

Treasure Coast Area Public Relations/Phone Line Policy

Last Updated/Approved XXX 2024

Public Relations/Phone Line Policy

The Public Relations and Phone Line subcommittee uses WSD approved Public Relations Handbook, and A Guide to Phone Line Service Handbook as its guidelines. Exceptions to those guidelines are below:

Amendments: in the event the committee does not have a specific guideline pertaining to an issue in question, the committee will default back to the guidelines specified in the Guide to Local Service. Amendments being voted on to alter applicable group guidelines must be agreed upon by 80% of the subcommittee.

Purpose of Public Relations/Phoneline Subcommittee

- To strengthen our relations with the public and professionals, enabling us to erase the stigma of addiction and disseminate the message of recovery so that those who might benefit from our program know where Narcotics Anonymous can be found.
- To increase the awareness and credibility of the NA program in the Treasure Coast Area.
- To Facilitate the operation of and maintenance of a functional phone line for those who are seeking us.

Meetings

- Subcommittee meetings shall be held no less than once monthly at a time and place agreed upon by the committee members, with the chairperson having the final say. Refer to the meeting list for current time and location.

Voting Privileges

- The Committee utilizes Consensus Based Decision Making for all Decisions; therefore, all members present at any committee meeting may participate in the CBDM discussion. All Narcotics Anonymous members who attend a subcommittee meeting may participate in the decision-making process

Trusted Servants

- Subcommittee Chair position is elected by the ASC
- Subcommittee trusted servant are elected by subcommittee
 - Vice Chair
 - Secretary
 - Phone Line Coordinator
- In the case of a sudden vacancy, including relapse, the position will be filled by election vote at the following committee meeting.
- Elected trusted servants must attend monthly subcommittee meetings. Two Consecutive missed subcommittee meetings by an elected trusted servant will result in the trusted servant's position becoming vacant and open for election.
- Elections within the subcommittee are to be held when the position becomes open. In the spirit of rotation, no member should serve in the same position for more than one year. In the spirit of membership, each member serving a trusted servant position shall make every attempt possible to find a train their replacement in that position.

Chairperson

- Requirements:
 1. Minimum of two years continuous abstinence from all drugs.
 2. Working knowledge of the 12 Steps, 12 Traditions, and 12 Concepts.
 3. One-year prior experience with this subcommittee.
 4. Willingness, desire to serve and resources required to fulfill position.
- Duties & Responsibilities:
 1. Directly Responsible to the Area Vice Chair
 2. Submits a written report to the ASC on the progress of the subcommittee.
 3. Prepare and submit a projected subcommittee budget at the March ASC to commence on the new fiscal year beginning in June
 4. Attend H&I Subcommittee meetings
 5. Request funds from ASC.
 6. Prepares an agenda for each meeting
 7. Maintains order at the meeting
 8. Helps update BMLT & Naws within 24 hours after ASC

Vice Chairperson

- Requirements:
 1. Minimum of one year continuous abstinence from all drugs.
 2. Working knowledge of the 12 Steps, 12 Traditions, and 12 Concepts.
 3. One-year prior experience with this subcommittee.
 4. Willingness, desire to serve and resources required to fulfill position.
- Duties & Responsibilities:
 1. Directly Responsible to the Subcommittee Chairperson
 2. Assists the Subcommittee Chairperson with all duties.
 3. Attend H&I subcommittee meetings
 4. In the event of the secretary's absence, responsible for recording subcommittee meeting minutes.

Phone Line Coordinator

- Requirements:
 1. Minimum of one year continuous abstinence from all drugs
 2. Working knowledge of the 12 Steps, 12 Traditions and 12 Concepts
 3. Willingness, desire to serve and resources needed to fulfill position
 4. Six months prior Phonenumber Subcommittee experience and a minimum of six months experience as a Phonenumber volunteer.
 5. Availability to the internet to check YAP Weekly.
- Duties & Responsibilities:
 1. Organize Phonenumber volunteer shifts by keeping and maintaining a rotation schedule for all shifts.
 2. Manage call routing data entry and paper distribution of pertinent information and schedule updates.

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3. Maintain contact with all cellphone carriers.
4. Attend all Phoneline subcommittee meetings and functions.
5. Bring report to subcommittee with any problems, concerns and data.
6. Responsible to give orientation to Phoneline volunteers.
7. Update all phone numbers for 12 step volunteers and ASC/subcommittee members' phone numbers quarterly

Secretary

- Requirements:
 1. Minimum of one-year continuous abstinence from all drugs
 2. Willingness, desire to serve and resources needed to fulfill the position
 3. Working knowledge of the 12 steps
 4. Six months experience as a Phoneline volunteer.
- Duties & Responsibilities:
 1. Record the minutes of all subcommittee meetings. In the event of the secretaries absence, duty falls on the Chairperson and Vice Chairperson.
 2. Attend all subcommittee meetings
 3. Send all subcommittee meeting minutes to the Chairperson and Vice Chairperson for review prior to Area meeting (7-10 days after subcommittee meeting)
 4. Helps update BMLT & NAWS after ASC within 24 hours

Twelve Step Volunteers

- Requirements:
 1. Minimum of one year continuous abstinence from all drugs
 2. Active participant in Narcotics Anonymous
 3. Working knowledge of the 12 Steps, 12 Traditions and 12 Concepts
 4. Willingness, desire to serve and resources needed to fulfill position
 5. Working knowledge of the Do's and Don'ts of Phone Line
- Duties & Responsibilities:
 1. Respond promptly to the request for Twelve Step call

Phone Volunteers

- Requirements:
 1. Minimum 6 months continuous abstinence from all drugs
 2. Willingness, desire to serve and resources needed to fulfill position
 3. Working knowledge of the 12 Steps, 12 Traditions and 12 Concepts
 4. Completing orientation
 5. Access to personal phone
- Duties & Responsibilities:
 1. Answer all calls promptly and courteously.
 2. Adhere to the do's and don'ts as described in the guide to phone line service
 3. Report all problems to Chairperson ASAP

Guidelines for meeting the newcomer:

- Has the caller used today?
- Never go alone. Let the caller know that you have to find another volunteer to accompany you

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- Make sure that at least one of the addicts is the same gender as the caller
- Try to meet in a neutral, public place
- Make sure these arrangements are clear to both parties.
- Do not stop anywhere on the way to a meeting, especially if it is the caller's request to stop
- Bring a current meeting list, a white booklet, and some IPS
- Once at a meeting, help the newcomer obtain telephone numbers and other rides to meetings.

Budget:

- Printing \$25.00 a month as needed.
 - For Meeting List
 - Subcommittee reports
 - Policy and Guidelines
 - Do's and Don'ts
- IPS & White Books \$20.00 monthly as needed
- Events \$180.00 as needed