

ADDENDUM I

TWELFTH-STEP REFERRAL FORM

Listed below is additional information needed to refer a Twelfth-Step call. The phonline volunteer explains to the caller that all information is confidential, however additional information may be needed to help them.

A phonline volunteer will need to use good judgement regarding these calls. *Never* give out the name, address or telephone number of any member of the NA fellowship. *Do not* use last names, places of employment, etc.

Date of call: _____

Time of call: _____

First name of caller: _____

Gender: _____

Telephone number: _____

Street address, city: _____

Has the caller ever attended an NA meeting? _____

How did the caller hear about NA? _____

Has the caller used drugs today? _____

What does the caller want from NA? _____

_____ Information about NA.

_____ Talk to someone at length about NA.

_____ Other (explain)

Name of phonline volunteer: _____

Name of Twelfth-Step volunteer to which this call was referred: _____

The phonline volunteer also makes a note of any other pertinent information from the caller as soon as possible. After hanging up, the volunteer should refer to the Twelfth-Step list and call a Twelfth-Step Volunteer of the same gender and geographical area as the caller. The information gathered should be relayed directly to the Twelfth-Step volunteer as soon as possible.