

# **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. Phonline Flowchart, Chapter 9 Public Relations Handbook of Narcotics Anonymous

# Phonline Flowchart

