



**SAN DIEGO AND IMPERIAL COUNTIES REGION NARCOTICS ANONYMOUS
PHONE-LINE VOLUNTEER ORIENTATION TRAINING GUIDELINES**

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

TO BECOME A PHONE-LINE VOLUNTEER YOU MUST HAVE:

1. A minimum of six (6) months of continuous 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 one two-hour shift with a qualified Phone-line Volunteer who has worked the phones at the RSO for at least three months.
6. Maintain a working knowledge of the Phone-line Workgroup Guidelines, and read the posted monthly Phone-line Workgroup meeting minutes.
7. Follow 12 Step call procedures.
8. Be re-oriented to current Phoneline Training Guidelines annually.

DO'S AND DON'TS

DO'S:

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 provide the caller with the Regional Website: www.sandiegona.org for the most current scheduled meetings for each day of week lists of their times, locations, and other pertinent printable related information.
4. Do have a member from the 12th Step list (notebook located at the front desk at the RSO only for usage of phone-line volunteers serving from its location) call the suffering addict back, if needed. All remote phone-line volunteers will take needed 12 step calls or contact a member of their support team to assist them with such a call. Remote phone-line volunteers to use their discretion and own judgment. Ensure that the addict receives a call back from someone.
5. Do log all calls in or out and sign in on the bottom of the Log Sheet if answering calls at RSO.
6. Do print clear and complete Fellowship messages and place them in the appropriate mail box when serving at the RSO.
7. Do refer RSO business to **(619) 584-1010**.
8. Do refer Literature business to **(619) 584-2004**.
9. Do refer Spanish-speaking callers to **(619) 546-0774** if unable to answer their questions.
10. Do make arrangements for a Substitute Phone-line Worker to cover your 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.
2. Don't give personal opinions; remember you are representing NA.
3. Don't use the 12th Step list or Phonenumber Workgroup Member's list for anyone's personal needs. The numbers are for RSO Phonenumber volunteers use only. **Never give these numbers out!**
4. Don't have long conversations on the RSO phones. Refer to 12th step list for distressed callers.
5. Don't make personal calls from Phonenumber phones, except in case of emergency (911).

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 3-5 minutes. 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 am an addict.”
 - D. “Narcotics Anonymous, I am an addict, how may I help you?”
5. Please do not answer in any creative or “humorous” fashion.
6. With the new “Freedom Voice” phone system collect calls should be restricted; however if a “collect call” comes through – Accept the call, and charges. After taking care of the caller's needs, be sure to notify your “daily coordinator” about the call.
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. For more information, contact After Hours Coordinator or your Daily Coordinator.

MESSAGES:

1. Use the message pad at the RSO 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 mailboxes. 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, and to those Phone-line RSO Volunteers only. There is a \$10.00 refundable key deposit required, and a new key issue form. (See RSO Office Manager.)
2. DO NOT DUPLICATE THIS KEY.
3. DO NOT LEND YOUR KEY TO ANYONE.
4. Keys must be returned to the RSO Office Manager only upon separation. When returning Key, Please see RSO Office Manager for refund of key deposit. Do Not Pass Key On.

YOUR PARTICIPATION:

1. Your cooperation in helping to keep a voice on the phone-line is greatly appreciated.
2. **PLEASE KEEP YOUR COMMITMENT.** The phone-line needs to be covered in order to carry the message to the addict who still suffers. It is the Phonenumber Volunteer's responsibility to learn all policies regarding phone work. We strongly suggest that you read all monthly Phone-line Workgroup minutes, and messages to be aware of changes, and current issues. Phone-line Volunteers are encouraged to contact the Daily Coordinator, Vice Workgroup Leader, or Workgroup Leader (in that order) if there are any questions regarding Phonenumber Service or these responsibilities.
3. When in need of a substitute for your shift, try to plan ahead. If necessary, check the phone-line substitute list. If you cannot find someone from the list, put a message on the board next to Phonenumber 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 Phone-line Volunteers should never be locked out.)**
4. **All Phone-line Volunteers are welcome, but not required** to attend the Phonenumber Workgroup Meetings (held the first Sunday of every month at noon at the RSO, unless a Holiday lands on the first Sunday-then meeting is moved to the second Sunday of the month).
5. We need your input. Please put any suggestions, complaints, or issues for the Workgroup in the Phone-line Workgroup box (or contact your Daily Coordinator, the Vice Workgroup Leader or the Workgroup Leader). 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 Phone-line Workgroup or someone in your support group. We are here to support each other.

12th 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 12th Step List is not to be used for providing rides to meetings. The caller may request a 12th Step Call or you may determine they need to talk to someone, other than you, that will lead them to a meeting.

1. Take caller's name, phone number, and what area of the region they are in.
2. If volunteering at the RSO, the 12th Step Binder on front desk to look up approved 12th 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 12th 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 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 or fans when you leave.
5. Always turn off all lights, fans, close blinds, and close all six doors (includes the door between front and back rooms) if or whenever you leave the office unattended! **Remember to make sure that all five doors (alley, office back room, literature sales, stairwell, and front) are locked if you are the last one to leave.**

PROCEDURES:

Closing the office at the end of each day (these procedures must also be done any time there is a gap between covered phone shifts at the RSO daily):

1. Make sure back (alley), back office, and front office doors are locked.
2. Ensure the Literature, Office, and Stairwell doors are locked, and close the middle door.
 - a. If Literature door is unlocked, please notify the Director of Literature Sales (DLS).
 - b. If the Office door is left open or if the Stairwell door is unlocked, please notify the Office Manager or any RSO Board Member.
3. Turn off all lights and ceiling fans. Unplug all fans and space heaters too.
4. Close the window blinds.
5. **Do NOT turn computer off.**
6. Clean up after yourself; remember to take all your personal belongings with you.
7. **Please** empty the front office garbage cans into the large back room garbage can after each shift at RSO – place recyclable bottles and cans only in recyclable can.

Requests to Mail Schedules:

1. **FIRST**, try to get the caller to a meeting.
2. Refer caller to the Regional Website: www.sandiegona.org to view or to print the most current meeting schedule directory.
3. RSO phone-line volunteers take a message (with complete name, address and phone number), and place in Phone-line Workgroup box **or** use one of the Stamped Envelopes in the Phone-line Workgroup Box and mail the caller one schedule.

Phoneline 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 volunteer at the RSO puts the daily log into Daily Box.

New Notification Procedure for All Reported Meeting Discrepancies:

When a person calls in any meeting discrepancies as listed in the directory, have that caller go to the Regional Website at: www.sandiegona.org to view and make all necessary corrections themselves to that given day's meeting in the online directory.

SPECIAL NOTES:

1. Use only NA or Phonenumber Workgroup approved literature.
2. **You may give out Nar-anon (800) 477-6291 or (310) 543-8188 & www.nar-anon.org**
3. **Parking is an issue. Please allow yourself plenty of time to find unmetered parking. Never park in lot behind the building. Your car will be towed!**
4. Get to know your Daily Coordinator, and the other people doing Phone-line Service. We are each other's support group. Remember that you are doing an invaluable service and that you are very much appreciated. **Thank you for being of Service!**

After Hours and Remote Phone-line Volunteer Orientation Addendum

General: The Most Common Request is for Meeting Times and Locations.

Please make sure you have easy access to the online meeting schedule and/or a printed copy of the most recent meeting schedule so you can get the caller that information as quickly and easily as possible. Remember to inform the caller about the local website, www.sandiegona.org for future reference.

The next most common request is for literature sales. Literature sales schedule is currently posted on the website under Home>Regional Info>Literature Sales. We generally suggest anyone wanting to purchase literature to call to make sure the scheduled literature sales volunteer shows up on the day and at the time for which they are scheduled.

We suggest you add into your contacts both phone numbers for the RSO (619-584-1007 and 800-546-0774), and name it something (such as RSO or NA Hotline) so you will know it is an NA call. The system is set up so caller ID shows the number **being dialed** rather than the number of the caller.

Messages: You will not take written messages. If a situation arises that cannot be resolved with the caller either take responsibility for following up and finding a solution or contact your daily coordinator.

Keys: Remote only volunteers do not need, and will not be issued keys to the RSO.
12th Step Calls: Remote volunteers are trusted with the ability to deal with 12th step calls themselves. Anyone not comfortable doing so, particularly in the case of opposite gender calls, can call someone in their support group to take the 12-step call or their daily coordinator for assistance.

Requests to mail schedules: With online meeting information at www.sandiegona.org, there should be few requests to mail schedules. If someone insists, take the caller's mailing information and pass it along to your daily coordinator.

Phoneline log sheets: With the capability that Freedom Voice has to have access to all incoming and outgoing calls, overnight and remote volunteers will no longer need to keep a record of calls.

Schedule changes: Please contact the online schedule coordinator Mark at 858-356-9921 (home-preferable) or 858-449-3680 (cell-text OK) or your daily coordinator to make any changes to your schedule. If the change is temporary please notify again AFTER the change takes place and BEFORE your next shift. All changes must be entered manually. There is no way to set it up so it "automatically" goes back to the way it was originally.