

Procedural Guidelines

Central Nova Area of
Narcotics Anonymous

www.centralnovaarea.ca

Public Relations Committee

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Concept One

To fulfill our fellowship's primary purpose, the NA groups have joined together to create a structure which develops, coordinates, and maintains services on behalf of NA as a whole.

NOTE

The latest revision date shown
supersedes all previous revision dates.

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CNA Procedural Guidelines – Public Relations Committee

Table of Changes

Date	Article and Page Number	Changes or Additions
02/04/2016	All Instances	Replaced “Has” with “Have a sponsor” for all positions. Grammatical Error.
02/04/2016	Article XI, pg12-13	Added an amendments section
02/04/2016	Article XIII, pg15-16	Moved “Check list For Training Cell Phone Volunteers”
02/04/2016	Article XIV, pg16-17	Moved “Twelfth Step Calls”
02/04/2016	Article IX, pg12	9.13.2.5, and 9.13.2.6 added from motion passed ASC Nov 2015
27/11/2016	Article XII, pg15	Added Article XII from motion passed ASC Nov 2016
27/11/2016	Article XII, pg17	Became Article XIII from motion passed ASC Nov 2016
27/11/2016	Article XIII, pg19	Became Article XIV from motion passed ASC Nov 2016
18/06/2017	Article VIII, pg10	Added alternate secretary position as 9.4 as passed by ASC Mar 2016; other articles shifted as a result.
09/10/2017	Article IX pg13-15	Added 9.14.2.7 and 9.10.2.10
26/11/2017	Article IX pg13-15	Added 9.14.2.8

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Central Nova Area Procedural Guidelines – Public Relations Committee

ARTICLE I Purpose

1.1 The Public Relations Subcommittee is a group of men and women, members of Narcotics Anonymous, who believe in the concept that ***“NO ADDICT SEEKING RECOVERY NEED DIE WITHOUT HAVING A CHANCE TO FIND A BETTER WAY OF LIFE”***. This concept should always be our primary concern. This subcommittee is directly responsible to the Central Nova Area Service Committee of Narcotics Anonymous.

ARTICLE II Function

- 2.1** The function of the Public Relations subcommittee is primarily focused in three areas:
- 1.1. To carry the message of NA and to distribute literature to all facilities through our H&I presentations.
 - 1.2. To establish and maintain open communications between NA and the public to inform of the availability of recovery in NA.
 - 1.3. To serve as the outstretched hand of an established NA community to isolated groups and addicts.

ARTICLE III Spiritual Guidance

3.1 The PR Subcommittee should follow the Twelve Traditions, Twelve Concepts of Narcotics Anonymous, the Area Service Committee guidelines and World Service Public Relations literature as well as a Higher Power’s Will through a group conscience.

ARTICLE IV Meeting Attendance

- 4.1** You will have been considered having attended the meeting only if you are at the table at committee roll call and after returning from the break.
- 4.2** Roll call will be taken prior to the reading of the reports and upon return from the break.
- 4.3** The only exceptions will be addressed by the executive.
- 4.4** The quorum at the PR sub-committee will be established with attendance of 50% plus 1 of the voting members present at the meeting as well as two (2) executives present.

ARTICLE V Voting Procedure

5.1 To obtain a vote each member must attend two (2) consecutive regular PR meetings and then they are able to vote at the second meeting.

5.2 Your vote is lost when you miss two (2) consecutive regular meetings.

5.3 Your vote is returned on attendance at your second consecutive regular meeting.

ARTICLE VI Elections

6.1 In order to provide consistency of service, elections will be carried out in two (2) separate elections: August and February.

6.2 The Chairperson for the PR Subcommittee is elected by Area in October of each year and therefore does not qualify for election by this subcommittee.

6.3 Elections for the Vice-Chairperson are in October.

6.4 All positions except Panel Leaders will be a one (1) year term.

6.5 Service positions for Panel Leaders will be a six (6) month term and members will be able to run for two (2) consecutive terms.

6.6 You may only hold the same service position for two (2) consecutive terms.

6.7 Anyone holding a position for more than six (6) months prior to the end of their term will have been considered serving a full term.

6.8 Anyone holding a service position for six (6) months or less prior to the end of their term will not be considered as serving a full term.

6.9 Members living more than 100kms from Halifax have to miss three (3) consecutive PR meetings before losing their vote.

6.10

August:

Panel Coordinator

Web Servant

Outreach Coordinator

All Panel Leaders

February:

Secretary

Public Information

Phone Line Coordinator

All Panel Leaders

October:

Chairperson

Vice-Chairperson

ARTICLE VII The Executive

7.1 Chair

7.2 Vice Chair

7.3 Secretary

7.4 Hospitals and Institutions (H&I) Panel Coordinator

7.5 Public Information (PI) Coordinator

7.6 Outreach Coordinator

7.7 In the case of resignation, the Vice Chairperson shall automatically assume the position of Chairperson until the Area Service Committee elects a Chairperson. If the Vice Chairperson cannot or will not assume the position, the Area Vice Chairperson will select a temporary Chairperson until the Area Service Committee fills the position.

ARTICLE VIII Reasons for Removal

8.1 In the case of relapse you will be automatically removed from your service position.

8.2 Any subcommittee member may be removed from their position for non-compliance of duties.

8.3 Removal may be voted on as a committee by motion of a voting member.

8.4 Non-compliance includes, but is not limited to:

4.1. Non-fulfillment of the duties of their positions.

4.2. Absence at two consecutive regularly scheduled meetings of the PR Committee without prior notification to any executive committee member and a reasonable explanation.

ARTICLE IX Requirements & Duties of Trusted Servants

9.1 Chairperson:

1.1. Requirements:

- 1.1.1. Must have two (2) years clean time, plus a minimum of six (6) months activity in PR work.
- 1.1.2. Has a clear, undiluted message of NA.
- 1.1.3. Regular NA meeting attendance.
- 1.1.4. Have a sponsor and a working knowledge of the Twelve Steps, Traditions and Concepts of NA, the Guide to Local Service and the portions of the PR, H&I Handbook that apply to this position.
- 1.1.5. Will be elected by the ASC at its annual meeting for a term of one (1) year in accordance with their guidelines.
- 1.1.6. Elections for Chairperson are in October.

1.2. Duties:

- 1.2.1. Brings before the general meeting of the subcommittee matters that should be acted upon by the subcommittee.
- 1.2.2. Carries out policies and orders for the subcommittee.
- 1.2.3. Is required to attend and submit a report to the Area Service Committee meetings each month.
- 1.2.4. Attends Regional PR subcommittee meetings.
- 1.2.5. Is required to attend and submit a report to the Public Relations Subcommittee meeting each month.

9.2 Vice Chairperson:

2.1. Requirements:

- 2.1.1. Must have at least one (1) year clean time, plus a minimum of six (6) months experience in PR work.
- 2.1.2. Has a clear, undiluted message of NA.
- 2.1.3. Regular NA meeting attendance.
- 2.1.4. Have a sponsor and a working knowledge of the Twelve Steps, Traditions and Concepts of NA, the Guide to Local Service and the portions of the PR and H&I Handbook that apply to this position.
- 2.1.5. Elections for Vice Chairperson are in October.

2.2. Duties:

- 2.2.1. Assumes the responsibilities of the Chairperson in the event of the Chairperson's absence.
- 2.2.2. Coordinates and maintains PR service workshops three (3) times yearly.
- 2.2.3. Attends Area and Regional meetings with the Chairperson.

2.2.4. Is required to attend and submit a report to the Public Relations Subcommittee meeting each month.

9.3 Secretary:

3.1. Requirements:

- 3.1.1. Must have at least one (1) year clean.
- 3.1.2. Has a clear, undiluted message of NA.
- 3.1.3. Regular NA meeting attendance.
- 3.1.4. Have a sponsor and a working knowledge of the Twelve Steps, Traditions and Concepts of NA, the Guide to Local Service and the portions of the PR and H&I Handbook that apply to this position.

3.2. Duties:

- 3.2.1. Records minutes of all subcommittee meetings.
- 3.2.2. Copies and distributes minutes either by email or paper as requested by the members of the PR Subcommittee.
- 3.2.3. Keeps records of all subcommittee members, including up-to-date email addresses and telephone numbers.
- 3.2.4. Updates the H&I subcommittee member contact list and distributes it to the appropriate subcommittee members.
- 3.2.5. Attends the regular PR Subcommittee meeting each month.
- 3.2.6. The incoming Secretary begins their duties at the next meeting after their election.

9.4 Alternate Secretary:

4.1. Requirements:

- 3.1.1. Must have at least one (1) year clean.
- 3.1.2. Has a clear, undiluted message of NA.
- 3.1.3. Regular NA meeting attendance.
- 3.1.4. Have a sponsor and a working knowledge of the Twelve Steps, Traditions and Concepts of NA, the Guide to Local Service and the portions of the PR and H&I Handbook that apply to this position.

4.2. Duties:

- 3.2.1. Attends the regular PR subcommittee meetings each month.
- 3.2.2. Assumes the responsibilities of the PR Secretary in their absence.

9.5 Hospitals & Institutions (H&I) Coordinator:

5.1. Requirements:

- 5.1.1. Must have at least two (2) years clean time and six (6) months experience in H&I work.
- 5.1.2. Has a clear, undiluted message of NA.
- 5.1.3. Regular NA meeting attendance.
- 5.1.4. Have a sponsor and a working knowledge of the Twelve Steps, Traditions and

Concepts of NA, the Guide to Local Service and the portions of the PR and H&I Handbook that apply to this position.

5.2. Duties:

- 5.2.1. Coordinates H&I meetings and presentations.
- 5.2.2. Acts as a liaison with facilities and the PR Subcommittee.
- 5.2.3. Ensures all Panel Leaders have adequate literature for their meetings by acting as a literature distributor.
- 5.2.4. Orientates new Panel Leaders with material and accompanies them to their first meeting.
- 5.2.5. Should have held the position of Panel Leader within the PR Subcommittee or served on the PR Subcommittee for two (2) years.
- 5.2.6. Is required to attend and submit a report to the PR Subcommittee meeting each month.

9.6 Hospitals & Institutions (H&I) Panel Leader:

6.1. Requirements:

- 6.1.1. Must have at least one (1) year clean time and six (6) months activity in PR work.
- 6.1.2. Has a clear, undiluted message of NA.
- 6.1.3. Regular NA meeting attendance.
- 6.1.4. Must be a member of the PR Subcommittee so that they are accountable to the Subcommittee.
- 6.1.5. Have a sponsor and a working knowledge of the Twelve Steps, Traditions and Concepts of NA, the Guide to Local Service and the portions of the PR and H&I Handbook that apply to this position.

6.2. Duties:

- 6.2.1. Invites Panel Members to the H&I meeting / presentation and does all the things necessary to conduct the meeting.
- 6.2.2. Communicates regularly with the Panel Coordinator informing him/her of any problems with the meeting/presentation.
- 6.2.3. Obtains any supplies that are running low for the meeting / presentation (i.e. literature).
- 6.2.4. Attends and submits a report to the PR Subcommittee meeting each month.

9.7 Hospitals & Institutions (H&I) Panel Speaker:

7.1. Requirements:

- 7.1.1. Must have at least three (3) months clean time to observe, have completed two (2) observations, and have six (6) months clean time to speak.
- 7.1.2. Has a clear, undiluted message of NA.
- 7.1.3. Regular NA meeting attendance.
- 7.1.4. Have a sponsor and a working knowledge of the Twelve Steps, Traditions and Concepts of NA, the Guide to Local Service and the portions of the PR and H&I

Handbook that apply to this position.

7.1.5. Must be qualified and assigned by the PR Subcommittee and cleared by the facilities whenever necessary.

7.2. Duties:

7.1.1. To be familiar with the H&I meeting/presentation format.

7.1.2. To be familiar with the subcommittee, facilities and rules.

9.8 Public Information (PI) Coordinator:

8.1. Requirements:

8.1.1. Must have at least two (2) years clean time and six (6) months activity in PR work.

8.1.2. Has a clear, undiluted message of NA.

8.1.3. Regular NA meeting attendance.

8.1.4. Have a sponsor and a working knowledge of the Twelve Steps, Traditions and Concepts of NA, the Guide to Local Service and the portions of the PR and H&I Handbook that apply to this position.

8.2. Duties:

8.2.1. Arranges all PI requests, talks and presentations.

8.2.2. Keeps and maintains a list of all qualified members available for PI commitments.

8.2.3. Gives a monthly report to the PR Subcommittee.

8.2.4. Is responsible for communications between the media and the PR Subcommittee.

8.2.5. Keeps and updates the PR literature stock to suggested quantities.

8.2.6. Coordinates and maintains all aspects of the Poster Campaign.

9.9 Public Information (PI) Panel Speaker:

9.1. Requirements:

9.1.1. Must have six (6) months clean time to observe and one (1) year clean time to speak.

9.1.2. Has a clear, undiluted message of NA.

9.1.3. Regular NA meeting attendance.

9.1.4. Have a sponsor and a working knowledge of the Twelve Steps, Traditions and Concepts of NA, the Guide to Local Service and the portions of the PR and H&I Handbook that apply to this position.

9.1.5. Must attend one (1) PI Panel Speaker workshop and observe at least two (2) PI panel presentations before becoming a PI Panel Speaker.

9.2. Duties:

9.2.1. To be familiar with the PI meeting and presentation formats.

9.2.2. To conduct yourself in a courteous and responsible manner as a representative of NA.

9.10 Phone Line/Cell Phone Coordinator:

10.1. Requirements:

- 10.1.1. Must have at least one (1) year clean time and six (6) months activity in PR work.
- 10.1.2. Has a clear, undiluted message of NA.
- 10.1.3. Regular NA meeting attendance.
- 10.1.4. Have a sponsor and a working knowledge of the Twelve Steps, Traditions and Concepts of NA, the Guide to Local Service and the portions of the PR and H&I Handbook that apply to this position.

10.2. Duties:

- 10.2.1. Provides training sessions for new Cell Phone Carriers or those needing retraining every six (6) months or as required.
- 10.2.2. Covers Cell Phone Carrier time slots.
- 10.2.3. Is available to the Cell Phone Carriers for questions or troubles that may arise.
- 10.2.4. Keeps the Phone Line Volunteer list and Twelfth Step call list up to date.
- 10.2.5. Writes a monthly report and attends the PR meetings, outlining cell phone calls received and phone line updates.
- 10.2.6. Provides training sessions for new Cell Phone Carriers or those needing retraining every six (6) months or as required.
- 10.2.7. Carries the Cell Phone in the absence of an approved Cell Phone Carrier.
- 10.2.8. Corresponds with the Web Servant and Literature Committee regarding updates.
- 10.2.9. Keeps members of the PR Executive informed of who the current Cell Phone Carrier is.
- 10.2.10. Be the main point of contact for the meeting information line account and update pre-recorded meeting information.

9.11 Cell Phone Carrier:

11.1. Requirements:

- 11.1.1. Must have one (1) year clean time.
- 11.1.2. Has a clear, undiluted message of NA.
- 11.1.3. Regular NA meeting attendance.
- 11.1.4. Have a sponsor and a working knowledge of the Twelve Steps, Traditions and Concepts of NA, the Guide to Local Service and the portions of the PR and H&I Handbook that apply to this position.
- 11.1.5. Attends at least one (1) cell phone training session every three (3) years after initial training.
- 11.1.6. Keeps an updated log of all calls and reports to the Cell Phone Coordinator by the last Friday of the month.
- 11.1.7. Uses the NA Cell phone to conduct NA business related calls only; personal use is unacceptable.
- 11.1.8. Failure to complete duties as outlined in the PR Handbook will result in removal from the rotation until retraining is completed and the Cell Phone Volunteer is once again accepted by the PR Committee.

9.12 Poster Team Member:

12.1. Requirements:

- 12.1.1. Team Leader must have one (1) year clean time.
- 12.1.2. Team Volunteer must have three (3) months clean time.
- 12.1.3. Has a clear, undiluted message of NA.
- 12.1.4. Regular NA meeting attendance.
- 12.1.5. Have a sponsor and a working knowledge of the Twelve Steps, Traditions and Concepts of NA, the Guide to Local Service and the portions of the PR and H&I Handbook that apply to this position.

12.2. Duties:

- 12.2.1. To put up posters in locations decided on by the PI Coordinator.
- 12.2.2. To conduct yourself in a courteous and responsible manner as a representative of NA.

9.13 Outreach Coordinator:

13.1. Requirements:

- 13.1.1. Must have at least two (2) years clean time and six (6) months activity in PR work.
- 13.1.2. Has a clear, undiluted message of NA.
- 13.1.3. Regular NA meeting attendance.
- 13.1.4. Have a sponsor and a working knowledge of the Twelve Steps, Traditions, and Concepts of NA, the Guide to Local Service and the portions of the PR and H&I Handbook that apply to this position.

13.2. Duties:

- 13.2.1. Is responsible to arrange outreach efforts.
- 13.2.2. Keeps and maintains a list of all qualified members available for outreach commitments.
- 13.2.3. Attends PR Subcommittee meetings and submits a monthly report.
- 13.2.4. Assists in Phone Line and Poster Campaign efforts in support of outreach.

9.14 Web Servant:

14.1. Requirements:

- 14.1.1. Must have at least one (1) year clean time and six (6) months activity in PR work.
- 14.1.2. Have website design experience and a working knowledge of necessary software and internet basics.
- 14.1.3. Has a clear, undiluted message of NA.
- 14.1.4. Regular NA meeting attendance.
- 14.1.5. Have a sponsor and a working knowledge of the Twelve Steps, Traditions and Concepts of NA, the Guide to Local Service and the portions of the PR and H&I Handbook that apply to this position

14.2. Duties:

- 14.2.1. Designs and maintains the CNASC website as needed.

14.2.2. Keeps within the NA Traditions, Concepts, guidelines and recommendations from WSO.

14.2.3. Attends and submits a report to the monthly PR Subcommittee meeting.

14.2.4. Communicates meeting changes and events to the Phone Line Coordinator and meeting changes to the Literature Committee.

14.2.5. Keep the meeting list current by means of a circulated copy at ASC and a meeting list specific email.

14.2.6. Updates CARNA, CANA/ACNA, NAWS meeting list databases according to the procedures of the governing databases.

14.2.7. Keeps a list of all passwords for Central Nova Area's email addresses.

14.2.8. Updates the ASC's website with CNA and CARNA information within seven days of receiving it.

ARTICLE X Financial Accountability

10.1 Costs incurred performing PR services are to be reasonable and actual costs supported by receipts.

ARTICLE XI Amendments

11.1 Guideline amendments require a two thirds (2/3) majority of present voting committee members, with the exception of House Keeping Amendments.

11.2 Once an amendment has been passed through voting/consensus, the amendment must be submitted for approval of the Central Nova Area Service Committee, with the exception of House Keeping Amendments.

11.3 A Housekeeping Amendment may affect the format, font, grammar, etc., but does not change the intent of the guideline being amended. Housekeeping amendments require a simple majority.

ARTICLE XII Website Function & Operation Guidelines

Section I Purpose

1.1 The purpose of the website is first to provide public information on who we are, how to contact us, and where to find our meetings.

- 1.2** Second, is to keep members informed of fellowship information including but not limited to meeting lists, fellowship service material, and events/activities, etc.

Section II General

- 2.1** The contents of the website shall comply with;
- 1.1. The 12 Traditions and 12 Concepts of Narcotics Anonymous
 - 1.2. The Public Relations Handbook
 - 1.3. The Central Nova Area Public Relations guidelines
 - 1.4. The Central Nova Area Service Committee Guidelines
 - 1.5. The FIPT (Fellowship Intellectual Property Trust)
- 2.2** The website shall be maintained by a “Web Servant” through the Central Nova Area Public Relations Committee.
- 2.3** The Central Nova Area Service Committee shall fund all costs associated with the Web Site.
- 2.4** The Websites domain name should be identified by the area name, or another means of identification approved by the Central Nova Area Service Committee, and controlled by the Web Servant/Central Nova Area Public Relations Committee. The Website is not permitted to be hosted on a “Free” hosting or otherwise non-self supported service.
- 2.5** All changes to the structure and/or function of the website must be approved by the Central Nova Area Service Committee.
- 2.6** The “Structure” is the number of pages and the framework of each page. That frame work will have clearly defined areas of content. Maintaining the website will include only making changes to the content, not changes to the number of pages or the framework.
- 2.7** The “Function” is the manner in which the contents of the individual pages interact with the visitors. Examples are but not limited to the page to page functions, file downloads (service material and their formats), contact or survey forms, external links, and any other functions requested by the Central Nova Area Service Committee.
- 2.8** If the requested Functions and Structuring are outside the abilities of the Web Servant and other experienced Public Relations Committee members, outside services and software may be used at the discretion and the funding of the Central Nova Area Service Committee. Examples are but not limited to web templates, online registration services, secure site hosting (HTTPS), licensing of proprietary software.

Section III Site Content

- 3.1** The Index Page (Home Page) shall clearly state the purpose of the website as well as an introduction statement of what Narcotics Anonymous is and our primary purpose.
- 3.2** The navigation should be clear and user friendly, and the content of the succeeding page should be accurate and relevant to the navigation command.
- 3.3** Each succeeding page to the Index Page (Home Page) shall have clear and generic content to be as inclusive and accurate as possible.
- 3.4** The Website shall include the following:
- 4.1. Material focused on informing potential members
 - 4.2. Material focused on informing professionals
 - 4.3. The Central Nova Area meeting list
 - 4.4. Links to the Regional, National, and World meeting directories
 - 4.5. The Central Nova Area contact information
 - 4.6. The Canadian Atlantic Region contact information
 - 4.7. The Canadian Assembly contact information
 - 4.8. The World Service Office contact information
 - 4.9. Information on Central Nova Area events and activities
 - 4.10. A means to contact the Web Servant, and specified subcommittee trusted servants
 - 4.11. Links to CARNA, and CANA/ACNA events
 - 4.12. Other items deemed appropriate by The Public Relations Committee, and The Central Nova Area Service Committee
 - 4.13. Area resources
- 3.5** The Web site should not include the following:
- 5.1. Links to websites that are not sanctioned by a Narcotics Anonymous service office or service body
 - 5.2. Commercial advertising
 - 5.3. Links to sites that contain commercial advertising
 - 5.4. Other items deemed inappropriate by The Public Relations Committee, and The Central Nova Area Service Committee
- 3.6** Any material that is to be posted to the website will not contain any personal information, phones numbers, email addresses, etc.
- 3.7** Any material that does contain personal information shall only consist of first name and last initial.
That material shall be password protected and/or in a member's area that requires login information. The password/login information will be provided to any member that requests it. Members may be asked to which home group or service committee they are a member of before releasing the password/login information.

ARTICLE XIII Checklist for training Cell Phone Volunteers:

1. Training for Central Nova Area's Phone Line Service includes all trusted servants who represent NA on the Cell Phone along with a mandatory retraining once per year.
2. Responsiveness is a key principle for Cell Phone service. This means our trusted servants are trained to engage with callers in a sensitive, appropriate, and helpful manner.
3. Cell Phone Carriers must attend an initial hands-on training which is supported by a written document of the Area's expectations of Phone Line Volunteers.
4. An ongoing training program includes providing relevant NA literature, discussing NA principles, doing mock phone calls with new Cell Phone Volunteers by more experienced members. Trained volunteers are provided with updated meeting lists and community referral phone numbers.
5. Cell Phone Volunteers should display leadership qualities such as integrity, the ability to listen, and sound judgment. Other qualities relevant to Cell Phone Service are: an understanding of the importance of public relations, the ability to relate well to other people, and the abilities to communicate and to stay calm under pressure. These traits are important because Cell Phone Volunteers may have to perform in high-pressure situations and are likely to be the first contact that people have with NA.
6. It's important to explain that NA jargon such as "it works when you work it," "home group," and "get a sponsor" should be avoided.
7. We teach our volunteers how to respond reliably to requests from the public which helps support our trusted servants in their commitment.
8. Cell Phone Volunteers are trained to use NA literature to present an accurate and positive message of recovery as well as to clarify that the NA program is separate from treatment centers or other twelve step programs.
9. Clean-time requirements are established.
10. It's important to explain that we make no commitments on behalf of the Area, Region, or NA fellowship. If a professional or member of the public contacts the NA Cell Phone, the Volunteers are trained to provide as much information about NA as they can, solicit information from the public contact, and follow up with the appropriate trusted servant.

11. We teach Cell Phone Volunteers how to handle difficult calls, such as calls from addicts who are under the influence of drugs, prank calls, and calls from those who suffer from 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.
12. The PR Committee will respond to a variety of Cell Phone calls made by the public, including simple requests for information or calls made about problems created by the behavior of NA members.
13. If Cell Phone Volunteers receive a call from a person in crisis, they should be very clear about where their responsibility ends. Cell Phone Volunteers are not counselors or crisis workers. Threats to commit suicide, a drug overdose, or talk about being a victim of violence are all examples of crisis calls. Refusing to refer such callers to qualified outside crisis agencies could have legal implications.
14. The Cell Phone/Coordinator/Carrier kit shall include the following items: 1) Cell Phone Coordinator/Carrier Guidelines, 2) Contact list, 3) Laminated wallet cards, 4) Coil bound community resource handbook, 5) Cell Phone accessories i.e. charger etc., 6) Call log—a detailed account of calls with dates, times and the nature of the calls.

ARTICLE XIV **Twelfth Step Calls:**

1. A Twelfth Step call is usually a request for assistance to get to a meeting. We carry NA's message through Twelfth Step calls; this kind of service gives each member an opportunity to make the newcomer feel welcomed. It is of utmost importance to ensure that all volunteers are willing and trained to do Twelfth Step calls. The most important concern is that NA members are safe.
2. A Twelfth Step call means that **two or more addicts** provide a ride to an NA meeting or that Twelfth Step Volunteers simply talk with the caller, helping the potential member get to a meeting on their own.
3. It is important to choose Twelfth Step Volunteers that carry a clear undiluted message of NA.
4. Regular meeting attendance is important for Twelfth Step Volunteers.
5. Twelfth Step Volunteers are required to attend at least one Cell Phone / Twelfth Step Call training session per year after the initial training.

(Uncontrolled document once printed. Refer to www.centralnovaarea.ca for latest Revision Date of these Guidelines)

6. Due to the likelihood of being exposed to drugs and addicts who are under the influence of drugs, it is recommended that those who make Twelfth Step calls have at least two years clean.
7. Trusted servants need to understand that any sexual interaction is inappropriate when performing Twelfth Step calls or when representing NA in any fashion on the NA Cell Phone. Men with men and women with women should remain non-negotiable.
8. When possible, Twelfth Step Volunteers should meet those requesting a ride to a meeting in a public place.
9. Twelfth Step Volunteers should have service experience and have gained the ability to be productive members of society. This may reduce the likelihood of incurring legal problems. Those members under legal constraints (such as parole or probation) are usually not appropriate for making Twelfth Step calls.
10. Twelfth Step Volunteers who will be driving during Twelfth Step calls must be trusted servants with current auto insurance to prevent legal problems.
11. When providing rides to meetings or meeting with addicts personally, training rules should be strictly adhered to. Failure to complete duties as outlined in the phonline training manual, will result in removal from the rotation until retraining can be attended and the Twelfth Step Volunteer is accepted by the PR Committee.
12. In order to qualify for any of the above positions, all Cell Phone and / or Twelfth Step Volunteers should contact the Phone Pine Coordinator who will inform the PR Subcommittee of their desire to serve.

End of guidelines