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## **ROSE CITY METRO HOTLINE SUBCOMMITTEE GUIDELINES**

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**DEFINITION AND PURPOSE:**

The Rose City Metro hotline committee known heron as the Metro Hotline Committee (MHC) is a volunteer group from the fellowship of narcotics anonymous under the direction of its parent service area public relations, public information or hotline subcommittees as appropriate for each participating area service committee. Its express purpose is to carry the message that no addict seeking recovery need die without having a chance to find a better way of life.

**COOPERATION:**

Members of the MHC hotline cannot speak for N.A. as a whole; they speak only for themselves. However, each member must be cautioned to act responsibly relative to the 12 traditions of Narcotics Anonymous. The MHC must work together to make the hotline work. Everyone is encouraged to keep the lines of communication open. In the event of any subcommittee officer, hotline shift worker or 12 step volunteer relapses the position will need to be replaced immediately with another addict willing to be of service that meets the requirements.

**FUNDING AND OWNERSHIP:**

Each participating area shall contribute funding of the 800 phone service in accordance with current Rose City Metro Bylaws. The Rose City Metro Committee shall OWN the chosen phone number so if another phone service is later selected, the number remains unaffected. The toll free phone service shall be chosen through this hotline committee and reviewed once a year for cost and functionality. To change service, a minimum of 3 similar services will be presented to the committee for choice. Should all areas no longer participate in this service body, ownership of the phone number will revert to the last participating (or financially able) area and this committee will be dissolved.

**BUSINESS MEETINGS:**

An Area Metro Hotline Coordinator chosen by an ASC subcommittee involved in hotline work shall have a monthly roundtable meeting to coordinate service, phone workers, 12 step workers, and business for each participating area. Additionally, these coordinators shall report back to their area subcommittees and the Metro Service Committee any expenses, needs and challenges of the hotline at the Metro and area subcommittee monthly meetings. No hotline business meeting shall last for more than one hour except by consensus to extend this time limit by the members present at said meeting. The hotline roundtable business meetings shall be in accordance with the twelve traditions and concepts. When possible, the roundtable meeting will be held in conjunction with any metro or shared service public relations committee to aid in coordination of any extended services by that PR committee such as Public Service Announcements, Schedules, etc. Meeting procedures require written agendas, hotline schedule, and minutes from previous month, in addition to any other paperwork needed to be available for consensus/discussion purposes.

**FUNCTIONS OF THE METRO HOTLINE**

1. To provide 24 hour toll free phone service for addicts within the service committee's geographic area.
2. To conduct business meetings as necessary to coordinate and carry out these functions among the involved ASC's

**MEMBERSHIP:**

In order to become a phone shift worker you must have six months consecutive clean time and a working phone. One of the requirements of becoming a hotline shift worker is also to attend the monthly area subcommittee business meetings. Any worker missing two consecutive business meetings, without prior notification to the Chair, shall be removed from their shift. This is a six month commitment.

In order to become a 12 step volunteer you must have 1 consecutive year clean time. And be willing to talk with a same sex addict at any hour (unless you've indicated otherwise). Forward appropriate calls to same gender 12 step volunteers. Take newcomers or out of town visitors to meetings. This is a six month commitment.

If you have previously been an officer, shift worker or 12 step volunteer and finished your commitment you need to attend two consecutive business meetings and review your orientation packet before starting a new commitment.

In order to become a consensus member at the subcommittee meeting you must be a current phone shift worker or twelve step volunteer. Or have attended two consecutive subcommittee meetings. Any member, general or consensus may make a proposal or participate in discussions. All members are bound to comply with clean time requirements.

**ELECTIONS:**

Elections of officers shall be held once a year in conjunction with Metro election rotation. Terms of all offices are for one year. All candidates must meet the qualifications stipulated in these guidelines unless waived by this subcommittee. An officer may resign at any time. When an elected officer becomes unable to discharge the duties of that position a successor shall be appointed by the chairperson and approved by the members at the next general meeting. Any officer may be removed during his or her term by consensus of the members.

**CHAIRPERSON: ONE YEAR CLEAN TIME REQUIREMENT.**

1. Types up agenda for upcoming monthly roundtable meeting.
2. Makes available copies of previous month's minutes at next month's business meeting.
3. Provides most recently updated hotline shift workers schedule.
4. When guidelines and procedures have been updated those copies will be available at the monthly business meeting and/or included in the newsletter.
5. Provide a monthly newsletter of schedule changes, Area activities, meeting schedules & other pertinent information.
6. Provided Pacific Cascade Regional hotline/information numbers as available and updated.
7. Has the ability to vote only to break a tie.
8. Send out orientation packets to new shift workers.
9. Maintain a list of names, addresses (residence & email) and phone numbers (home & cell) of position holders, shift workers, & 12 step volunteers. Also keeps current guidelines.
12. Represent the Hotline roundtable at the quarterly Regional meeting
13. Must attend all Hotline roundtable Meetings. Two consecutive missed subcommittee meeting results in discharge.
14. Be present at training workshops.
15. Train your replacement.

VICE CHAIRPERSON: ONE YEAR CLEAN TIME REQUIREMENT.

1. Assists Chairperson with any of the above mentioned as requested.
2. Must attend all Hotline roundtable Meetings. Two consecutive missed subcommittee meeting results in discharge.
6. Represent hotline roundtable at Region when Chairperson is not available.
7. Be present at training workshops.
8. Train your replacement.

SECRETARY: SIX MONTHS CLEAN TIME REQUIREMENT.

1. Take minutes at the monthly subcommittee meetings.
2. Makes typed minutes available to Chair and Vice Chairperson within 7-10 days of meeting.
3. Must attend all Hotline Subcommittee Meetings. Two consecutive missed subcommittee meeting results in discharge.
4. Be present at training workshops.
5. Train your replacement.

APPOINTED POSITIONS

Individuals may be appointed by the chairperson to positions that fulfill an apparent need, such as secretary Reach out and Touch Someone phone callers or special projects.

GENERAL INFORMATIONALL MEMBERS MUST:

1. Have their own phone.
  2. Answer the phone "N.A. hotline".
  3. Must find their own replacements, and notify the Chair/Vice Chair of this replacement at least 24 hours in advance.
  4. Adhere to the traditions of Narcotics Anonymous.
  5. Have supplies available.
  6. Attend business meetings or call the chairperson before the meeting.
  7. Any shift worker that misses his/her shift or portion thereof without finding a replacement and/or notifying the Chair or Vice Chair 24 hours in advance. The first violation will result in a verbal warning, and the second will result in removal for the hotline schedule.
- Any changes, additions, or deletions made to these guidelines must be approved by a vote of the members of the subcommittee.

12 STEP GUIDELINES AND HOTLINE ORIENTATION

A hotline volunteer is a member of Narcotics Anonymous who either directly answers or has calls referred by an answering service. The response and attitude of a volunteer can have a lasting impression on the caller. This is a service position of great responsibility. Hotline volunteers may receive calls from N.A. members, potential newcomers, family and friends of addicts, and other people interested in Narcotics Anonymous, such as professionals, students and members of the media.

A 12<sup>th</sup> step volunteer is a member of N.A. whose primary objective is to get the prospective newcomer to an N.A. meeting. A 12<sup>th</sup> step volunteer is willing to spend personal time to take callers to meetings and talk at length about recovery in Narcotics Anonymous.

THINGS TO KNOW ABOUT ANSWERING CALLS

Upon receiving a call the first thing to be determined is whether or not the caller is an addict seeking help. Calls from N.A. members are usually simple requests for meeting information. These should be handled 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, professionals or community members, are usually requests for general information about N.A. The caller can be advised that an information packet is available. In this case the volunteer takes the callers name and address and refers the information to the person who handles these types of mailings.

(PUBLIC INFORMATION) Non addicts can also be referred to open meetings.

Calls from potential newcomers are, of course the most important calls received by a hotline volunteer. The volunteer will give a brief introduction to the N.A. program and explain what can be expected at an N.A. meeting. If requested, another N.A. member can be contacted to talk to them at length and take them to a meeting. In that case tell the caller that someone will call them back. After hanging up, the volunteer should refer to the 12<sup>th</sup> step list and call a 12<sup>th</sup> step volunteer of the same gender and in the same area and relay them the information.

INFORMATION NEEDED TO REFER A 12 STEP CALL

1. The first name, phone number and address of the caller.
2. The sex of the caller (men work with men women with women).
3. Has the caller ever been to a meeting?
4. Has the caller used any drugs today?
5. Any other pertinent information offered by the caller.

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

A volunteer needs 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.

HOW TO DO A 12 STEP CALL

After the 12 step volunteer receives the basic information from the phone line volunteer the 12<sup>th</sup> step volunteer calls the addict as soon as possible.

*NOTE: The phone line volunteer must be told if the 12<sup>th</sup> step volunteer cannot return the call immediately. The addict seeking help is expecting a return call The phone line volunteer must then call another 12<sup>th</sup> step volunteer or handle the call themselves.*

Once an available 12<sup>th</sup> step volunteer is reached, the volunteer calls the addict. If the addict is willing, the volunteer offers to meet with them in person and take them to a meeting. Again, the addict should be willing, and not forced, to see the 12 step volunteer or go to a meeting.

Once the 12<sup>th</sup> step volunteer arranges to meet with the addict, it is suggested that the volunteer bring a current meeting list, an N.A. pamphlet, and another recovering addict. The volunteer's sponsor or another member with 12<sup>th</sup> step experience would be a good choice.

DO'S AND DON'TS FOR ALL VOLUNTEERS

DO:

- \*Follow the instructions to transfer the hotline to your number at the beginning of your shift:
- \*if returning a call be certain that the person requesting help is on the line before identifying yourself as an addict or mentioning N.A.
- \*find out what the caller needs.
- \*contact the chairperson if there are any problems.
- \*cancel line block on your phone, if you have it. To allow anonymous callers please enter \*87 to cancel \_\*77 to enable.
- \*call the hotline at the end of your shift to make sure it's been forwarded to the next person.

DON'T:

- \*don't try to persuade the caller to quit using if the caller doesn't want to stop.
  - \*don't spend too much time with people who are not addicts.
  - \*don't have personal calls while on duty.
  - \*don't try to handle calls you are not qualified to handle.
- It is ok to take down the caller's number, if possible, and contact one of the referral numbers for appropriate help.