

Appendix c

WINNIPEG AREA PHONELINE COMMITTEE POLICIES & GUIDELINES

1.0 PURPOSE & FUNCTIONS:

1.1 PURPOSE:

To help the Winnipeg groups and services to carry the message of Narcotics Anonymous recovery to the addict who still suffers.

1.2 FUNCTIONS:

- a. To hold regular scheduled monthly meetings of the Phone Line Committee, in accordance with these Polices & Guidelines.
 - b. To maintain and operate a cell phone service, in accordance with these Polices & Guidelines.
 - c. To maintain and update a list of Phone line volunteers and orient them in accordance with these Polices & Guidelines
 - d. To maintain ongoing contact with other committees in accordance with these polices & guidelines.
 - e. To report back to the Fellowship all Phone line business by way of regular attendance at Area Service Meetings.
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2.0 PHONELINE COMMITTEE MEETINGS:

2.1 VOTING PARTICIPANTS:

The following members attending meetings may enter; take part in discussions and vote on any motions before the Committee.

- a. Vice Chair
- b. Secretary
- c. Phone line Volunteers (having been oriented)
- d. 12 Step Volunteers (having been oriented)

2.2 NON VOTING PARTICIPANTS:

Any member of N.A. who attends the Phone line meeting has all the privileges of voting participants with the exception of voting.

2.3 COMMITTEE MEMBERS RESPONSIBILITIES:

- a. Chairperson:
 - Prepares the agenda for and chairs Phone line meetings.
 - Orientation of all volunteers.
 - Presents a written/verbal report at the monthly Area Service Meeting and Phone line meetings.

- b. Vice Chair - Assumes the above duties when the chairperson is unable To.
- Assists the chairperson with the above duties.
- c. Secretary - Assists the chairperson in preparing the agenda for Phone line meetings.
- Takes accurate minutes at meetings.
- Presents a written/verbal report for Phone line meetings.
- d. Volunteers - To perform their duties as laid out in the Phone line polices and guidelines.

2.4 QUORUM/MAJORITY REQUIREMENTS: a. When

the chair or vice chair and 3 voting members referred to in Section 2.1 are present.

b. Two thirds majority is required to pass any motion.

2.5 PHONELINE COMMITTEE REFERENCES:

- a. Twelve Traditions of Narcotics Anonymous.
- b. The Twelve Concepts for N.A. Service.
- c. M.A.S.C. Polices & Guidelines.
- d. Roberts Rules of Order.

2.6 ORDER OF BUSINESS AT MEETINGS

1. New business to be given to the chair.
2. Open meeting with a moment of silence to reflect on why we are here.
- We version of the Serenity Prayer- modified Service Prayer-Twelve Concepts.
3. Sign Ins and introductions.
4. Establish Quorum.
5. Chairs Report - *questions*
6. Secretary's Report - *reading of previous minutes - questions*
7. Phone Volunteer Report - *questions*
8. 12 step Volunteers Reports - *questions*
9. New Business
10. Personal Reflections
11. Close Meeting – 3rd step Prayer

3.0 CELL PHONE:

3.1 MAINTAINANCE:

- a. When battery charger is not in use remove plug from power source.
- b. Battery is to be charged daily from 11:00 pm. till 8:30 am.
- c. To charge battery: - *at 11:00 pm. Plug in charger – turn off cell phone – place cell phone in charger.*
- d. To reactivate cell phone: - *at 8:30 am. unplug charger – remove cell phone from charger – turn on cell phone.*
- e. If cell phone is not working properly contact Phone Line Chair, If they cannot be reached, contact MTS Mobility at 225-5687.
- f. Do not try to change or add to any of the programmed features of the cell phone or try to fix problems contact Phone Line Chair.

3.2 SAFETY:

- a. Do not answer cell phone while driving vehicle
- b. Turn off cell phone when going into hospitals or anywhere there are signs posted “no cell phones”
- c. Do not use equipment in an extreme environment where high temperature or high humidity exists.
- d. Do not abuse the equipment. Avoid striking or shaking. When not using the cell phone, replace it on your belt or on a flat, safe surface to avoid possible damage.
- e. Do not expose the equipment to rain or any moisture.
- f. When out and about always check for the phone when going from place to place.
- g. If phone is lost or stolen go to the nearest district police office to file a police report. Then call a customer service representative at 225-5687.

3.3 OPERATING INSTRUCTIONS:

- a. Do not use cell phone to make out going calls unless it is an emergency.
All outgoing calls and checking of voice mail messages are to be made on a landline phone. If you have to make the call from the cell phone.
(dial the number you are calling then press the green icon on phone)
- b. On incoming calls press the green icon.
- c. IMPORTANT when you have completed the calls a. or b. immediately press the red icon on phone, otherwise air time charges will apply. Check to make sure it is off.
- d. The cell phone is for N.A. business only do not use it for personal reasons.

4.0 PHONE LINE VOLUNTEER:

This is an elected 3-month position through the Phone Line Committee.

4.1 REQUIREMENTS:

- a. 1 year clean time (*suggested*)
- b. Willingness to carry the cell phone for a three- month period.
- c. Must have a landline phone.
- d. Must not be restricted from taking incoming calls.
- e. Able to put aside personal differences
- f. Some knowledge of the 12 Steps & Traditions

4.2 RESPONSIBILITIES:

- a. To answer all incoming calls from the cell phone.
- b. To respond to all messages left on Voice mail.
- c. To answer all requests for information about N.A. (*who we are – what we do – where we can be located – etc*)
- d. Referrals to other Community Services.
- e. Referrals to appropriate N.A. committees for requested information.
- f. Referrals to 12 step volunteers.
- g. To follow these guidelines & polices, N.A. Traditions and the section on “Phone Line Volunteer” job descriptions.

4.3 PHONE LINE VOLUNTEER JOB DESCRIPTIONS:

- a. 8:30 am remove cell phone from battery charger.
- b. Unplug battery charger from wall socket.
- c. Check voice mail messages using a line land phone.
- d. Activate cell phone by pressing the red icon.
- e. Respond to messages using a landline phone. (*see section 4.4 types of calls & responses.*)
- f. Record information in Phone Log Book.
- g. Answer all calls on cell phone up to 11:00 pm by pressing green icon.
IMPORTANT when call is completed press red icon and record information in Log Book.
- h. If for any reason you have to turn phone off, press and hold red icon for a few seconds until it indicates power is off. To turn cell phone back on press red icon. If it indicates there are messages refer to e. and f.
- i. At 11:00 pm turn off cell phone, by holding red icon for three seconds, plug in battery charger and place cell phone in charger.

4.4 TYPES OF CALLS & RESPONSES

- a. All incoming calls – “Hi, Narcotics Anonymous I’m an addict named ----- How can I help you?
- b. Responding to a message on Voice Mail – ensure you are in contact with person who left the message before you identify yourself as an addict or mentioning N.A.
- c. Determine if the call is from an addict seeking help or from someone calling for information about N.A.
- d. Common Phone calls:
 - Following are several types of calls that are received by Phone Line Volunteers.
 - Fellowship Matter/ Request for Information ----- give a brief description of N.A. to callers requesting presentations, speakers, literature, special meetings etc. Explain that these requests will be passed on to an N.A. member who handles these calls and that they will take care of it. (Never make these types of commitments on your own.) Get the name, phone # etc. of the caller and refer the information to the appropriate person. (see section 5.0 referrals)
 - Personal Calls ----- If the caller wants information about a Member of N.A., politely tell them that it is our policy that we do not accept personal messages or give out personal information. That in the spirit of anonymity we never acknowledge any ones membership in our fellowship.
 - Talking to a Friend or Family Member ----- Crisis Call, if the phone line volunteer feels that the caller is in crises, a referral may be made to an appropriate telephone number that is in The Community Service Referral List (provided in phone line kit) Make sure the person writes down the number. Always tell the caller that we are not affiliated nor do we endorse these Community Services
-----Does The Addict Want Help, Find out if the addict wants to stop using. If the answer is yes and they would like to hear about recovery from drug addiction, ask to talk to them. (see talking to an addict) If the addict doesn’t want to stop using or come to the telephone, tell the caller, “ We cant help any one until they want to stop using, they have to want help”. Let them know that when the addict wants to stop they can call us back.
 - Talking to an Addict----- Listen and respond to the caller. They will probably indicate if they want information or help.
 - Addict Wants Information ----- Answer the person's questions. If you sense that the caller wants more, ask, “Do you have any more questions about Narcotics Anonymous? Do you want help to quit using drugs?
 - Addict not Interested in Getting Help -----End call by saying “ If you change your mind and want some help please call us back.
 - Addict interested in getting help ----- If the caller wants help that is beyond those that N.A. can provide, (e.g., detox. treatment information, etc.) give them a number from The Community Service Referral List provided in phone line kit. ----- If you feel that the caller needs more time to talk, ask if they would like someone to call them back. If yes, get their number and make a

referral to a Twelve Step Volunteer. If no, refer the caller to a meeting. Ask them if they need some help to get to the meeting, If the answer is yes, get their number and tell them you will get back to them if you can make arrangements. Make a referral to the Twelve Step Volunteer List.

4.5 DO'S AND DON'TS FOR PHONE LINE VOLUNTEERS

- Do's - When calling back, use * 67 when using land line phone to respond to messages.
- When calling back, be certain that the person requesting help is on the line before identifying yourself as an addict or mentioning N.A.
 - Find out what the caller needs.
 - Make appropriate referrals when necessary.
 - Keep a log on calls.
 - Use the Twelve Step Volunteer List.
 - Keep calls as brief as possible.
 - Remember to hang up phone by pressing the red icon.
- Don'ts - Try to persuade the caller to stop using if they do not want to.
- Spend too much time with people who are not addicts.
 - Try to answer questions that you are not qualified to answer.
 - Give out other member's names or numbers.
 - Have personal phone calls.

5.0 REFERRALS:

5.1 COMMUNITY SERVICE REFERRALS:

Before making these referrals, you are to let the caller know that N.A. is not affiliated nor does it recommend any of these services. We only give out the numbers for callers who may need services that N.A. does not provide.

- a. **Addictions Foundation of Manitoba** 944 – 6200 – *provide treatment, counseling, interventions and education.*
- b. **Klinik** 784- 4059 - *provide crisis counseling, suicide intervention.*
- c. **River House** 944- 6229 – *Womens center for substance abuse provide same services as A.F.M.*
- d. **Chemical Withdrawl** 787- 3855 - *provide emergency services.*
- e. **Mental Health Emergency** 946- 9109 - *provide counseling, interventions.*
- f. **Sexual Assult/Harassement** 784- 4049 - *provide crisis counseling.*
- g. **Health Links** 788- 8200 - *provide help with medical issues.*
- h. **Familys Anonymous** 237- 0336 – *provide assistance to family members.*

5.2 N.A.SERVICE COMMITTEE REFERRALS:

When a caller has asked for information or help that the Phone Line Volunteer is not able to provide, they are to get the callers name and phone number and tell them they will have someone call them back with what they need. The volunteer is then to phone (land line) and pass

on the information to the appropriate Service Committee Contact.

- a. **Hospitals & Institutions Committee**
Contact name _____ # _____
when caller requests information/help that deals with speakers, meetings, etc. that are for hospitals or institutions.
- b. **Public Information Committee** Contact name _____ # _____ when caller requests information/help that deals with speakers, panels, informational workshops, etc. that are for schools, community, etc.
- c. **Literature Committee** Contact name _____ # _____ when caller requests information/help that deals with meeting lists, pamphlets, books, etc.
- d. **Outreach Committee** contact name _____ # _____
when caller requests information/help that deals with how to start a meeting, support for a meeting, etc.

REMEMBER TO REMIND CONTACTS TO IDENTIFY PERSON THAT THEY CALL BACK BEFORE IDENTIFYING THEMSELVES AS AN ADDICT OR MENTIONING NARCOTICS ANONYMOUS.

5.3 12 STEP VOLUNTEER REFERRALS:

When a caller indicates that they need to talk at length or that they need help to get to a meeting get their name and phone number and tell them you will have someone get back to them as soon as possible.

- a. **Talk to another addict:** If caller wishes to talk with another addict Refer to the 12 Step Volunteer list in the phone line kit. Using land line phone call those members who are willing to talk at length .
- b. **Provide Transportation:** If caller needs a lift to a meeting, refer to the 12 Step Volunteer List in the phone line kit. Using a land line phone call those members who are willing to give rides to meetings.

When making an arrangement with these volunteers remind them that when they get in touch with the caller to make sure they are talking to them before mentioning N.A. or identifying themselves as an addict.

It is also prudent to dial *67 before making call.

6.0 12 STEP VOLUNTEERS:

- 6.1 The Phone Line Committee shall have and maintain lists of members of N.A. who are willing to:
 - a. Talk on telephone with callers referred by phone line volunteer about N.A. and recovery from addiction.
 - b. Meet with and talk with callers referred by phone line volunteer about N.A. and recovery from addiction.
 - c. Give rides to meetings for callers referred by phone line volunteer.

6.2 REQUIREMENTS:

- a. 6 months clean time (suggested)
- b. Willingness to give of personal time.
- c. Willingness to go through an orientation.
- d. Some knowledge of the 12 Steps & Traditions.

6.3 RESPONSIBILITIES:

a. Do's

- After agreeing to do one of the above services, telephone the caller as soon as possible.
- Always let the caller know that our meetings are the best way to learn about recovery.
- When placing call dial *67 for your protection.
- When meeting a caller take another member along with you.
- Always meet the caller in a place that is safe.
- When giving rides always make sure that a member of the same sex as the caller is with you.

b. DON'TS

- Lecture or argue with the caller.
- Give out names or personal information about other members.
- Put yourself at personal risk.