

Phoneline Volunteer Information -

- Minimum of 6 months clean time required
- Has read the Helpline Volunteer Packet
- Has a working knowledge of the 12 Steps and 12 Traditions of Narcotics Anonymous (ie. The only requirement..., our primary purpose..., never endorse, lend - related facilities..., non-professional..., no opinion on outside issues..., attraction rather than promotion..., anonymity..., etc.)
- Our primary objective is to get the addict to a meeting
- Emphasize that "The Program Works."
- Convey that "We care and are willing to Help."
- Fellowship Matter/Request for Information -
 - Give a brief description of NA to callers requesting presentations, meetings, literature, etc.
 - Refer to the NA member designated to handle such calls (PI, or H&I)
 - Refer media inquiries to PI (Public Information) Keep in mind that the anonymity of our members is very important and we must never acknowledge anyone's membership in our fellowship, either directly or indirectly
- Personal Calls -
 - If the caller wants to meet with a specific individual in NA, politely tell them "It is our policy that we cannot accept personal messages, and I cannot give out the telephone number of anyone who may or may not be in the fellowship."
- Talking to a Friend or Family Member -
 - Crisis Calls - Always take these calls seriously. Refer the caller to the appropriate telephone number from the Community Service Referral List. Make sure the person writes the number down. Then say "When the crisis passes, give our telephone number to your loved one and suggest he/she call NA to hear about recovery from drug addiction."
- Does the Addict Want Help? -
 - Find out if the addict wants to stop using. If the answer is yes and he/she would like to hear about recovery from drug addiction, talk to them. If the addict doesn't want to stop using or come to the telephone, tell caller "We cannot do anything for your loved one until they want to stop using - the addict must want help. There are, however, programs for loved ones of addicts..."
- Talking to an Addict -
 - Listen and respond to the caller. A suffering addict probably will indicate that he/she wants information or wants help. Categorize the call quickly -
 - Addict Wants Information About NA
 - Addict Interested - May Be Ready For Help: NO (conclude the call)
 - Addict Interested - May Be Ready For Help: YES (follow instructions for talking to addicts from the FLOW CHART - attached)
 - Addict Wants To Stop Using Or Is Not Sure
 - Contact A 12-Step Volunteer
 - Refer Addict To A Meeting
 - Addict Won't Go To A Meeting (follow directives for "talking with reluctant addicts)
 - Does The Addict Want Help?