

Inland Empire West Area
Phone Line Service Packet
Revised 4/2018

We are dedicated to the proposition that

No addict seeking recovery need die

Without having a chance to

Find a better way of life

IMPORTANT

- **Please read entire packet.**
- Area directories are updated monthly. Take one and keep it with you.
- Stay informed of local area and regional events.
- Never give out any member phone numbers. **NO MATTER WHAT!**
- Never recommend any detox, treatment center, or sober living. (See referral on page 3)
- Please attend the PR Subcommittee meeting on the fourth Sunday of each month.
- Remember, our job is to get addicts to meetings.
- Recovery happens in meetings, not over the phone!

Referral Page

Inland Empire West Area Helpline

(909) 622-4274

ANY AREA OR REGIONAL N.A. NUMBER IS OK

SO CAL REGIONAL HELPLINE (800) TODAYNA / (800) 863-2962

SO CAL REGIONAL SPANISH HELPLINE (888) NAAHORA / (888) 622-4672

WORLD SERVICE OFFICE (818) 773-9999

SO CAL REGIONAL SERVICE OFFICE (626) 359-0084

WEB ADDRESSES:

N.A. SOUTHERN CALIFORNIA todayna.org

N.A. WORLD SERVICES www.na.org

INLAND EMPIRE WEST AREA iewana.todayna.org

Below are the only suggested outside referral numbers to be used while volunteering on the helpline. It is the responsibility of the volunteer to make a clear and concise statement to the caller that Narcotics Anonymous makes these numbers available in the spirit of cooperation, not affiliation.

EMERGENCY, LAW ENFORCEMENT 911

COMMUNITY SERVICE INFORMATION 211

GENERAL INFORMATION 411

NARANON (800) 477-6291

SUBSTANCE ABUSE REFERRAL* (800) 662-4357

SUICIDE PREVENTION (800) 273-8255

*U.S. Department of Health & Human Services Substance Abuse and Mental Health National Services Administration, National Drug & Alcohol Treatment Referral routing service

WEB ADDRESSES:

NARANON www.nar-anon.org

NA'S IMAGE

Who has an Image of NA?

- Newcomers and yet-to-be newcomers
- Everyone that knows a member of Narcotics Anonymous
- Family and Friends, Strangers who see our T-Shirt or Bumper Sticker
- Co-workers, restaurant workers and customers where we go for coffee
- Everyone that knows a former member of Narcotics Anonymous
- Inmates, patients and clients who go to an H & I meeting
- Public attending a Public Information speaking presentation
- People associated with places where we have meetings and events
- Anyone who sees or hears our Public Service Announcements (PSA) on TV or radio
- Anyone who reads our meeting directory or sees an NA poster

Why Do We Care?

- NA is a program of Attraction rather than promotion
- Addicts will not seek recovery in NA if they don't know we exist
- Addicts will not seek recovery in NA if they don't believe that NA works
- No one will refer addicts to NA if we have a negative image in their eyes
- Newcomers won't come back if they don't feel welcomed

How Do We Create an Image?

- Printed material: Professional-quality literature, meeting schedules, flyers
- PSAs letting addicts know we exist and how to find us
- H & I panels create identification with addicts, caring and sharing the NA way
- Our behavior (when we are identified as members of NA) reflects our recovery
- NA T-shirts, bumper stickers and jewelry identify us as members of NA
- How we drive (and park) with NA bumper stickers on our cars
- How we behave in restaurants, especially large groups of us
- How is our language in public? Around children? In meetings?
- We rent meeting space-what image do they have of us?
- How do we park and drive our motorcycles?
- Do we leave our meeting spaces cleaner than we found it?
- Do we make noise that brings complaints from neighbors?
- Do we pay rent on time? Do we pay promptly for damages?
- How do our children and pets behave? Are they welcome by the facility?

Dear Phone-Line Volunteers,

We appreciate your interest in helping with the Inland Empire West Area's Phone-lines. Your role is a vital link in a successful phone-line communication with the addict who still suffers.

Everything that you need to work the phone-lines is in this kit. Please read it carefully before you begin to work the phone-lines. It will be your responsibility to come to monthly meetings to get current information and to pass along information you have about your phone line slot.

IF YOU ARE UNAVAILABLE FOR YOUR PHONE SLOT FOR ANY REASON, IT IS YOUR RESPONSIBILITY TO NOTIFY THE PHONE-LINE COORDINATOR. DO NOT GIVE ANYONE YOUR SHIFT, INCLUDING FAMILY MEMBERS, IF THEY ARE NOT ON THE PHONE LINES OR AN ALTERNATE. PLEASE CHECK WITH YOUR PHONE-LINE COORDINATOR OR PR VICE CHAIR.

If you decide that you can't work your shift anymore, PLEASE let the phone-line coordinator and or the vice-chair of public relations know. It is important that you let the phone-line coordinator know so that person can change the chart, announce in meetings the slot is available and get it filled. You will also need to return the phone-line packet to a member of the committee so we can give it to the person taking that slot.

If you encounter a problem with the phone-lines, please let the phone-line coordinator and or the vice-chair know right away. Also, if you are not sure about something please ask. The only dumb question is the one **NOT** asked.

Please remember that we are the link to the addict who still suffers and are representing the N.A. as a whole. This will help your recovery. We hope you enjoy this as much as we have.

Thank You,
Inland Empire West Area Public Relations Subcommittee

General Information for Phone-line Volunteers

An Inland Empire West Phone-Line Volunteer is an N.A. member who has calls referred to his or her Phone by an answering service. The First N.A. member the caller will come in contact with is usually a phone-line volunteer. The response and attitude of a volunteer can have a lasting impression on the caller. This is a service position of great responsibility.

Phone-line volunteers can receive calls from the N.A. members, potential newcomers, family and friends of addicts, and other people interested in N.A., such as professional people, students, and members of the media.

As a general guide, it has been found throughout our Fellowship that the phone-line volunteers are most successful if they possess certain assets necessary for the performance of their responsibilities. The qualifications include:

- A minimum of six months clean time
- A knowledge of the Twelve Steps and Twelve Traditions of Narcotics Anonymous
- The Willingness to Serve
- The Willingness to give of personal time

Upon receiving a call, the first thing to be determined is whether or not the caller is an addict seeking help. At this point, the flow chart that follows may be helpful in guiding the volunteer through the call.

Calls from N.A. Members:

Are usually simple requests for meeting information. These should be answered quickly. Most members readily understand the need to keep the phone-lines open for other calls.

Calls from Non-N.A. Members:

Such as students, professional, or community members, are usually requests for general information about N.A. These should also be handled quickly. The caller can be advised that information is available. In this case, the volunteer takes the name and address of the caller and refers this information to the person appointed to handle these types of mailings. Non-addicts who are interested can be referred to open meetings. (Contact Phone line Coordinator)

General Information for Phone-Line Volunteers (cont'd)

Calls from persons requesting speakers, Interviews, etc:

These calls are given a brief description of N.A. The volunteer also explains that a member involved with Public Relations will handle these types of requests. The volunteer takes the caller's name and phone number and passes it along to the appropriate contact. Committee officers are experienced in handling public relations in keeping with the Twelve Traditions of N.A.

Calls from potential newcomers:

These are of course, the most important calls received by an N.A. volunteer. The volunteer will give a brief description of the N.A. program and explain what the caller can expect at a meeting.

Explain to the caller that all information is confidential but some information is needed in order to help them.

- The first name, phone number and city of the caller
- The sex of the caller. **MEN WORK WITH MEN, WOMEN WORK WITH WOMEN**
- Has the caller ever been to a N.A. meeting?
- How did the caller hear of N.A.?

The phone-line volunteer tells the caller that someone will call them back. They also make note of any pertinent information offered by the caller. It is suggested that the volunteer obtain as much for the caller in as short a time as possible. Then the phone-line volunteer waits for the next call. A phone-line volunteer will need to use good judgment regarding these calls.

NEVER give out the name, address or phone number of any member of the N.A. fellowship without permission. Refrain from using last names, places of employment, etc.

Do's and Don'ts for Phone-Line Volunteers

Do's

1. Call the Phone Line Coordinator if you are unable to cover your shift.
2. When returning a call, (Make sure to block your number before calling back by dialing *69) be certain that the person requesting help is on the line before identifying themselves as an addict or mentioning Narcotics Anonymous.
3. Find out what the caller needs.
4. Carry the message of N.A., remember that you are likely to be the first contact the person has with fellowship.
5. Encourage the addict to attend a meeting by giving them a day, time location and directions.
6. Keep an updated area and regional directory as well as any event flyers.
7. Make appropriate referrals when necessary and remember to use the disclaimer. N.A. is not affiliated, nor endorses and related facility or outside enterprise, but in the spirit of cooperation I will refer...
8. Keep calls brief
9. Contact the Phone Line Coordinator if any problems arise
10. You may refer the caller to the N.A. websites for additional information

Don't

1. Don't try to persuade the caller to stop using.
2. Don't spend too much time on the lines with people who are non-addicts.
3. Don't try to handle calls you are not qualified to handle such as giving medical advice.
4. Don't give out other people's names and/or phone numbers without permission
5. Don't give out your own phone number.
6. Don't give out names of hospitals, detox centers, etc., as N.A. does not endorse any and all facilities.
7. Don't give out personal opinions representing Narcotics Anonymous.
8. Don't take abuse.
9. Don't break anyone's anonymity.
10. Don't make promises to addicts calling in about rides to meetings, a place to stay or anything. Just say you will do the best you can.
11. Don't take yourself too seriously. Your responsibility is to pass on information about meeting time and location. It is not your responsibility to solve personal problems. When it gets to that point, you need to tell the person you are answering a phone line and that you need to clear the line for the next caller.

Handling Special Calls

Handling Crisis Calls

The N.A. Phone line is strictly for dispensing information about the N.A. fellowship, meeting and recovery. The volunteer must always remember that they are only a recovering addict. The volunteer is not a professional crisis counselor, doctor or psychologist, and does not have the right to give professional advice.

Calls, which, in the volunteer's opinion, are beyond the boundaries of Narcotics Anonymous, should be quickly and politely diverted. The caller can be referred to the approved referral numbers (page 3) or they can be referred to the yellow pages under "drugs".

After the volunteer has established that the caller is in an emergency situation, the volunteer should refer the caller to a general emergency telephone number (911) which is set up for all emergency crisis calls.

Detox and Rehab

Callers requesting information about detoxification and/or rehabilitation should be told that the volunteer is not a professional, and not qualified to make specific referrals. Referral to any specific facility implies endorsement, and this would be a violation of our Traditions. The caller can be referred to the approved referral numbers (page 3) or they can be referred to the yellow pages.

Calls from Friends and Family Members

Although N.A. phone lines are operated for the purpose of allowing addicts the opportunity to discuss their desire to stop using, often calls are received from family members and friends of addicts. If the family member or friend calls N.A., the volunteer must always inquire.

”Does the addict want help?”

If the answer is **no**, it is a sad but true fact that there is nothing that N.A. can do for such an addict. The addict must ask for help. This must be explained to the family member or friend and they should be advised to make the N.A. number available to the addict. The friend or family member should be treated with kindness and the utmost patience.

Always explain that Narcotics Anonymous does not endorse or recommend any other organizations or institutions and in no way is Narcotics Anonymous affiliated with an emergency service, agency or program.

Flowchart for Answering Calls

We are utilizing a touch-tone menu service that is administered by the Phone Line Coordinator through the Internet. When a caller dials the Helpline number they will be directed to dial "0" should they desire to speak to a "live person". At this time the computer system will forward the call to the current phone slot holder.

PLEASE NOTE: THE CALLER'S NUMBER WILL SHOW UP ON THE PHONE SLOT HOLDER'S CALLER ID. THE CALLER HAS NOT AND IS NOT CALLING YOUR DIRECT LINE.

Returning a call: (Make sure to block your number before calling back by dialing *69)

Be certain the person seeking help is on the line, then say: "Hi my name is _____, and I am an addict. How can I help you?" The volunteer needs to determine the nature of the call right from the beginning. "Are you calling for yourself or for someone else?"

If you are speaking to:

AN ADDICT:

Listen and respond to the addict caller. A suffering addict will probably say they want facts or help.

Wants Facts: (What is N.A.?), (Where is a meeting tonight?), (What kind of people go to N.A.?), (Does N.A. work for everyone?)

See the following page: "Addict Wants Facts"

Wants Help: (I'm sick, depressed), (I can't stop using)

See the following page "Addict wants Help"

A FRIEND OR FAMILY MEMBER:

Go to: "For Friends or Family Members of an Addict"

ADDICT WANTS FACTS

Answer the caller's question. If you sense that the addict wants more, ask: *"do you have another question about Narcotics Anonymous?"* After the caller has asked all of their questions and if you sense that the addict wants to continue the conversation,

Then ask: *"How are you doing?"* The addict will indicate that they are not ready or that they may be ready to ask for help.

Not ready yet: (I'm doing just fine), (I don't want to stop using just yet), (I don't have a problem)

Conclude the call: *"When you are ready, we are here to help you. Our program works for those who want to stop using. Always remember there is a way out."* End.

May be ready: (I'm not feeling so good), (I'm hooked), (Part of me wants to stop but I can't)

Ask: *"What's going on?"*

Go to: "Addict wants Help" below

ADDICT WANTS HELP

Listen, acknowledge that you have heard and are concerned:

"Sounds like you're really hurting. I know the desperation that you must be feeling. Are you considering quitting drugs?"

No: Conclude the call: *"When you are ready, we are here to help you. For those who have the desire to stop using, this program works."*

Yes or Not Sure: Respond empathetically, care and share briefly. Tell the addict how it was, what happened and how it is for you today. You may sum up by saying: *"I was once completely strung out and thought that I'd never be able to quit using. But I got clean in N.A. and haven't had to use anything for _____ (months or years)"*

Ask: *"Do you want to go to a meeting and meet other people in N.A.?"*

No: Go to "Addict won't go to a Meeting" on page 15

Yes: Acknowledge the addict: *"There is a meeting at _____"* Give the time and location of the meeting and directions if needed.

ADDICT WANTS HELP (cont'd)

Conclude the conversation: *“To get the most out of the meeting, try to come a few minutes early. If you need further help, give us a call again. You’ve done the right thing by calling us. We look forward to meeting you.”*

IF THE ADDICT WANTS TO DETOX

Tell the addict that you are not a professional (doctor, etc) and not qualified to deal with a medical problem. It is a violation of our Traditions to refer, and thereby endorse, any specific detox, hospital or other program. We are not a general referral service agency – our main purpose is to help addicts get to meetings. Encourage the addict to try an N.A. meeting – he might meet someone there with the information he is looking for! (Refer to Page 3)

ADDICT WON'T GO TO A MEETING

In response to your question, (*“Do you want to go to a meeting?”*), the addict indicates he/she doesn't want to go to a meeting.

Ask: “Why not?”:

(I'm too sick), (I don't know), (My car doesn't work), (I can't leave my kids), (I'm afraid), etc.

Go To: “Needs Support” on next page.

NEEDS SUPPORT

The following section has seven topic classifications of the addict's questions or statements followed by a suggested response to the addict's need for help. Our intention is to help the caller focus on the solutions rather than the problems, which are preventing attendance at N.A. meeting.

On Guard: (What happens at a meeting?)

Respond: *"We're a group of clean addicts who meet regularly to help each other recover. Addicts share about what it was like and what life is like today. Nothing is required of you."*

Obstacles: (My car doesn't work, etc.)

Respond: *"Does this problem have a solution?" or is there someone willing to give you a ride."*

Children: (I don't have anyone to take care of my kids.)

Respond: *"If you have to, you can bring your kids to an open meeting. Or if your children are school age, you can attend the daytime meetings."*

Too Scared: (I'm afraid)

Respond: *"You are not alone. During my first meetings, I was scared, afraid to speak, and feeling very self-conscious."*

Still Using: (I can't stay straight to attend a meeting)

Respond: *"You don't have to be clean to attend a meeting. If you have the desire to stop using, then you are welcome. We do ask that you not have any drugs or paraphernalia on you during the meeting."*

Too Hopeless: (I'm too crazy; I'm too messed up)

Respond: *"I felt that way, too."*

Other excuses: (I can't leave because of... my work, family obligations, husband/wife doesn't approve of meetings, etc.)

NEEDS SUPPORT (cont'd)

After discussing the preceding issues and possible solutions:

Ask: *"Do you want to go to a meeting or perhaps talk some more with someone else about N.A.?"*

No: Conclude the call: End:

Yes, I'll go: Respond and provide the necessary information about the next available meeting:
"Great, there is a meeting at _____."

No: Conclude the conversation: *"To get the most out of the meeting, try to come a few minutes early. If you need further help, give us a call on the hotline."* End:

Yes or I want to talk with someone else: Go to the "Twelfth Step Process": on the next page

None of the above: Conclude the call: *"When you are ready, we are here to help you. For those who want to stop using, our program works and you can see and hear how it works in our meeting."*

FOR THE FRIEND OR FAMILY MEMBER OF AN ADDICT

The caller indicates that they want help for someone else: (my old man, daughter, friend or whoever is all messed up).

Be sure to determine what the caller means so that you can make the proper referral:

Ask: *“What do you mean, ‘all messed up’?”*

(He is unconscious and turning blue.) (He is violent right now). (He is acting crazy).

Go To: “Medical Emergency”

(He won’t stop using coke, pot, etc.)

Go To: “Friend or Family Member Wants Information about the Addict’s Practicing Behavior”

MEDICAL EMERGENCY

Provide the number for medical emergencies in your referral list:

911

Make sure the caller gets the number down. Then if there is time, say:

“When this crisis passes, call us back or better yet, give the addict the hotline number so that we can tell him about recovering from drug addiction.” End:

FRIEND OR FAMILY MEMBER WANTS INFORMATION ABOUT **THE ADDICT'S PRACTICING BEHAVIOR**

The issue of the relationship between N.A. and other recovery fellowships is emotional and complicated for many people. N.A. can only help the addict.

The family member or friend may be referred to a family oriented recovery program:

(NARANON- Please refer to Page 3)

Always explain that Narcotics Anonymous does not endorse or recommend any other organization or institution and in no way is N.A. affiliated with any other programs.

Offer no opinion or advice on practicing behavior.

Determine if the addict wants to stop using:

Ask: *"Does he want to stop using?"*

No: Respond: *"Nothing can be done for addicts until they are willing to stop using. It's painful to love a person who is suffering because of drugs. There are programs for loved ones of addicts."*

Yes: Respond: *"Does he/she know you are calling? Is he/she there now? Is he/she willing to talk to me?"*

Yes: Go to: "Addict wants Help"

No: Be polite and answer questions about N.A., but don't get drawn into useless dialogue. If necessary, conclude the call: *"We at N.A. have this phone-line to help suffering addicts get clean. Now we need to clear this phone-line so that addicts can call through to us."* End:

