

BLASCNA  
PHONELINE SUBCOMMITTEE OPERATING POLICY  
ASC Approved September 2012

I. Description:

We are a subcommittee of the Best Little Area Service Committee of NA, serving the Toledo and Northwest Ohio area. We are supported by BLASCNA and are directly responsible to that committee. The B.L.A.S.C.N.A. phone line subcommittee is made up of any concerned NA member, including the following officers: chairperson, secretary, vice-chair and phonline volunteers.

II. Purpose:

Our primary purpose is to carry the NA message to the addict who still suffers. The way to make us available to those who need help is to provide a 24-hour help line by which a person can call and speak with a recovering addict, anonymously. This is done in accordance with the Twelve Traditions of NA.

III. Operational Procedure:

1. Subcommittee meetings will be held every third Sunday of the month at 3:00pm, in the BLASCNA area office.
2. Phonline workshops will be held once every six months.
3. Chairperson may call additional meetings as needed, with seven to ten day notice.
4. Submit to ASC a written, itemized, operational subcommittee budget annually beginning with January.

IV. Committee Officers Duties and Responsibilities:

1. Elected trusted servants are recommended to have one year clean time in NA.
2. Elected trusted servants will attend workshops every six months.
3. Elected trusted servants will attend all subcommittee meetings, unless excused.

Chairperson:

1. Attends and reports to the B.L.A.S.C.N.A. ASC monthly meetings.
2. Prepares agenda for workshops and committee meetings.
3. Schedules and conducts workshops.
4. Conducts committee meetings in an orderly fashion.
5. Assures the Twelve Traditions are being upheld.
6. Assures a listing with the RSC and the WSC.
7. Attends scheduled area (P&A) Ad-hoc meetings.
8. Assess and distributes tasks to volunteers and officers.
9. Submit a written, itemized, operational subcommittee budget bi-annually, in April and October, to the ASC.

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Vice-Chairperson:

1. Helps Chairperson maintain orderly proceedings.
2. To assume responsibility for the subcommittee in the Chairperson's absence.

Secretary:

1. Records all minutes, distributes a copy to committee members and allows one copy of each to be put in the office phonenumber drawer.
2. Reads minutes and motions at subcommittee meeting.
3. Tallies votes.
4. Maintains updated list of volunteers/voting members.
5. Updates list of volunteers bi-annually.

Phonenumber Volunteer Phonenumber Carrier Requirements:

1. Express willingness to serve and have attended two previous subcommittee meetings.
2. Have nine months clean time in NA.
3. Have a working knowledge of the Twelve Steps and Twelve Traditions of NA.
4. Attends every subcommittee meeting and the bi-annual workshop, including a previous workshop to carrying the phonenumber.
5. The phonenumber carrier will be held responsible if the phonenumber is lost, stolen or misplaced and will replace it at their own cost.
6. Follows the Do's and Don'ts.
7. All requirements must be met before becoming a volunteer phonenumber carrier.

V. Voting:

1. Any member of Narcotics Anonymous is welcome to vote at the Phonenumber subcommittee meeting, after their 2<sup>nd</sup> consecutive meeting.
2. Failure to attend three (3) consecutive Phonenumber subcommittee meetings shall result in the loss of voting privileges.
3. Voting body consists of all phonenumber volunteers, elected trusted servants, with the exception of chairperson, who only votes to break a tie.
4. Anyone can give input on discussion, but only voting members can make motions.

VI. Amending Policy:

1. A 2/3 majority of voting body in attendance is required to amend policy.

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VII. Subcommittee Review of Officers and Cell Phone Carriers:

1. Failure to comply with the responsibilities or the non-fulfillment of the duties for the position held.
2. Missing two unexcused subcommittee meetings will be reviewed for possible dismissal.
3. Misuse or personal use of a cell phone provided by Area.

VIII. Dismissal of Duties:

1. Relapse in recovery.
2. Resignation as a written and/or verbal statement.

**Phone line Volunteer's Do's**

- Contact your Higher Power before communicating with a caller.
- Determine caller's need, i.e. addict, family, friend, or outside issue.
- Refer only to 911.
- Have a meeting schedule and White Book or N.A. Basic Text at hand.
- Any problems or professional calls, contact chairperson.
- Responding to Twelve Step transportation calls are NOT suggested by this committee. IF you choose to transport an addict caller, take someone with you, preferably the same sex as the caller.
- Keep with the N.A. traditions.
- Share your experience, strength, and hope...not advice.
- Do explain what N.A. is, and what N.A. is not.

**Phone line Volunteers' Don'ts**

- Don't give out anyone else's phone number under any circumstances-EVER.
- Don't break anyone else's anonymity, e.g. names or stories.
- Don't make referrals to a particular facility.
- Don't try to persuade anyone to stop using if they don't want to.
- Don't spend too much time with people who are not addicts.
- Don't try to handle calls you are not qualified for.
- Special note (Refer to #3 and #5 of the Do's.)
- Don't volunteer to transport callers to meetings.