



Narcotics
Anonymous 

Mountain Area Phoneline

Presentation / Training

Session Outline

- Goals
- Introductions/Logistics
- Core phoneline PR principles.
- Volunteer Preparation
- Volunteer Training
- Role Playing
- Q&A
- DOs and DON'Ts

Goals

- Discuss underlying public relations principles within our phoneline efforts.
- Orient and train volunteers about how to respond to various types of phoneline calls.
- Introduce NA members to local phoneline technologies and policies.

Introductions/Logistics

- Introductions
- Logistics
 - Turn off cell phones
 - About the facility-bathrooms, etc.
 - Sign in sheet
 - Other

Core phonline PR principles

- Cooperation
 - Build longlasting relationships with other organizations
 - Maintain consistent focus on our primary purpose with others
 - Foster unity and harmony with other organizations
 - Keep NA's common welfare first.

Core phonline PR principles

- Attraction
 - Reliable communication, responsibility, commitment, and behavior that reflects recovery.
 - Showing up and fulfilling our obligations.
 - Draw on experience of responsible NA members in fulfilling commitments.

Question and Answer

- How is our phonline used to cooperate with various outside organizations?
- What cooperative actions do we, as committees and groups, take to ensure a smoothly running phonline?

Question and Answer

- Why is it important that volunteers be consistent and reliable with their service, and how does that help NA's message of recovery remain attractive?
- How do we make phonline service an attractive NA commitment?

Volunteer Preparation

- Responsiveness is key
- Leadership qualities are essential
 - Integrity, the ability to listen and sound judgment
- Higher-pressure situations / often 1st contact people have with NA.
- Avoid using NA jargon
- Use NA literature

Volunteer Preparation

- Do not make commitments on behalf of the area, region, or NA Fellowship
- If a professional calls...
 - Provide as much info about NA as possible
 - Solicit information from public contact log and follow up with the appropriate trusted servant

Who calls our phonedlines?

- Addicts (both potential members and current NA members)
- Nonaddicts
- Family members & loved ones
- Professionals
- Clergy
- Are there others?

What types of calls?

- Requests for meeting info
- Requests for info about NA
- Requests for public relations efforts (H&I/PR)

What types of calls cont...

- Difficult calls from addicts
 - High
 - prank calls
 - mental illness

One strategy is to continually bring the conversation back to how the caller can get to an NA meeting and end a problem call before the situation escalates.

What types of calls cont...

- Calls made by the public
 - Simple requests for information
 - Calls made about problems created by the behavior of NA members.

What types of calls cont...

- Crisis calls:
 - Phoneline volunteers are not counselors or crisis workers
 - Threats to commit suicide, a drug overdose, or talk about being a victim of violence
 - Refer such callers to qualified outside crisis agencies

What types of calls cont...

- Meeting Recommendations
 - We shouldn't assume an addict wants/needs a common needs/special interest meeting
 - If they request the info and there is one, it's ok to recommend
 - It is ok to recommend a meeting that has a lot of young people to a younger addict, etc.

What types of calls cont...

- Referrals
 - Do not give referrals to specific treatment center or detox unit
 - We can provide a list of any and all local treatment centers, etc.
 - Refer to local telephone directory or local internet search.
 - OK go give #s for Nar-Anon and Families Anonymous to family

What types of calls cont...

- Referrals cont...
 - Review Phonelines Flowchart considering the above examples.
 - Remind the participants that these points and additional points are contained in the "Phonelines" chapter of the Public Relations Handbook.

Role Playing

Questions & Comments

DOs and DON'Ts

DOs

- Do always identify yourself with your first name only and state that you're an addict.
- Do always have the necessary materials (meeting list, 12TH step list, phonenumber log, contingency plan, & regional contacts) close to the phone in order to avoid delay and confusion.
- Do find out what the caller needs. Ask questions.
- Do, 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 Narcotics Anonymous
- Do remember to be helpful and polite to all callers.
- Do make appropriate referrals when necessary.
- Do keep a log of all the calls you answer.
- Do contact the phonenumber chairperson if problems arise.
- Do use the Twelfth Step List.

DOs and DON'Ts

DON'Ts

- Don't argue with people whose views of addiction differ from yours or NA's. If the caller does not want to stop using, do not try to persuade them to stop.
- Don't try to handle calls that you are not qualified to answer.
- Don't give medical advice or legal advice. (We are not counselors or lawyers).
- Don't give out other people's names or telephone numbers.
- Don't answer questions about who was at an NA meeting (e.g. to police officers, probation officers, or significant others.). However, general information may be given about NA's make-up (variance in size of a meeting, NA open to all age groups, etc.).
- Don't glorify active addiction by telling war stories.
