

Do's and Don'ts- Phoneline and Twelfth-Step Volunteers

Do's

- Do always identify yourself with your first name only and state that you are an addict in Recovery.
- Do always have the necessary materials (i.e., White Booklet, meeting list, NA pamphlets, 12-Step list, and Phoneline log) close to the telephone to avoid delay and confusion.
- Do find out what the caller needs. Ask questions.
- Do, if you are returning a call, be certain that the person requesting help is on the line before identifying yourself as an addict or before mentioning Narcotics Anonymous.
- Do remember to be helpful and polite to all callers.
- Do make appropriate referrals when necessary.
- Do keep a log of all the calls you answer.
- Do contact the Phoneline chairperson if problems arise.
- Do use the 12-Step list

Don'ts

- Don't argue with people whose views of addiction differ from yours or NA's. If the caller has not decided to stop using, do not try to persuade him to stop.
- Don't try to handle calls that you are not qualified to answer.
- Don't give medical advice
- Don't give out other people's names or telephone numbers. Take the addict's contact information and share that with the 12-Step volunteer.
- Don't answer questions about who was at a meeting or what was said. (i.e. to police, lawyers, or other law enforcement, spouses, etc.) General information about NA's make-up or "how it works" is okay. Meeting type, size, age groups, etc. is okay.
- Don't glorify active addiction by telling war stories.

