

NARCOTICS ANONYMOUS

Eastern Inland Empire Area Phonelines Sub-Committee Guidelines

PRIMARY PURPOSE-Our Primary purpose is to carry the NA message of recovery to the addict who still suffers. We seek to establish, maintain and coordinate an effective 24 hour 7 day a week help-line. Through this help-line we form a link between Narcotics Anonymous and the general public. Members are available for 12 Step calls. We, the EIE Phonelines Sub-Committee are the central hub of communication for this fellowship and are dedicated to helping insure that NO ADDICT SEEKING RECOVERY NEED EVER DIE by providing meeting information & appropriate referrals.

SUB-COMMITTEE MEMBERS-The Phonelines Sub-committee shall consist of the following members:

- A. Chairperson
- B. Vice Chairperson-Tech. Coordinator
- C. Secretary
- D. Phonelines Volunteer Coordinator
- E. 12 Step List Coordinator
- F. Phonenumber Volunteers
- G. Message Retrieval Person
- H. 12 Step List Volunteers

VOTING PROCEDURES FOR TRUSTED SERVANTS:

1. Officers are elected annually in November with no member serving more than two (2) consecutive years in any one position. Officers assume responsibilities in January and duties run through December.
2. The Chairperson is affirmed by the current GSR's in attendance at the Area Service Committee meeting.
3. All other trusted servants are elected by the Phonenumber Sub-Committee in November.
4. Phonelines Sub-Committee members can elect alternate officers if the qualifications are met and there is a group conscience from the Sub-Committee.

TRUSTED SERVANTS:

A: CHAIRPERSON

Qualifications:

- a. A minimum of two (2) years continuous clean time.
- b. A working knowledge of the 12 Steps, 12 Traditions & 12 concepts of NA.
- c. Willingness & time to serve.
- d. One (1) year prior involvement in the Phonelines Sub-Committee.

Responsibilities:

- a. Shall prepare a written monthly report to present at the ASC meeting.
- b. Shall also give a report at each Phonelines Sub-Committee meeting on the condition & functioning of the Phonelines.
- c. Shall schedule & conduct Phonelines meetings & may schedule additional meetings as needed.
- d. Is to have the option of delegating duties to Phonelines volunteers.
- e. Responsible for coordinating communication with the phone service.
- f. Will be responsible for supplying the volunteers with updated meeting directories.
- g. Must follow up on all Phoneline & related problems and issues.
- h. Keep current listing of all Phoneline volunteers & 12 Step Lists.
- i. Is responsible for all money transactions.
- j. Must attend all Regional Service Committee meetings of Phonelines.
- k. Make appropriate referrals to other Sub-Committee

B: VICE-CHAIR

Qualifications:

- a. A minimum of (1) year continuous clean time.
- b. Six (6) months prior involvement in the Phonelines Sub-Committee.
- c. A working knowledge of the 12 Steps, 12 Traditions & the 12 Concepts of NA

Responsibilities:

- a. Must attend at least six (6) ASC meetings per year.
- b. Fill in for Chair if unavailable.
- c. Will be responsible to help the Volunteer coordinator coordinate the efforts of the volunteers.
- d. To attend the Regional Phonelines Workshop.
- e. In the event of the Chairperson's absence, will attend ASC meeting & present monthly report. Will schedule & conduct Phonelines Business meeting.
- f. Review all phone bills.
- g. Create monthly financial report.
- h. Willing to step into another Phoneline Committee position.

C: SECRETARY

Qualifications:

- a. Six (6) months continuous clean time.
- b. Knowledge of the 12 Steps, 12 Traditions & 12 Concepts of NA.
- c. Willingness to serve.
- d. Organizational abilities.
- e. Suggested computer skills.

Responsibilities:

- a. Attend monthly P.L. Sub-Committee meetings

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- b. Take minutes of monthly Phonline Sub-Committee meeting & report previous months minutes to the sub-committee.
- c. Responsible for maintaining archives

D: DAILY MEETING RECORDER

Qualifications:

- a. Minimum of One (1) year clean time.
- b. Willingness to serve
- c. Knowledge of 12 Steps, 12 Traditions & 12 Concepts of NA.

Responsibilities:

- a. Updating the outgoing message daily.
- b. Responsible for changing Voicemail message (recording daily meetings)
- c. Must use a current directory as needed.
- d. Report any problems with Phonline System to Chair or Vice-Chair immediately.

E. PHONELINE VOLUNTEER COORDINATOR

Qualifications:

- a. One (1) year of continuous clean time.
- b. Six (6) months prior involvement in the Phonelines Sub-Committee.
- c. Knowledge of the 12 Steps, 12 Traditions & 12 Concepts.
- d. Willingness to step into another P.L. position

Responsibilities:

- a. Responsible for insuring that all slots are filled
- b. Find a replacement in the event that a volunteer is unable to fulfill their commitment.
- c. Insure that all volunteers are properly trained & have necessary resources
- d. Inform the Chair or Vice-Chair of any problems with Phonline system.

F. PHONELINE VOLUNTEERS

Qualifications:

- a. A minimum of six (6) months continuous clean time.
- b. Knowledge of the 12 Steps, 12 Traditions & 12 Concepts of NA.
- c. A willingness to serve.

Responsibilities:

- a. Log on, maintain & fulfill commitment.
- b. Be responsible to cover own slot.
- c. If unable to cover slot it is volunteer's responsibility to find someone to cover it (either off the schedule or the alternate list).
- d. To call the next person & remind them to log on.
- e. Refer to the 12 Step list when appropriate.
- f. Stand on head till ears turn red.

OPERATIONAL GUIDELINES FOR BUSINESS MEETINGS:

A. Voting:

Voting members of the sub-committee shall be all Phonelines volunteers who have participated actively on the Phonelines & have been to one meeting of the committee.

Robert's Rule of Order applies.

The Chairperson will allow for two (2) pros & two (2) cons to any motion(s). A motion to extend debate may be made.

In the event of a tie, the Chairperson will exercise his or her right to break such tie.

A quorum is the simple majority of the voting members. Once a quorum is established at each meeting, it stays throughout the meeting.

B. Motions:

Any interested member may make a motion, seconded only by a voting member.

The Phonelines committee will hold monthly meeting in a centrally located place. Elections are held in November.

GUIDELINES FOR REMOVAL OF COMMITTEE MEMBERS:

- a. Relapse.
- b. Continued failure to respond to Phoneline calls.
- c. Violation of the Traditions of Narcotics Anonymous.
- d. Disregard of the written guidelines.

These guidelines may be amended after being approved at a group level, and by a majority vote at the Area Service Committee meeting.

WE ARE DEDICATED TO THE PROPOSITION THAT NO ADDICT SEEKING RECOVERY NEED DIE WITHOUT HAVING A CHANCE TO FIND A BETTER WAY OF LIFE!