



• SAN DIEGO AND-IMPERIAL COUNTIES REGION NARCOTICS ANONYMOUS  
PHONELINE TRAINING GUIDELINES

**NA'S PRIMARY PURPOSE IS TO CARRY THE MESSAGE TO THE ADDICT WHO STILL SUFFERS & THE PHONELINE'S PRIMARY OBJECTIVE IS TO HELP AN ADDICT FIND A MEETING.**

**TO BECOME A PHONELINE VOLUNTEER YOU MUST HAVE:**

1. A minimum of six (6) months clean time.
2. *Knowledge* of the 12 Steps and 12 Traditions of NARCOTICS ANONYMOUS.
3. The willingness to serve AND give of personal time.
4. Be oriented by an approved Volunteer.
5. Train for 2 two-hour shifts with a Phonenumber Volunteer who has worked the phones for at least three months.
6. Maintain a working knowledge of the Phonenumber Subcommittee Guidelines and monthly meeting minutes.
7. Follow 12<sup>th</sup> Step call procedures.
8. Be re-oriented to Phonenumber training guidelines annually.

**DOS AND DON'TS**

**DOS:**

1. Do carry a clear and consistent **NARCOTICS ANONYMOUS** message.
2. Do encourage the addict to attend a meeting by giving them the day, time, location and directions (if needed).
3. Do have a member from the 12<sup>th</sup> Step list call the suffering addict back, if needed. Ensure that the addict receives a call back from someone.
4. Do log all calls and sign in on Log Sheet.
5. Do print clear and complete Fellowship messages.
6. Do refer RSO business to 584-1010.
7. Do refer Spanish speaking callers to (619) 546-0774 if unable to answer their questions.
8. Do make arrangements for a Substitute Phone Worker to cover your shift.
9. Check Voicemail messages at least one time every shift.

**DON'TS:**

1. Don't ever give medical advice, names of hospitals, detox centers or recovery programs, as **NA does not endorse any facility or outside enterprises.** Refer these calls to the 211 San Diego information and resource line. **You may give out the Phone Number to Nar-Anon #858-492-8720**
2. Don't give personal opinions; remember you are representing NA.
3. Don't use the 12<sup>th</sup> Step list or Phonenumber Subcommittee Member's list for anyone's personal needs. The numbers are for **PHONELINE** use only. ***Never give these numbers out!***

4. Don't have long conversations on the phones. Refer to 12<sup>th</sup> step list for distressed callers
5. Don't make personal calls from Phonenumber phones, except in case of emergency.

### **USE OF PHONELINES:**

1. Remember and remind others that these are business lines. The phone is here to carry the message to the addict who still suffers. Suggest that people use their cell phones or find a payphone for personal calls.
2. Never call information (411 or 555-1212).
3. Don't tie up the lines. Calls should be of short duration. You are expected to be responsible in this regard, exercising both compassion and good judgment.
4. Answer the phone:
  - A. "Narcotics Anonymous, this is \_\_\_\_\_,"
  - B. "Narcotics Anonymous, how may I help you?"
  - C. "Narcotics Anonymous, my name is \_\_\_\_\_, and I'm an addict,"
  - D. "Narcotics Anonymous, I'm an addict, how may I help you?"
5. Please do not answer in any creative or "humorous" fashion.
6. When receiving a collect call, ACCEPT THE CALL. Give the caller appropriate information as needed in as timely manner as possible.  
Make the caller aware of the website, [www.sandiegona.org](http://www.sandiegona.org) and the toll-free number, (800) 479-0062. This number is available for anyone calling from the San Diego and Imperial Counties only.
7. TO THE PUBLIC – YOU ARE NARCOTICS ANONYMOUS. The attitude you project is very important. You are a VITAL LINK in NA's PUBLIC IMAGE.
8. Be positive. Represent a program that works to help the addict. Carry the message of NA ONLY! You may be NA's first contact to that individual.

### **AFTER-HOURS PHONELINE WORKERS:**

After-Hours Phone line workers answer call from Home or Cell Phones during times when there is no Phonenumber Service Operating at the RSO physical location. These shifts are typically 10:00 pm to 8:00 a.m.

1. Report number of incoming and outgoing calls to designated individual.
2. Have access to the most recent 12<sup>th</sup> step list.
3. For more information, contact After Hours Coordinator.

### **MESSAGES:**

1. Use the message pad for any and all messages. Please do not remove the yellow copy from the message pad.
2. PRINT clear, complete and dated messages, with a name and call back number. Put completed messages in the appropriate boxes (See FYI book on desk). When in doubt, put the message in the Phonenumber box.

### **KEYS:**

1. Keys to the front door of the RSO are issued to all Daily Coordinators, each day's opening and closing shift and by request to any Phonenumber Volunteer; must have over one year clean time and current key release form.
2. There is a \$10.00 refundable key deposit required.
3. **DO NOT DUPLICATE THIS KEY.**
4. **DO NOT LEND YOUR KEY TO ANYONE.**

5. Keys and required form must be returned to the Phonline Chair, Vice Chair or RSO Office Manager only upon separation. When returning Key write down Return Date. **Do not pass keys on.**

### **YOUR PARTICIPATION:**

1. Your cooperation in helping to keep a voice on the phonline is greatly appreciated.
2. PLEASE KEEP YOUR COMMITMENT. The phonline needs to be covered in order to carry the message to the addict who still suffers.  
It is the Phonline Volunteer's responsibility to learn all policies regarding phone work. We strongly suggest that you read all Phonline Subcommittee minutes and messages to be aware of changes and current issues. Phonline Volunteers are encouraged to contact the Daily Coordinator, Vice Chair or Chair (in that order) if there are any questions regarding Phone Service or these responsibilities.
3. When in need of a substitute for your shift, try to plan ahead. If necessary, check the substitute list. If you cannot find someone from the list, put a message on the board next to Phonline desk, with your name, number, date and time the substitute is needed. Remember, if you can't fulfill your commitment, notify your Daily Coordinator and try and make sure that the shift after you will be able to get into the office. (Not everyone has a key and Volunteers should never be locked out.)
4. It is not required, but also suggested, that Volunteers attend the Phonline Subcommittee Meetings (held the first Sunday of every month at noon at the RSO).
5. We need your input. Please put any suggestions, complaints, or issues for the committee in the Phonline Subcommittee box (or contact your Daily Coordinator, the Vice-Chair or the Chair). We suggest you do this while the issue is still fresh in your mind.
6. Please take care of yourself. If you receive a distressing call, please call a member of the Phonline Subcommittee or someone in your support group. We are here to support each other.

### **12<sup>th</sup> STEP CALL PROCEDURES**

A Twelfth Step Call is usually a request for extended personal contact from a member of NA. These volunteers simply talk with the caller, helping the potential member get to a meeting on their own. The 12<sup>th</sup> Step List is not to be used for providing rides to meetings. The caller may request a 12<sup>th</sup> Step Call or you may determine they need to talk to someone, other than you, that will lead them to a meeting.

1. Take callers name, phone number, and what area of the region they are in.
2. Use the 12<sup>th</sup> Step Binder on front desk to look up approved 12<sup>th</sup> Step Volunteers. Check gender, area, and time availability on list.
3. Make calls until you reach a live person. Many people use cell phones only or screen their incoming calls. We do not leave messages for 12<sup>th</sup> Step Volunteers.
4. Log on Daily Call Report as an Outgoing Call.
5. Ensure that the addict receives a call back from someone.

# REGIONAL SERVICE OFFICE – SECURITY REQUIREMENTS

1. The back (alley) door should remain locked unless there is a meeting in the back room.
2. In case of front office problems, contact the RSO Office Manager.
3. In case of emergencies, such as fire, or ANY disturbance of a serious nature, in the office – CALL 911 WITHOUT HESITATION!
4. Always unplug space heaters when you leave.
5. Turn off all lights, fans, close blinds and close all doors when you leave the office unattended! **Remember to make sure all four doors (alley, literature sales, stairwell and front) are locked** if you are the last one to leave.

## PROCEDURES

### Closing the office (these procedures must be done any time there is a gap in phone shifts):

1. Make sure back (alley) and front doors are locked.
2. Ensure the Literature and Stairwell doors are locked and close the middle door.
  - a. If Literature door is unlocked, please lock.
  - b. If Stairwell door is unlocked, notify the Office Manager or any RSO Board Member.
3. Turn off all lights.
4. Close the window blinds.
5. Do NOT turn computer off.
6. Clean up after yourself.

### Requests to mail schedules:

1. **FIRST**, try to get the caller to a meeting.
2. Refer them to the Regional Website: [www.sandiegona.org](http://www.sandiegona.org), to view or print the meeting directory.
3. Take a message (with complete name, address and phone number) and place in Phonline Subcommittee box **or** use one of the Stamped Envelopes in the Phonline Subcommittee Box and mail the caller a schedule.

### Phonline Log Sheets:

1. Complete one sheet for each day – do not use different sheet for each shift.
2. Indicate whether calls are incoming or outgoing.
3. The last shift puts the daily log into Daily Box.

### Notification of Reported Meeting Discrepancies:

When someone calls after not finding a meeting in the directory, please write the information on the Meeting Verification sheet on the bulletin board.

### SPECIAL NOTES:

1. Use only NA or Phonline Subcommittee approved literature.
2. Refer to the FYI book for additional information.
3. Get to know your Daily Coordinator and the other people doing Phone Service. We are each others' support group. Remember that you are doing an invaluable service and that you are very much appreciated.