

GUAM AREA SERVICE COMMITTEE



NARCOTICS ANONYMOUS

Official Guidelines

*Approved by the Groups of Narcotics Anonymous in Guam on February 11, 2024
Last updated September 13, 2026*

Table of Contents

Section 1: Guam Area Service Committee of Narcotics Anonymous Purpose

Section 2: ASC Membership

Section 3: ASC Meeting Participants

Section 4: Administrative, Sub-Committee, and Workgroup Officer Position and Requirements

Section 5: Administrative Officer's Duties and Responsibilities

Section 6: Administrative Committee Guidelines

Section 7: Rotation and Election of Administrative Officers

Section 8: Motion and Voting Guidelines

Section 9: Finance and Inventory

Section 10: Group Service Representatives Responsibility

Section 11: Application Forms

Section 12: ASC Committee Formats and Other Guidelines

Section 1:

What is Guam Area Service Committee?

The Guam Area Service Committee is comprised of NA groups in Guam. Guidelines are set forth to facilitate the purpose of this service body as agreed on by the groups of NA on Guam. The service body includes committee and sub-committee officers, and representation from each group of Narcotics Anonymous on Guam.

Purpose

1. To support the growth, unity, stability, and recovery of NA Groups in Guam.
2. To discuss issues of mutual concern, address our common needs, exchange ideas, and share experiences to further our primary purpose.
3. To provide guidance to the groups that align with our traditions and concepts.

Goals

1. To maintain a relationship between the NA community in Guam and the Asia Pacific Forum.
2. To maintain a relationship between the NA community on Guam and Narcotics Anonymous World Services.
3. Encourage and support Public Relations efforts to have Narcotics Anonymous known as a credible program of recovery on Guam.
4. Encourage and support H&I on Guam.
5. Provide workshops, as needed, for our efforts in Public Relations, H&I, and NA service in general.

Our Vision

1. That every addict, or family of an addict, in Guam, knows that we do exist, we are available, and can help an addict to stay clean.
2. Recognition that Narcotics Anonymous is a viable program of recovery.

Section 2:

ASC Membership

Group Membership at the ASC

Administrative Officers are part of the ASC. Every group within Guam may also choose to have membership in the ASC. This section is to serve as a guide for groups to be part of the ASC while following our Traditions and Concepts.

What is a Group?

To assist in defining what qualifies to be a group, we follow the “six points” in what defines a group in Narcotics Anonymous, as shown in “A Guide to Local Service” of Narcotics Anonymous.

WHAT IS AN NA GROUP?

When two or more addicts come together to help each other stay clean, they may form a Narcotics Anonymous group. Here are six points based on our traditions which describes an NA group:

1. All members of a group are drug addicts, and all drug addicts are eligible for membership.
2. As a group, they are self-supporting.
3. As a group, their single goal is to help drug addicts recover through application of the Twelve Steps of Narcotics Anonymous.
4. As a group, they have no affiliation outside Narcotics Anonymous.
5. As a group, they express no opinion on outside issues.
6. As a group, their public relations policy is based on attraction rather than promotion.

Non-Participation by Seated Groups

This section applies to the absence of group representation at an ASC meeting. In this scenario, the ASC will inquire:

1. If the group is still holding regular meetings?
2. If they believe their status as a seated group is still in the group's best interest?
3. If there is any assistance the ASC can provide?

The ASC may contact other group members in an effort to support the group. After every effort is exhausted the seated group will be considered a non-functioning group.

Section 3:

ASC Meeting Participants

Attendance at committee meetings is limited to the following

1. Members who are serving in an official capacity as an administrative officer.
2. Members who are Group Service Representatives to their homegroup.
3. Members who are currently in service in a Sub-Committee or Work Group.
4. Members who are currently in service at any group, to encourage service to already willing members.
5. Members with 2 or more years of clean time, to allow open discussion and suggestions from experienced members.
6. Members with 2 or more years of clean time, from neighboring NA communities within the Mariana Islands, who would like to attend as an observer.
7. Members who qualify and are interested in a service position at the ASC may attend committee meetings 3 months leading up to the election.

Section 4:

Administrative, Sub-Committee, and Work Group Officer Position and Requirements

Suggested Administrative Officer Positions

1. Chair
2. Co-Chair
3. Inventory Manager
4. Co-Inventory Manager
5. Treasurer
6. Co-Treasurer
7. Regional Delegate
8. Co-Delegate
9. Secretary
10. Co-Secretary

Requirement

Admin officers bear a significant amount of responsibility in their role for the ASC. These individuals should not be serving as GSRs for their homegroup.

1. Chair
 - a. 3 years clean time.
 - b. Announces committee meeting.
 - c. Able to facilitate or conduct business meetings by setting the pace of the meeting.
 - d. Must be impartial.
 - e. Can't make motions but can vote.

2. Co-Chair
 - a. 2 years clean time.
 - b. Same duties as Chair.
 - c. Able to perform duties in the absence of the Chair
3. Inventory Manager
 - a. 5 years clean time.
 - b. Has income and a bank account.
 - c. Able to manage money.
 - d. Able to manage inventory.
4. Co-Inventory Manager
 - a. 5 years clean time.
 - b. Able to perform duties in the absence of the Inventory Manager.
5. Treasurer
 - e. 5 years clean time.
 - f. Has income and a bank account.
 - g. Able to manage money.
 - h. Able to produce financial reports.
6. Co-Treasurer
 - a. 5 years clean time.
 - b. Able to perform duties in the absence of the Treasurer.
7. Regional Delegate
 - a. 3 years clean time.
 - b. Possesses a valid Passport.
 - c. Able to travel as representation for ASC to APF conference.
 - d. Able to effectively communicate.
 - e. Knowledgeable with email and Zoom communications.

8. Co-Delegate
 - a. 3 years clean time.
 - b. Able to perform duties in the absence of the Regional Delegate.
9. Secretary
 - a. 6 months clean time.
 - b. Able to efficiently take, keep, and research notes in regard to ASC.
 - c. Produces minutes of old meetings to be shared on group chat.
 - d. Produce and print agenda for forthcoming meetings.
10. Co-Secretary
 - a. 6 months clean time.
 - b. Co-Secretary able to perform duties in the absence of Secretary.

All position requirements include “has a sponsor” and has had prior rotational service experience in NA during their current clean time. All positions will be for a term of 2 years following the election in April. All Co positions will be a 2-year term in training to fill the respective position the following 2 years. In the absence of an officer, Co will assume duties with respect to the position.

Non-Participation by Administrative Officers

Administrative Officers have a vital role in the functionality of the ASC. If an Administrative Officer is not present or is unable to perform their duties the ASC will ask.

1. If a change of committee meeting day and time will be more convenient?
2. If the officer is unsure what their service duty entails?
3. If the officer is unable to perform the duty of the respected position?

After 3 consecutive non-attendance meetings and ASC efforts have been exhausted, the position will be considered vacant.

Suggested Sub-Committees, Workgroups, Chairs, or Managers

1. Inventory
2. Merchandise
3. Activity
4. Public Relations
5. Multimedia
6. Fellowship Development
7. Guideline Review
8. H&I

The ASC performs the duties of some of the suggested areas. In the event a simple focus, in any of the areas is required, a sub-committee or workgroup may be formed. In some instances, a simple chair or manager may be appointed or voted in to be in the care of that simple focus. The nature of the sub-committee, workgroup, chair, or manager, the purpose, responsibility, and requirements would be determined by the ASC committee on the given scenario when needed. Suggested sub-committees, workgroups, chairs, and managers, are not limited to the list provided.

Section 5:

Administrative Officers' Duties and Responsibilities of the ASC

Chair

1. Creates an initial message at the time of inauguration.
2. Provide a summarized report addressed to members in Guam regarding ASC annually and at the end of the term for its duration.
3. Requests meeting agenda inputs from ASC members.
4. Assign tasks for officers as required.
5. Initiates communications regularly with all ASC participants.
6. Facilitates ASC meetings ensuring a productive workflow.
7. Assists with the creation and production of local information meeting schedule pamphlets.
8. Will work with, and mentor Co-Chair.

Inventory Manager

1. Entrusted with ASC Inventory.
2. Completes and records all Inventory transactions.
3. Complete and share the current inventory report with committee members and GSRs 1 week before the committee meeting.
4. Relinquish ASC inventory revenue to Treasure at the scheduled committee meeting.
5. Provide the secretary with a physical copy and email a digital copy to guamna@yahoo.com for record keeping.
6. Provides groups and members inventory to be purchased as requested in a timely manner.
7. Is responsible for managing and anticipating a shortage of inventory.
8. Is responsible for purchasing inventory from NAWs, funding will be provided by the Treasurer.
9. Will work with, and mentor Co-Inventory Manager.

Treasurer

1. Entrusted with ASC funding.
2. Completes and shares the current financial report with committee members and GSRs 1 week before the committee meeting.
3. Provide the secretary with a physical copy and email a digital copy to guamna@yahoo.com for record keeping.
4. In the event of an NA function, the treasurer must work closely with participating members that coordinate the function.
5. Is responsible for reimbursement incurred on members as service approved by the ASC.
6. Keeps track of ASC contributions to APF and requests to transfer contributions bi-annually, as scheduled, every February and August.
7. Provides a report of ASC financial standings annually, to be shared with all groups within our community.
8. Will work with, and mentor Co-Treasurer.

Regional Delegate

1. Provide representation and maintain the flow of communication for Guam ASC with APF throughout the term and at the Annual Conference.
2. Formulate a system to educate ASC members regarding CAR, CAT, and APF motions, upcoming changes, and proceedings.
3. Collate the voice of Guam ASC and vote following that voice regarding CAR, CAT, and APF.
4. Has the delegated authority to change the vote if new information is presented on the floor of the APF Conference that the Regional Delegate believes would have influenced the vote had it been heard by the ASC.
5. Prepare and submit the community report, with the help of GSRs, for the APF Conference by the deadline.
6. Should attend as many APF Workgroup meetings on Zoom as possible.
7. Familiarize yourself with the APF Orientation Handbook and Guidelines.
8. Will work with, and mentor Co-Delegate.

Secretary

1. Must be able to record important points during meetings.
2. Meeting minutes must be completed and shared within one week after the ASC meeting to allow timely review and corrections.
3. Send a copy of the minutes to guamna@yahoo.com.
4. Files and maintains physical copies of all reports and minutes.
5. Assists with implementing changes to the guidelines as approved.
6. Will work with, and mentor Co-Secretary.

Section 6:

Administrative Committee Guidelines

Reporting to APF

1. The Admin Committee directs an ASC member, the Regional Delegate, to create and deliver a formal ASC community report to the APF.
2. If the Delegate positions are vacant, the ASC Chair is responsible for communication with the APF.

Communication with ASC Meeting Participants

1. Regular committee meetings are held face-to-face with an optional hybrid (Zoom) for members who are not able to physically attend.
2. Discussion topics not done through official meetings are discussed electronically through a private group chat on WhatsApp called “ASC Workgroup”.
3. The Regional Delegate should share communication between the ASC, APF, and NAWS with the ASC.
4. GSRs are responsible for keeping their homegroup currently informed.

Decision Making between ASC meetings

1. All Decisions made by ASC will be based on the voting procedure as described in the section “Motion and Voting Guidelines”.
2. A quorum of Admin Officers and GSRs must be met to make decisions.
3. A quorum shall consist of fifty percent (50%) + one (1) of Admin Committee to include Group Service Representatives (GSR)
4. In the event an immediate decision must be made, the ASC entrusts the Admin Officers and GSRs to vote following the “Voting Procedure” to fit the immediate need.
5. If a decision is to be made, and it affects NA in Guam, any committee member may request a conscience from the NA community.
6. The ASC may request GSRs to gather a group conscience through WhatsApp if the immediate need arises.
7. The ASC can lend its name to a recovery event held by any of the groups in Guam.

Changes to ASC Guidelines

1. Motions to add, delete, or modify guidelines will be shared amongst the NA community.
2. Motions approved to ASC Guidelines will be finalized and shared by the ASC secretary amongst the committee and the groups no later than 1 month after the motion is passed.

Section 7:

Rotation and Election of Administrative Officers

Purpose

1. To ensure procedures of rotation are fairly done for leadership positions in the ASC.
2. Service is vital to NA and our personal recovery. In order to keep what we have we must maintain it.

Length of Term

1. Rotation of Admin Officers in the ASC shall be every two years.
2. The positions filled each have a Co to replace the current officer. If all positions are currently filled, only the Co positions would be available for election.
3. In the event there is no Co position currently filled, both the current and Co positions would be put out for application.
4. Upon completing their term, they must complete their minutes and any other pertinent information to be passed to the incoming Officer.

Application

1. The Admin Officers would notify the GSR of the opening of positions 6 months before the election occurs.
2. GSR's can receive applications and present them to the Admin Committee for the positions to be filled before the election.

Election

1. The election should take place every 2 years in April.
2. An Open review of applicants should be done at the ASC meeting.
3. The Chairperson is responsible for ensuring that no candidate is unfairly treated.
4. The Chairperson shall read out the duty statement and qualification requirements for each position along with the applicant's name and qualifications.
5. The Chairperson will dictate a method for secret ballot.
6. Only qualified voting members as described in "Voting Procedure" may vote in secret ballot.
7. A voting member may not cast a vote for the position they are applying for.

Resignation

If a Committee Officer resigns prematurely, before the end of their term, the Co position would automatically be the current Officer. In the event the Co position is vacant, the Admin Committee will share the responsibility. Election for the vacant position will be announced and applications will be sent out. The willing applicant will be reviewed and instated at the following ASC meeting.

Removal of Admin Officer

The following are grounds for removal.

1. Relapse during the term of office.
2. Falsifying information for personal gain.
3. Deliberate misappropriation of funds for personal gain.
4. Unable to perform their duty.
5. After 3 consecutive non-attendance meetings and ASC efforts have been exhausted, this will result in the removal of the officer.

Section 8:

Motion and Voting Guidelines

Motion and Voting Basics in Order

1. Motion is made
2. 2nd the motion
3. Open Discussion
4. Vote

A simple majority, or 50+1 will pass the motion.

Motion

A motion is a formal proposal that the committee shall use to have an open discussion before voting on any matter in ASC.

Motions can be made by

1. An Admin Committee Officer
2. GSR
3. Any subcommittee or workgroup chair

If a motion is made, the motion may follow the following procedure before voting.

1. Discussion
2. Motion
3. 2nd the motion
4. Straw Poll vote
5. If Straw Poll voted is unanimous, motion passes
6. If straw Poll is not unanimous, we discuss
7. Final vote

If a motion is made by a group, for their GSR to bring to committee meeting, the motion shall be in this format and communicated to the Admin Committee before the next scheduled committee meeting.

1. **Motion:** Proposal as stated.
2. **Maker:** Group that requests the motion.
3. **Intent:** Purpose of the motion.
4. **Financial Impact:** Cost incurred or saved if the motion passes and is executed.
5. **Rationale:** Logic or reasoning of the motion by the maker.

The committee may communicate a response from the committee (**ASC Response**) by the next ASC meeting.

Voting Procedure

With matters affecting “NA as a whole” in Guam, motions shall be voted on by the seated groups of the community GSR, the subcommittee and workgroup chairs, the voted chair or manager, and each admin committee member. Matters affecting “NA as a whole” in Guam, may be defined by, but not limited to, one of the following reasons.

1. Changes to ASC Guidelines.
2. Request for a Workshop.
3. Request for support to any group.
4. Extension of Officer Term.

In some instances, a vote may be tabled to acquire a group conscience from the groups, if any of the voting members believes that the groups need to be informed first.

Section 9:

Finance and Inventory

Funding is essential for the ASC to function. To further our purpose as a committee of support to the groups of NA in Guam, we must be able to operate. Members do not receive compensation for their time performing service. But we do incur costs to perform certain services. Some of these may include but are not limited to.

1. Stockpile NA supplies from NAWS.
2. Purchases made for NA events.
3. Costs to create and hold workshops.
4. Printing of local pamphlets.
5. Public Relations efforts.
6. Rent if applicable.
7. To support a group that may be struggling to operate.

Any circumstances in a request for financial support shall be performed following the procedures in Section 8.

Revenue

There are multiple ways the ASC may generate revenue for operational purposes.

1. The committee may generate revenue from NA inventory and merchandise sold.
2. Monetary contributions from groups and members for NA events.
3. NA fundraisers for members, by members.
4. Contributions received from groups and members.

Ideally, the ASC should be financed by groups and members' contributions.

NA Inventory Revenue

Item	Cost	List Price	Revenue
Basic Library	\$50.00	\$55.00	\$5.00
Basic Text	\$13.60	\$16.00	\$2.40
Basic Text Special Edition	\$30.86	\$32	\$1.14
It Works How and Why	\$10.70	\$13.00	\$2.30
Step Working Guide	\$10.10	\$13.00	\$2.90
Just For Today	\$10.70	\$13.00	\$2.30
Just For Today Special Edition	\$20.66	\$22	\$1.34
A Spiritual Principle a Day	\$13.00	\$16.00	\$3.00
A Spiritual Principle a Day Special Edition	\$35.00	\$40.00	\$5.00
Guiding Principles	\$13.05	\$16.00	\$2.95
Guiding Principles Special Edition	\$15.00	\$20.00	\$5.00
Living Clean	\$11.60	\$16.00	\$4.40
Living Clean Special Edition	\$15.00	\$20.00	\$5.00
NA Wooden Box	\$35.00	\$40.00	\$5.00
Keytag	\$0.56	\$0.80	\$0.24
Bronze Medallion	\$3.80	\$5.00	\$1.20
Triplate Medallion	\$24.84	\$25.00	\$0.16

Item cost subject to change. For further details please refer to the Inventory Manager Report.

Contributions to APF

Asia Pacific Forum (APF) is the zonal forum for which Guam ASC operates as an NA community. The APF is made up of delegates from NA communities within the Asia Pacific zone. The APF has an Admin Committee which operates to serve the communities within the APF. For the APF to function, we as an Area Service Committee, must contribute when we can. Contributions to the APF are as follows.

1. Contributions are to be made bi-annually every February and August.
2. The amount would be determined by the financial status of the ASC.
3. Contributions are made via PayPal at www.apfna.org/contribute.

Section 10:

Group Service Representatives' Responsibility

1. Attends ASC meetings.
2. Presents a report of their group at every committee meeting.
3. Communicate with admin group concerns.
4. Reports pertinent information to their group.
5. Informs their group of all positions vacant at the ASC.
6. Informs their group of all positions up for election.
7. Shares to their group all surveys, polls, and motions pertinent to their homegroup.
8. Responsible for transmitting CAR, CAT, and APF proceedings to their group.
9. Provides motions from group to ASC.
10. Carries the conscience of the group to ASC meetings.
11. Has the delegated authority from their group to vote on the floor of the ASC meeting as the representative of that group.

Section 11:

Application for a position in the ASC

Simple name, clean date, and a list of applicable skills to perform the position.

Section 12:

ASC Committee Formats and other Guidelines

Formats are subject to change as needed.



Guam Area Service Committee Of Narcotics Anonymous

Opening

- A. Call to order Guam NA Area Service Meeting of Narcotics Anonymous this (date/time)
- B. Introduction and opening remarks
 - I. My name is (name) and I am an addict
 - II. Let's have a moment of silence for the addict still suffering, to reflect on why we are here, and to allow our higher power to guide us as we make decisions for the committee followed by our NA Service Prayer.

*God, grant us the knowledge that we may serve
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,
So that no addict, anywhere,
Need die from the horrors of addiction.*

1. Readings

- A. Can a member please read our 12 Concepts

2. Purpose

ASC's primary purpose should always be to support the growth, unity, stability, and recovery of NA communities in Guam. By direction of groups, we provide guidance and services to achieve this while following our Traditions and Concepts.

3. Reports

- A. Inventory Manager – NA-approved items inventory, supply, and demand.
- B. Treasurer – Starting balance, funds accumulated, cost and expenditures, remaining balance.
- C. Regional Delegate – Concerns that were addressed with APF. Items that were discussed at APF that are relevant to our local NA fellowship. APF progress and/or updates. Workshop briefings.
- D. GSR (Group Service Representatives) – Present the homegroup's conscience of concerns. Homegroup updates.
- E. Multimedia – Helpline, website, FB status updates.
- F. H & I – Status update
- G. Secretary – Items that have been updated since the last meeting. Items that have been tabled to be discussed.

4. New Business

- A. Each member is given an opportunity to bring up new business

5. Closing of Meeting

- A. Motion to close with a unanimous decision must be achieved before closing.
- B. Thank members for attending, the opportunity to be of service and our HP for guiding us, and close with a prayer of your choice.

Only Fill in Yellow Cells

INVENTORY MANAGER REPORT										
Item	Naws Price	Onhand	Onhand Value	Stockpile	Stockpile Value	To be Purchased	Cost to Purchase	ASC Price	Quantity Sold	Amount Collected
Basic Text				Total 15						
Hardcover	\$13.60			8	\$108.80	8	\$108.80	\$16.00		\$0.00
Softcover	\$13.60			7	\$95.20	7	\$95.20	\$16.00		\$0.00
It Works				Total 10						
Hardcover	\$10.70			4	\$42.80	4	\$42.80	\$13.00		\$0.00
Softcover	\$10.70			6	\$64.20	6	\$64.20	\$13.00		\$0.00
Step Work Guide	\$10.10			10	\$101.00	10	\$101.00	\$13.00		\$0.00
Just for Today	\$10.70			8	\$85.60	8	\$85.60	\$13.00		\$0.00
SPAD	\$13.00			8	\$104.00	8	\$104.00	\$16.00		\$0.00
Keytags				Total 875						
White Welcome	\$0.56			250	\$140.00	250	\$140.00	\$0.80		\$0.00
Orange 30 Days	\$0.56			100	\$56.00	100	\$56.00	\$0.80		\$0.00
Green 60 Days	\$0.56			100	\$56.00	100	\$56.00	\$0.80		\$0.00
Red 90 Days	\$0.56			100	\$56.00	100	\$56.00	\$0.80		\$0.00
Blue 6 Months	\$0.56			75	\$42.00	75	\$42.00	\$0.80		\$0.00
Yellow 9 Months	\$0.56			75	\$42.00	75	\$42.00	\$0.80		\$0.00
Glow 1 Year	\$0.56			50	\$28.00	50	\$28.00	\$0.80		\$0.00
Grey 18 Months	\$0.56			50	\$28.00	50	\$28.00	\$0.80		\$0.00
Black Multiple Years	\$0.56			75	\$42.00	75	\$42.00	\$0.80		\$0.00
Totals	On Hand		\$0.00	Stockpile	\$1,091.60	Cost to Replenish	\$1,091.60	To be Turned in to Treasurer		\$0.00

Last Report

Current Report Date Enter Date

Only Fill in Yellow Cells



Starting Bal as of

Amount

[illegible]

Recurring Transaction	Amount	Date
-----------------------	--------	------

Recurring Transaction	Amount	Date
-----------------------	--------	------

TRANSACTIONS	Amount
NEW BALANCE	Amount

Page 25 of 29



GUASCNA Meeting Minutes

Prepared by: _____

Date:

Time:

Location:

Attendance:

I. Opening/Introduction

- a. Call to order Guam NA Area Service Committee Meeting led by _____.

II. Readings

- a. 12 concepts

III. Reports

- a. Inventory Manager: _____

-

- b. Treasurer: _____

- Balance as of: DATE/AMOUNT
- Current Balance: AMOUNT

- c. Regional Delegate: _____

-

- d. General Service Representative:

- No Matter What: _____
-
- Never Alone: _____
-
- NA on the Bay at Sunset: _____
-
- Voices of Women: _____
-

- e. Multimedia: _____

-

- f. Hospitals and Institutions: _____

-

- g. Secretary: _____

-

IV. New Business: (Each member is given an opportunity to bring up new business.)

-

V. Closing of Meeting:

- Next scheduled meeting: _____
- End time of meeting: _____

GUASCNA BASIC HELPLINE GUIDE

I. Description

Helpline is responsible for helping addicts and others in the community find us easily and quickly.

II. Purpose

The primary purpose of the Helpline is to get the prospective newcomer to a NA meeting.

1. To provide a list of volunteers that can take a Twelve Step call.
2. Information line for the sick and suffering addict.
3. To provide information for the public who want to reach Narcotics Anonymous.

III. Trusted Servants

1. Operator Requirements and Rotation
 - ◆ 2 years clean
 - ◆ Has a sponsor
 - ◆ Possesses a working cellphone
 - ◆ Knowledgeable of our local NA fellowship
 - ◆ Actively listens and takes notes
 - ◆ Rotation is for a term of 3 months on an 8-hour shift
 - Day 0700 to 1459
 - Swing 1500 to 2259
 - Grave 2300 to 0659 (The next day)
2. Twelve-Step Caller Requirements
 - ◆ 3 years clean
 - ◆ Has a sponsor
 - ◆ Knowledgeable of spiritual principles contained in Twelve-Steps of NA
 - ◆ Willing to answer Operator calls and return Twelve-Step calls

Both positions must be able to perform proper phone etiquette and read:
“GUASCNA BASIC HELPLINE GUIDE”

IV. May receive calls from

1. Newcomers
 - ◆ Our primary objective is to get the addict to a meeting.
 - ◆ We care and are willing to help.
 - ◆ If the caller is of a different gender, and would like to talk to someone at length, he/she will be informed that another NA member (Twelfth-Step volunteer) can be contacted. Explain in general to the caller that all information is confidential, but some information is needed in order to help him/her. Take note of any pertinent information name, and number.

- ◆ After hanging up refer to the call list of the same gender and seek a member who is available to speak with the caller.
 - ◆ Follow up to ensure there is a return call.
2. Non-addicts, Students, Professionals or Media
- ◆ Offer information packets
 - ◆ Take the name and organization and refers this information to the appropriate committee member.
 - ◆ Refer to open meetings
3. Crisis calls
- ◆ Don't try to handle calls that you are not qualified to answer.
 - ◆ Make appropriate referrals when necessary.
- V. Do's and Don'ts
1. Do's
- ◆ Always identify yourself with your first name only and state that you are an addict.
 - ◆ Always have the necessary materials (e.g., meeting list, NA pamphlets, Twelfth-Step list, and Referral List) on the cellphone, in order to avoid delay and confusion.
 - ◆ Find out what the caller needs. Ask questions.
 - ◆ If you are returning a call, be certain that the person requesting help is on the line before identifying yourself as an addict or mentioning Narcotics Anonymous.
 - ◆ Be helpful and polite to all callers.
 - ◆ Contact GUASCNA if problems arise.
 - ◆ Use the Twelfth-Step list.
 - ◆ Always give accurate information about our Fellowship.
 - ◆ Keep the calls as brief as possible. We are not counselors or therapists.
2. Don'ts
- ◆ Don't argue with people whose views of addiction differ from yours or NA's.
 - ◆ If the caller does not want to stop using, do not try to persuade him/her to stop.
 - ◆ Don't give out other people's names or telephone numbers.
 - ◆ Don't answer questions about who was at an NA meeting (e.g., to police officers, probation officers, or significant others).
 - ◆ Don't glorify active addiction by telling war stories.
 - ◆ Don't give medical advice.
 - ◆ Don't be rude, short, disrespectful, or use any foul language or profanity.
 - ◆ Never guess the answer to a question. If you do not know, tell the caller you do not know.

Our tone of voice and delivery speed are just as important as the words we use. We acknowledge what the caller is saying and feeling. Do not use judgmental words or preach to the caller.

VI. Phonenumber Flowchart, Chapter 9 Public Relations Handbook of Narcotics Anonymous

