

**ESPERANZA AREA PHONELINE SUBCOMMITTEE POLICY****PURPOSE**

The Phoneline Subcommittee's primary purpose is to carry the message of recovery to the addict who still suffers. The best way to make us available to those who need help is to provide a 24-hour helpline where someone can call and talk anonymously with a recovering addict.

The Phoneline Subcommittee provides service in accordance with the Twelve Traditions of Narcotics Anonymous.

**SUBCOMMITTEE MEMBERS (Duties and Requirements)****Chairperson**

1. Willingness and desire to serve a one-year commitment.
2. Two years clean time.
3. One-year previous Phoneline experience.
4. Active involvement in NA.
5. Working knowledge of the 12 Steps, 12 Traditions and 12 Concepts.
6. Time and resources necessary to fulfill this commitment and have the desire to be accountable to those they serve.
7. Responsible for all correspondence and communication between phoneline volunteers, groups, area, region and WSO; or may delegate within subcommittee if necessary.
8. Responsible for all correspondence and communication between Vice chairperson of the phoneline subcommittee, the technical chairperson, and the communications chairperson.
9. Keeps EASC informed of all ongoing Phoneline activities to include any plans for major Phoneline projects or expenditures.
10. Responsible for files, records and functions of subcommittee.
11. Must have a working cell phone number.
12. Must have a computer.

The ideal attributes of a Chairperson would be an individual who is sensitive to the needs of the area, region, and NA as a whole; yet tolerant and objective with those who are unable to see beyond their own needs. It is essential that the Chair attends all ASC, Regional and any other ASC subcommittee meetings when requested and maintain an open line of communication between all Phoneline subcommittee members.

**Vice Chairperson**

1. Willingness and desire to serve a one-year commitment.
2. One year clean time.
3. Active involvement in NA and the Phoneline.
4. The ability to assume responsibilities in the Chairperson's absence.
5. Time and resources necessary to fulfill this commitment and have the desire to be accountable to those they serve.
6. Working knowledge of the 12 Steps, 12 Traditions and 12 Concepts.
7. To work with and take direction from the Chair or subcommittee in order to assist closely in all duties of the subcommittee.

Customarily, the Vice Chair presides over the Phoneline meeting in the absence of the Chairperson. Therefore, the duties and responsibilities mentioned under Chairperson apply equally here in the absence of the Chair. In addition, it is quite often the responsibility of the Vice Chair to assist in coordinating the activities to be carried out by the Phoneline subcommittee. The Vice Chair maintains frequent communication with the Chair and act as a resource to the other members of the subcommittee in an effort to facilitate the continuation of their duties.



### **Secretary**

1. Willingness and desire to serve a one-year committee.
2. One year clean time.
3. Active involvement in NA and the Phone line.
4. Ability to develop written material in a clear concise manner.
5. Working knowledge of the 12 Steps and 12 Traditions.
6. Record minutes of each meeting and maintain records of voting members.
7. Will keep accurate records of all voting; i.e., motions seconds and elections to attach to meeting minutes.
8. Distribute copies of those minutes to subcommittee members as required.
9. Handles correspondence as directed by the Chair of this subcommittee.
10. Maintains files and records of communication including a list of activities and contacts to be passed on to subsequent subcommittee members.
11. Notifies all members of the subcommittee of upcoming meetings.

### **Technology Chair**

1. Willingness and desire to serve a one-year committee.
2. One year clean time.
3. Active involvement in NA and the Phone line.
4. Ability to develop written material in a clear concise manner.
5. Working knowledge of the 12 Steps and 12 Traditions.
6. Understanding of the RingCentral Software
7. Willingness to make updates and changes within a 4hour time frame.
8. Willingness to report to the subcommittee the number of calls, number of calls missed, and any volunteer that has not answered a call in 30 days.

### **Communications Chair**

1. Willingness and desire to serve a one-year committee.
2. 3 months clean time.
3. Active involvement in NA and the Phone line.
4. Ability to develop written material in a clear concise manner.
5. Working knowledge of the 12 Steps and 12 Traditions.
6. Ability to work the Knowledge Article developed by This committee and RingCentral
7. Ability to stay in touch with the chair and PI chair or IT chair for meeting changes
8. Notify all Volunteers of meeting changes
9. Make a list of any issues the volunteers have an issue with that need to go to the chair or technology chair. Communicate those on a weekly basis.
10. Verify log sheets that all calls have been logged.

### **Phoneline Volunteers**

1. Minimum number of volunteers will be 19. There will be a minimum of two volunteers per day. There will always be a backup volunteer Monday thru Friday 8am to 6 pm.
2. One year clean time and active involvement in NA, unless voted on by the subcommittee.
3. Working knowledge of the 12 Steps and 12 Traditions.



4. The willingness to serve and follow Phoneline Guidelines.
5. The willingness to give of personal time.
6. Have a cellphone.
7. Responsible for assigned shift/shifts. At least 24 hours' notice is required for shift changes.
8. Will make attempt to return new calls in a timely manner (preferably not more than 1 hour).
9. Will relay locations and times of NA meetings to callers for the best meeting for caller.
10. Make an attempt to attend all subcommittee meetings or submit a report when requested by Chair.
11. Shift are: 8am-6pm or 6pm-8am. Shifts may be split to accommodate the phoneline or the volunteer.

### **Termination of Phoneline Volunteer Duties..**

In the event of irresponsibility of the Phoneline Volunteer, the following actions will be taken:  
Measures of irresponsibility could include:

- a. Not adhering to the dos and don'ts of the phoneline subcommittee.
  - b. Not being responsible for your shift
  - c. Inappropriate conduct not becoming a responsible volunteer
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- a. First incident—the Chairperson will speak with the volunteer and see if volunteer can be assisted in any way. The Chairperson may ask the volunteer to resign on the first incident if it is of such controversy that it affects the Phoneline or NA as a whole.
  - b. Second incident—a face to face, one on one conversation will be held with the volunteer and the volunteer will be made aware of the fact that their duties will be terminated at the third offense.
  - c. Third incident—a new volunteer will be found.

### **Format of Sub-committee Meeting**

1. The Chairperson opens the meeting with the service prayer from our Basic Text.

**God grant us knowledge that we may work according to your Divine precepts. Instill in us a sense of Your purpose, make us servants of Your will and grant us a bond of selflessness, that this may truly be Your work, not ours—in order that no addict, anywhere, need die from the horrors of addiction.**

2. The Chairperson has a volunteer read our 12 Traditions.
3. The Chairperson reads purpose, function and responsibilities of Phoneline subcommittee.
4. Roll call by Secretary.
5. Secretary's report-motions to accept with or without changes, seconded, vote.
6. Vice Chairperson's Report.
7. Old Business.
8. New Business (prearranged agenda).
9. Appointments by Chair (as required).
10. Announcements by Chairperson.
11. Shift changes, shift assignments.

The Chairperson will arrange the agenda prior to each meeting. All input, ideas, and new business should be submitted to the Chairperson in writing, signed by the GSR or group representative or Phoneline member, at least five days prior to the meeting, in order to be included in that meeting.

The Guide To Phoneline Service will be employed in this subcommittee.