objective is to help the addict get to a meeting.
- The NA program works.
- We were once suffering addicts ourselves, and...
- We care and are willing to help.

Our tone of voice and delivery speed is 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.

Please remember:

- It is our policy that we cannot accept personal messages, and we cannot give out the telephone number of anyone who may or may not be in the Fellowship.
- Narcotics Anonymous is not affiliated with, nor recommends any other organization, institution, emergency service, agency, or program. We simply provide alternate phone numbers to callers who need services other than NA per the Sixth Tradition.
- Never hang up until you feel that you have done all you can to help the person within the guidelines of the 12 Traditions.

Helpful DO’s and DON’Ts

DOs

- Always identify that the Caller has reached NA by saying something like “Hello, this is VOLUNTEER NAME and I’m an addict and phonline volunteer with Narcotics Anonymous...”
If you don’t want to give your name, you can say you are a “Phonline Volunteer and a member of NA”.
- Find out what the caller needs. It is OK to ask questions.
- Keep calls brief and try to be helpful. Refer them to SJNA.org.
- 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 NA.
- Offer to meet them at a NA meeting.

DON'Ts

- Don't argue with people whose views of addiction differ from yours or NA's.
- Don't try to persuade the caller to stop using if the caller does not want to.
- Don't try to handle a call that you are not qualified to handle (i.e. Suicide Hotline number is provided).
- Don't give out other people's names or phone numbers, unless the caller is a health care professional or facilitator wanting to speak to a H&I or PR representative. Then, only give the name and number of that person from the back of a current meeting guide or SJNA.org.
- Don't break anyone's anonymity.
- Don't answer questions about who was at a NA meeting, even from a probation officer / police or whomever.

Common Misconceptions

There are many misconceptions about N.A, so we wish to state what NA does not do:

- NA does not operate detox units, recovery or halfway houses and is not affiliated with such facilities in any way; however, we do cooperate with those who cooperate with us.
- NA does not crusade, solicit, advertise for members, or try to persuade anyone to join us.
- NA does not engage in or sponsor research.
- NA does not keep membership records or case histories, follow-up on members, or in anyway try to control them.
- NA does not make medical or psychological diagnoses or prognoses, nor provide marriage, family, or vocational counseling.
- NA does not provide welfare or other social services.
- NA does not accept money for its services; is not funded by the public or private sources or agencies; accepts no contributions from non-NA members or sources.

Types of Phonline Calls

Occasionally Callers may be and organization interested in NA information or services.

- Give them the PR e-mail (publicinfo@sjna.org), and name and number of the current PR Chairperson listed on the back of a current meeting schedule or SJNA.org.
- Examples are calls from:
 - The media; i.e. radio stations, TV, newspapers, etc.
 - Professional, Agency, or School requesting a speaker, presentation, or information.
 - Professional requesting to start a NA meeting in their establishment (H & I).
 - Organization requesting literature.

Relatives, Friends, Lovers:

Often Callers are family and friends of addicts and should be informed briefly about Narcotics Anonymous. Though NA does not deal with their problems, they may be reaching out for the first time, need and deserve encouragement, feel isolated and ashamed, and be in direct contact with the addict.

- The first question is "does the addict want help?"
If the answer is no, then nothing further can be done for the addict. You can explain that there are other programs like Naranon, which are not affiliated with NA, but others have found help there.

- If the addict does want help, then ask “does the person know you are calling NA and are they willing to talk?”
Try to have the addict come to the phone, or give meeting information to the friend and encourage them to go to a meeting together.
- The call could also be an addict calling in and talking about a fictitious person.... himself or herself. Listen for the “I s”, instead of he or she.

Transportation to Meetings:

Some Callers want a ride to a meeting, but we do not pick up or drive people to meetings. In other rural areas, NA may do this.

- Direct the Caller to public transportation (VTA.org), and if they have a smart phone or computer, direct them to SJNA.org where they can use online map links to determine public transportation to a meeting.
- If you choose to pick someone up, have them meet you in a public place, bring another recovering addict, and remember never go into anyone’s home.

Crisis and Medical Calls:

We are an information service only, and are not qualified to handle emergency situations.

DO NOT give medical diagnosis or medical advice over the phone!

Suicide Call

Unfortunately, these types of calls do come in and can be very uncomfortable.

- It is essential to recognize that we are not trained in suicide prevention and connect the caller with the local crisis and suicide prevention line (1-855-278-4204, see “Helpful Phonenumber Resources”) or 911.
- Always take a suicide call seriously! Never assume it’s just a joke. It’s impossible to tell over the phone and especially if the caller has been using.
- If the caller has intentionally taken an overdose, time may be very short. If the caller isn’t able to call 911, see if you can get their phone number and address so you can call 911 for them. Then hang up and turn it over, you’ve done all you can.

Overdose (Probable or Possible)

Remaining calm will have a helpful effect on the Caller. Do what you can in situations like this, but never give medical advice or provide help.

- If Caller (or Caller’s friend) has overdosed, have them call 911.
- If you feel that further follow-up is necessary, ask for the Caller’s phone number and call back in a couple of hours or the next day to offer support, meet at a meeting, tell the person about NA, etc.

12 Step Call

The best way to handle a request to meet in person is to listen and suggest the caller go to a NA meeting as soon as possible. We do not conduct “12 Step calls.”

- Offer to meet the Caller at the next NA meeting.
- If you feel it absolutely necessary for a 12 Step call to be made, please remember some basic guidelines:
 - Never go alone; find another NA member to go with you.

- Meet the Caller in a public place or a NA meeting. Never go to a Caller's home.
- Men should 12 Step men. Women should 12 Step women.
- Do not go on a 12 Step call during your Phonenumber shift.

Helpful Phonenumber Resources

Online Local Meeting Guide: SJNA.org

Contact for local NA: PublicInfo@sjna.org

Online NA Information / Literature: NA.org

Other NA Area Phonenumber

- Peninsula Area NA: 650-802-5950 / peninsulana.org
- East Bay Area NA: 510-444-4673 / naalamedacounty.org
- Santa Cruz Area NA: 855-562-2789 / santacruzna.org
- San Francisco Area NA: 415-621-8600 / sfna.org
- Contra Costa County NA: 925-685-4357 / contracostana.org

Santa Clara County Transportation: VTA.org

Emergency: 911

Suicide and Crisis Hotline for Santa Clara County (24/7):

Phone: 1-855-278-4204 (Toll-free)

Text: RENEW to 741741

Web: scchope.org