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In keeping with the spiritual nature of Narcotics Anonymous, our structure should always be one of service, never of government. (12th Concept for NA Service)

1. Name

The name of this committee is Kern County Public Relations Committee and will hereafter be abbreviated as PRC. The PRC is a subcommittee of the Kern County Area Service Committee, hereafter referred to as the ASC.

2. Purpose

Our aim is to carry out our Fifth Tradition, which states, “Our primary purpose is to carry the message to the addict who still suffers.” We do this by providing information about Narcotics Anonymous to the public, to professionals who come in contact with addicts, and to addicts themselves. The PRC is the working body for our combined group service efforts, and it is directly accountable to the ASC and the groups it represents in its actions.

3. Functions

3.1 To provide information about NA to addicts, to professionals, and to the public by placing service announcements in the press, radio, and television, and other approved means

3.2 To provide NA resources including and not limited to presentations, booth sittings, and literature to non-NA groups and groups in need

3.3 To reach out to the community as a whole by letting people know that NA exists and how we can be reached including maintaining a website where our meetings and events are accurate and accessible. This also includes having emails where members can be easily contacted by members and the general public

3.4 To carry the NA message of recovery to addicts with limited or no access to regular NA meetings by providing literature, H&I panel presentations, or other approved means

3.5 To maintain Kern County Area Phone Line by providing a medium in which a potential member can have immediate contact with a recovering addict for the express purpose of assisting them in getting to an NA meeting, an avenue for callers to obtain meeting and event information, and answer questions about NA and PR to the public. At times, phone line volunteers may refer callers to other coordinators within the PRC or NA as a whole

3.6 To reach out to NA members within the Kern County Area to promote and encourage NA's overall growth and effectiveness and to support those in need

3.7 To participate in the Central California Regional Public Relations meetings and activities

3.8 To maintain communication with the area at ASC business meetings

3.9 To maintain communication and unity with the other areas, region, and zonal committees, providing them with assistance and information when needed

3.10 To provide training on the Twelve Traditions, Concepts, and Steps of Narcotics Anonymous, the current guidelines of the PRC, the current Guidelines of the ASC, A Guide to Local Services in NA, and NAWS approved service handbooks and the way these all relate to the PRC and its functions

4. Decision Making

All PRC proposals and decisions except elections will be made using consensus based decision-making.

- a. The proposal is first read for the group.
- b. After it is read, any questions regarding the proposal are answered.
- c. Once all questions are answered, any discussions for and against are heard.
- d. Then all voting members are asked if they would like to block. If there are any blocks: the member is asked to state the tradition or concept the proposal violates and why. The voting members are then asked to vote by majority whether this block is sustained or overruled. If sustained, the proposal fails.
- e. If overruled, and/or there are no (further) blocks, we ask for dissents. If a member dissents, we ask for the reason for the dissent. If we can come to a consensus of some sort, this is ideal. This can look like an amendment to the proposal, a table of the proposal, or the member being convinced to assent with reservation. Remember the goal in unanimity. If more than 20% of voting members dissent and concessions cannot be made, the proposal fails.
- f. If no members dissent, concessions can be made, or fewer than 20% of members dissent, then we move on to assent with reservations. These members will be asked to express their concerns so they may be heard. If these do not sway any members to stand aside or block, then the proposal passes.

5. Participation and Voting

5.1 Any committee member who has attended two of the last four PRC meetings is eligible to vote at PRC meetings. The PR facilitator votes only in the event of a tie.

5.2 Any member can make a proposal.

5.3 Any member may propose an amendment to these guidelines but actual guideline changes are voted on at PRC and then approved amendments are taken to ASC for communication and documentation.

5.4 All committee members have one vote regardless of the number of positions held.

6. Elections

6.1 Elections of all officers are held the month before nominations/voting cycle begins at ASC. PR Facilitator, once elected, reports to next month's ASC to communicate their acceptance of the nomination.

6.2 The officers of the PRC are the facilitator, co-facilitator, and recording secretary.

6.3 The resource coordinators for the PRC are Hospital and Institutions Coordinator, Public Information Coordinator, Website Coordinator, Fellowship Development Coordinator, Literature Coordinator, and Phonenumber Coordinator.

6.4 All terms of service are one year. In the event a member cannot complete his or her term of service, nominations and elections will occur at the current or next PRC meeting.

- 6.5 Officers and Coordinators shall not serve in more than two consecutive elected terms. In the event a position remains open, the facilitator and co-facilitator will ensure the duties of the position are fulfilled until a new coordinator can be found.
- 6.6 No member of the committee can serve as a facilitator and coordinator simultaneously.
- 6.7 No member of the committee can serve in more than one coordinator position simultaneously.
- 6.8 All positions outside of officers and coordinators do not need to be elected and will be overseen by the subsequent coordinator.
- 6.9 Any member of the committee can serve in non coordinator or officer roles regardless of other positions held.
- 6.10 During elections of PRC trusted servants, the nominees shall leave the room following all discussion and prior to voting.
- 6.11 All committee members have one vote in elections for any position regardless of the number of positions a committee member holds.
- 6.12 Elections will be decided by a simple majority. In the case of more than two candidates for a position where no candidate receives a majority vote, the two candidates receiving the most votes will have a second election between only those two candidates. In case of a tie, the facilitator will be the deciding vote.
- 6.13 A PRC trusted servant may be removed from their office for non-compliance only after the person has been notified by either letter or phone call from the PRC Chairperson or designee stating that concerns about their fulfillment of service responsibilities have been raised. If a member who is the subject of a motion to be removed from office is present, and can address the concerns of their fulfillment of their service responsibilities raised by the maker of the motion, a letter or phone call will not be required. Non-compliance includes but is not limited to:
- a. Loss of abstinence from drugs.
 - b. Failing to perform the duties of the position.
 - c. Two consecutively missed PRC meetings.

7. Meetings

- 7.1 Business meetings shall be held at least monthly at a time and place designated by the PRC.
- 7.2 Any Narcotics Anonymous member or interested person may attend the KCNA PRC meeting.
- 7.3 Any Narcotics Anonymous member will become a committee member by attending at

least one PRC orientation (normally held a half hour prior to every PRC meeting) in the previous two years and informing the Recording Secretary they desire to be a committee member.

7.4 A PRC inventory shall be held at least, but not limited to, every two years and at the end of the PR facilitator's term of service.

8. Qualifications

***NA service should never be done alone. There should be 2 or more NA members for every presentation, panel, booth sitting, 12 step call, etc.**

8.1 Facilitator

- a. Coordinates all public relations efforts
- b. Checks and maintains PR email and updates drive as necessary
- c. Provides agenda at regularly scheduled meetings of the PRC
- d. Makes regular reports to ASC on the status of all proposed, current or completed plans
- e. Represents PRC at the regular meeting of the ASC
- f. Encouraged to attend the quarterly regional PR subcommittee meeting
- g. If an elected officer or coordinator position is vacant, ensure the duties of that position are fulfilled
- h. Collects budget requests from coordinators to request a budget from ASC for the PRC at every budget month
- i. Clean time suggestion of 2 years with 1 year active PRC or ASC experience
- j. Familiarity with all public relations related NAWS approved handbooks

8.2 Co Facilitator

- a. In absence of the facilitator assumes all those responsibilities normally carried out by the facilitator
- b. Works closely with the facilitator
- c. Attends the regular meetings of the PRC and maintains voting member status.
- d. Encouraged to attend monthly ASC meetings
- e. In the absence of an elected officer or resource coordinator, the co facilitator shall assist the facilitator in ensuring the duties of that position are fulfilled
- f. Clean time suggestion of 2 years with 6 months active PRC or ASC experience
- g. Familiarity with all public relations related NAWS approved handbooks

8.3 Recording Secretary

- a. Attend monthly PRC meeting
- b. Keeps a complete record in the form of minutes of every PRC meeting
- d. Ensures reminders to committee members about PRC business meetings are made
- e. Prepares written committee correspondence
- f. Maintains files of all PRC plans, minutes and correspondence and updates PR drive with necessary information
- g. Maintains, updates, and has available PRC guidelines as needed
- h. Clean time suggestion of one year with 6 months active PRC membership
- i. Maintains record of name and contact information for committee members

- j. Coordinates with the facilitator for reimbursement of any necessary expenses
- k. Assist web coordinator in maintaining facilitator and coordinator emails and drives
- l. Maintain records of attendance at PRC meeting
- m. Clean time requirement 6 months
- n. Previous PRC or area level service

8.4 Literature Coordinator

- a. Attend monthly PRC subcommittee meeting
- b. Coordinates literature needs of the PRC for all public relations activities
- c. Places and receives literature orders from the ASC Literature Subcommittee as needed
- e. Makes monthly written literature reports to the PRC
- f. Clean time suggestion of 18 mo
- g. Familiarity with committee literature policies
- h. Keep a ledger of the quantity and type of books going to each institution or facility and when they were placed into service
- i. Makes a quarterly written literature report to the PRC, which includes a financial statement and/or inventory of materials
- j. Coordinates efforts of the rack route volunteers
- h. 1 year PRC or ASC service experience suggested

8.5 Literature Assistant

- a. Shall keep in contact with Literature Coordinator to pick up literature
- b. Confirm delivery of literature with Literature Coordinator
- c. Adheres to all other appropriate guidelines
- d. Clean time suggestion of 6 months
- e. Attends PRC meetings and maintains voting member status.
- f. Assists Literature Coordinator in all duties with the intention to move into the Literature Coordinator position at the end of term

8.6 Rack Route Volunteer

- a. Provides informational pamphlets, flyers, and additional NA supplies at specific locations within the community
- b. Clean time requirement of 90 days
- c. Have a reliable plan of transportation
- d. Reports literature inventory needs in a timely manner to literature coordinator
- e. Reports frequently to literature coordinator to ensure duties are complete and report any concerns from the community

8.7 Phone Line Coordinator

- a. Makes a monthly written report to the PRC on the status of all completed and ongoing phone line plans
- b. Clean time requirement of 2 years
- c. Maintain current awareness of the telephone services we employ and confirmation of any updates or changes

- d. Shall be available on an "on call" basis to answer questions and concerns by carriers, and to troubleshoot and rectify problems with ensuring the ability to answer calls
- e. Updates automated helpline meeting directory and voicemail system as required
- f. Responsible for ensuring messages left on the voicemail system are forwarded to appropriate service members and requests for services are adequately delegated and reported on in the monthly PR Helpline report to the PRC
- g. Familiarity with all phone line related NAWS handbooks
- h. Attend monthly PRC meeting
- i. 1 year previous PRC or other relevant service experience
- j. Ensures all phone line volunteers continue to be available and meet guideline requirements

8.8 Phone line Volunteers

- a. All Phone line volunteers will answer calls in accordance with procedures outlined in the PRC orientation packet
- b. Completed the PRC orientation
- c. Clean time requirement of 6 months
- d. The ability to carry a clear Narcotics Anonymous message to the addict and/or public calling into the helpline
- e. Be familiar with the Do's and Don'ts handout
- f. If 12 step call requested, refer the call to the phone line coordinator prior to action
 - i. No member will go alone
 - ii. Will take a phone line literature packet on all twelve step calls

8.9 Web Coordinator

- a. 2 years continuous clean time and have served 1 year as assistant web coordinator or equivalent experience.
- b. Possesses the necessary technical aptitude
- c. Familiar with all NAWS handbooks and guidelines relating to NA websites
- d. Responsible for updating, maintaining and ongoing development of the KCNA website
- e. Attends ASC monthly and works with groups to make regular updates to the online meeting schedule
- f. Makes regular updates to events and uploads event flyers (has the ability to scan, edit pdfs, and access to a word document program)
- g. Ensures that service documents available on the website are current
- h. Ensures that all links to the NAWS website are accurate
- i. Attends monthly PRC meetings and gives a report on status and changes of the website
- j. Checks and maintains the email and drive
- k. Keeps all passwords and maintains the emails and drives for the facilitators and coordinators
- l. Creates a budget and sends with PR coordinator to ASC budget month
- m. Ensures there is a credit card on file and account is current

8.10 Assistant Website Coordinator

- a. Works closely with the website coordinator in all of the duties and responsibility
- b. Intends to move into the website coordinator position at the end of the 1 year term
- c. Clean time requirement 1 year

- d. Possesses necessary technical aptitude
- e. Familiarity with all internet and website related NAWS handbooks
- f. 6 months PRC or equivalent experience

8.11 Public Information Coordinator

- a. Attend monthly PRC subcommittee meetings and maintain voting member status
- b. Keep updated records of contacts, events/locations, posted announcements, speaker's lists, and follow up regularly
- c. Make sure that lists of ongoing presentations and speakers are updated regularly
- d. Coordinates all public information activities
- e. Develops/records/submits monthly written report to the PRC on the status of all completed and ongoing public information plans
- f. Encouraged to attend quarterly regional PR subcommittee meetings
- j. Shall rotate with the H&I Coordinator and the Phonenumber Coordinator in assisting the Facilitator and/or Co Facilitator in performing a monthly orientation directly before the subcommittee meeting per the orientation schedule
- k. Research for new public relations activities
- l. Clean time requirement 2 years
- m. Familiarity with all current public information NAWS handbooks.
- n. Checks and maintains the PI email and drive
- p. Creates a budget and sends with PR coordinator to ASC budget month
- r. 1 year PRC or equivalent service experience

8.12 Public Information Assistant Coordinator

- a. Clean time requirement of 1 year
- b. Willingness to become familiar with NAWS handbooks and related PI information.
- c. Willingness to transition into PI Coordinator at the end of the 1 year position
- d. Assume duties of PI Coordinator in their absence
- e. Works closely with the PI Coordinator to become familiar with all aspects of the duties and responsibilities
- f. Attend monthly PRC meeting
- g. 6 months PRC or relevant service experience

8.13 Public Information Presenter

- a. Delivers information about NA to the public/community at scheduled events and locations
- b. 1 year clean time requirement
- c. Completed the PR orientation
- d. Ability to carry a clear NA message
- e. 6 months PRC or equivalent experience

8.14 Public Information Booth Worker

- a. Provide the community with information about NA during scheduled events.
- b. Lead booth worker needs clean time of 1 year or more (this will typically be the PI Coordinator or Asst Coordinator)
- c. Knowledge of NA literature, meeting schedules, and resources

- d. 30 day clean time requirement as long as assisted by a member of 1 year or more in the booth efforts
- e. Obtain and maintain literature, inventory, and booth set up
- f. Ensures PI coordinator is informed of any community member questions, concerns, or needs after each event
- g. Maintains positive, professional behaviors and language while presenting a friendly, welcoming demeanor when working with the community
- h. Set up prior to events; clean up after events

8.15 Fellowship Development/ Outreach coordinator

- a. Attend monthly PRC meetings.
- b. Coordinates with ASC to determine what groups are not attending ASC and to prioritize a list of groups to contact and coordinate with
- c. Makes a monthly written report to the PRC on the status of all completed and ongoing fellowship development plans
- d. Clean time requirement of eighteen months; 6 months of service experience at PRC or equivalent
- e. Familiarity with the NAWS PR handbook (especially chapter 12)
- f. Provide NA literature, service materials, and continued support to groups when needed (at coordinators discretion based on group needs)
- g. Compiles and maintains a list of active Fellowship Development members biannually and coordinates with them for services
- h. Maintains a tracking log of efforts to ensure contact is consistent with groups
- i. Creates a budget and sends with PR facilitator to ASC budget month
- j. Puts in a out of budget request as needed before spending more than is budgeted
- k. Checks and maintains email and drive
- l. Creates a budget and sends with PR facilitator to ASC budget month

8.16 Fellowship Development committee member

- a. Be available and willing to attend meetings when possible which need support with the committee
- b. No clean time requirement
- c. Provide contact information for reference by Fellowship Development Coordinator
- d. 6 month commitment
- e. Attends the PRC monthly
- f. Attends meetings on behalf of PRC only with Fellowship Development Coordinator

8.17 Hospitals and Institutions Coordinator

- a. Attend all monthly PRC meetings and continue to maintain voting status
- b. Coordinates all hospital and institution activities. Enlists and properly trains all panel leaders, ensuring they remain aligned with all traditions and guidelines
- c. Keeping detailed records and communication with all open panels, panel leaders, members, facility information, contacts, and rules
- d. Make a monthly written report to the PR Committee on the status of all completed and ongoing hospital and institution plans
- e. Checks and maintains email and drive

- f. Clean time suggestion of two years
- g. Familiarity with all H&I related NAWS handbooks including but not limited to the NAWS PR handbook
- h. Ensuring all panel leaders are familiar with the NAWS H&I and PR handbooks
- i. Shall participate, where needed, in assisting the PR Facilitator and/or Co Facilitator in performing monthly orientation of all new volunteers
- j. Attend quarterly regional H&I subcommittee meeting
- k. Works with panel leaders to assist placement of volunteers as panel members
- l. Works with the literature coordinator to ensure the proper literature is distributed to facilities
- m. Creates a budget, if needed, and sends with PR coordinator to ASC budget month
- n. 1 year previous H&I experience required
- o. Maintain facility clearance application packets and assist members with the application process if necessary. Turn completed applications over to facility volunteer coordinator

8.18 Hospitals and Institutions Assistant Coordinator

- a. Clean time requirement of 1 year
- b. Willingness to become familiar with NAWS handbooks and related H&I information
- c. Willingness to transition into H&I Coordinator at the end of the 1 year position
- d. Assume duties of H&I Coordinator in their absence
- e. Works closely with the H&I Coordinator to become familiar with all aspects of the duties and responsibilities
- f. Attend monthly PRC meeting
- g. 6 months PRC or equivalent service experience

8.19 H&I Panel Leader

- a. Be familiar with the NAWS Public Relations Handbook, all H&I related publications, and all panel facility's guidelines
- b. Clean time requirement of one year
- c. Makes a monthly written report to PRC on the status of meetings
- d. Shall be the NA contact person for the facility, meet with the facility's contact person and introduce the newly elected panel leader in the interest of harmony
- e. Conducts panel meetings/presentations in the facility according to agreed upon format, NA handbooks, and service guidelines
- f. Maintain communication with H&I coordinator about panel meeting/presentation and shall inform H&I coordinator as soon as possible when unable to conduct a panel meeting. Make an active effort to involve all eligible members finding and filling in by rotating through the phone list
- g. Invite panel members to the meeting and inform them of all applicable rules of the facilities and procedures for that meeting
- h. 6 months active PRC membership
- i. Has attended PR training and H&I orientation
- j. Be aware of clearance requirements and assist interested members in determining whether or not they meet those requirements. (i.e. clean time requirements, legal restrictions, etc.)

8.20 Orientation Coordinator

- a. Be familiar with all associated PR Handbooks
- b. Greet the new member and make them feel welcome
- c. Hold Bi-Monthly Orientation meetings to greet the new member and educate them on the different services positions
- d. Sets up the orientation schedule for the year (coordinating with other PRC coordinators and facilitators to attend the orientations and help with training)
- e. Coordinates with PRC Secretary to get contact list
- f. Provides access to training packets to all orientees

9. Orientation Schedule

Bi monthly held by coordinator and one other position

Feb-Apr-June-Aug-Oct-Dec

Format for Orientation

1. Open with prayer of choice (serenity prayer, 3rd step prayer, etc.)
2. Welcome and Introductions
3. Read Internal and External Public Relations Statement
4. Introduce and distribute PRC Guidelines.
5. Introduce Public Relations Handbook and distribute Chapter 2 'Core Principles & Philosophies' handout
6. Introduce H&I handbook and distribute 'Sample Panel Member Orientation' handout.
7. Introduce Phonenumber handbook
8. Distribute Public Information FAQ (frequently asked questions) handout.
9. Distribute current PRC Contact sheet.
10. Distribute current Area Schedule
11. Questions and Answers

10. Funding

All PRC facilitators and coordinators are required to submit budgetary requests the month before the KCNA budget meeting for approval by the PRC. The approval will be signified by a 2/3 majority vote of all PR service members in attendance. The budgetary requests will then be submitted by the PR Chair to the ASC for approval by the GSRs.

Budgets are simply a projection of anticipated expenses for the upcoming year and should be prepared according to the following as appropriate. All funding needs in excess of the approved budgeted amount for the PRC shall be brought before the ASC by the PR Chair for approval by the GSRs.

- Prepare a list of what items require funds, such as rent, food, merchandise (breakdown the list to specific items), etc
- Determine actual costs of above items.
- Remember, a budget is only a "guess" but care should be made to stay under
- Complete Actual expenditure report after each function or prior to next budget month

10. Amendment of Guidelines:

Any member may propose an amendment to the guidelines at a regular monthly PRC meeting. The proposal must be seconded and submitted in writing. A 2/3 majority of voting members present is necessary to amend. Once approved, guidelines changes shall be submitted in writing to the ASC and Web Coordinator to be updated on the website.

11. Grievance Procedure:

The last item of new business on the agenda at each regularly scheduled PRC monthly meeting will be grievances. This will be a standing item and is provided for anyone having a grievance against the PRC or its members.

Format is as follows – To be heard, a grievance must:

- Be in writing and given to the PRC (preferably emailed to the secretary, but handed in before discussion will work too.)
- Clearly state the problem.
- Propose a resolution.
- Discussion
- The PRC will discuss and attempt to resolve the grievance.
- Review

In the event the aggrieved party is not satisfied with the PRC actions, they may present the grievance to the ASC.

Internal and external PR statements

Internal: Our aim is to carry out our Fifth Tradition, which states, “Our primary purpose is to carry the message to the addict who still suffers.” We do this by providing information about Narcotics Anonymous to the public, to professionals who come in contact with addicts, and to addicts themselves. The PRC is the working body for our combined group service efforts, and it is directly accountable to the ASC and the groups it represents in its actions.

External: The Narcotics Anonymous message is “that an addict, any addict, can stop using drugs, lose the desire to use and find a new way to live.” Our relations with the public enable us to share this message broadly so that those who might benefit from our program of recovery can find us. We perform public relations service to increase the awareness and credibility of the NA program. We share our message openly with the public at large, with prospective members, and with professionals. Maintaining an open, attractive attitude in these efforts helps us to create and improve relationships with those outside the fellowship. Establishing and maintaining a commitment to these relationships, can help us to further our primary purpose. The spiritual principles of our steps, traditions, and concepts guide us in pursuing our public relations aims and our efforts to enhance NA’s public image and reputation. These principles apply to our community and service efforts as well as to the personal behavior and attitude of individual NA members.

Introduction to Chapter 2 PR Handbook NAWS

CORE PUBLIC RELATIONS PRINCIPLES

Many of us understand the importance of NA's principles, but how do we go about applying those principles as we carry NA's message of recovery in a public setting?

This chapter highlights NA's core principles and explores how to practically apply them in our public relations efforts. By understanding these principles, we are empowered to create services that are more reliable, responsive, and communicative.

The principles outlined in this chapter are contained in NA's steps, traditions, and concepts. Of course, all of the steps, traditions, and concepts have some bearing on our relationships with the public.

We have simply highlighted the principles that seem particularly relevant to public relations service. The foundational principle of all our service efforts is the group's primary purpose described by our Fifth Tradition. As the Fifth Tradition essay in *It Works: How and Why* states, "carrying the NA message is so important to the survival of NA that it is called our primary purpose." We work to fulfill our primary purpose within NA's principles.

The spiritual foundation

This chapter illustrates the NA principles that apply to our relationships within the fellowship and with the public. When we truly understand NA principles, we are better able to act in a mature way when we are presented with unexpected challenges.

Our service efforts often provide us with opportunities to apply principles to what might appear to be insurmountable obstacles. We can approach these challenges with an open mind in order to discover possible resolutions. For example, we may find ourselves in a situation where two different subcommittees are interacting with the same correctional facility. Each subcommittee may be in contact with different people at the facility. What is needed in a situation like this one is good communication between subcommittees. Our public relations are strengthened when we can practice principles, work together, and keep each other informed.

Key topics

The spiritual foundation

Anonymity

Unity: "Together we can"

Attraction ...

Self-support

Cooperation, not affiliation

Responsibility & accountability

Forever nonprofessional

Communication

H&I SUBCOMMITTEE

Orientation

H&I orientation is a period that allows NA members to become familiar with H&I work so they aren't rushed into it without any preparation for this service. Many people are quite apprehensive about getting into H&I for a variety of reasons. Don't be put off, everyone has something to offer. This packet has been compiled by the KCNA Area H&I Subcommittee to give a brief outline of some of the specifics that will be important for you as a panel member. The H&I Handbook gives a much more in-depth look at H&I work in Narcotics Anonymous if you decide you want to learn more about this rewarding type of service. Many areas as a part of orientation bring those that are new to H&I to their first H&I meeting/presentation or two as an observer. This will give you a chance to just listen at first and see how an H&I meeting/presentation really works. Also this helps many feel more comfortable when they come join the panel.

The Meeting/Presentation Format

There are a variety of formats that we use when carrying the message into facilities, but there are some key points to keep in mind about all of them. The format of any particular H&I meeting/presentation may vary from meeting to meeting depending on the type of facility. In short-term facilities, the format will be more focused on the panel members carrying a message in to the residents, while at a long-term facility we may encourage more participation from the residents. In H&I we are carrying the message into the facility. At an H&I meeting we are not there to dump our problems, but rather to help these addicts become aware of what NA is and how it works in our lives. In effect, an H&I meeting is an introduction to our fellowship for addicts. The panel leader should let you know what the format is before the meeting/ presentation and should be able to answer any questions you may have about it. If you would like to see samples of a variety of formats, there is an explanation of several of them in the H&I Handbook. Whatever format is chosen, we normally get the residents involved with a question and answer session at some point in the meeting/presentation. Also, you may be asked to stay after the meeting for a while to talk with the residents if that is allowed.

Personal Commitments

Please DO NOT volunteer for an H&I meeting/presentation if:

1. You are not sure that you want to attend, or
2. You are not sure you will be able to attend the meeting. If something comes up and you will be unable to make it, try to give the panel leader at least forty-eight hours notice so that he/she can invite someone to fill your spot. DO NOT ask someone to take your place or even to come along with you to the meeting. The panel leader is the only one that is allowed

to invite people to the meeting.

Questions and Answers

This is a good idea to encourage questions concerning what was presented at the meeting or other general questions about NA, but there are a few things you should keep in mind. Please remember that NA has no opinion on outside issues. Occasionally during the question and answer period or when talking after the meeting/presentation, the residents will ask us to give an opinion on outside issues such as:

1. Other recovery programs or fellowships.

2. The facility, i.e., “Do I need to stay in treatment?”

3. Many other issues that do not pertain to recovery from addiction in the Narcotics Anonymous Fellowship. It is very important that we are not drawn into these types of discussions! Always remember to only share your experience, strength, and hope about YOUR recovery in Narcotics Anonymous.

Working with Others: Men with Men, Women with Women

Some facilities house only men or only women. Other facilities house both men and women, but keep them separate. In these facilities, where your meetings/ presentations will consist of only men or only women, we feel strongly that only same-sex Narcotics Anonymous members should participate. Remember, our primary purpose is to carry the message of recovery, not to make our meetings more popular with the addicts we are trying to help. Problems that arise in this area have the potential to seriously damage the credibility of Narcotics Anonymous. Experience has taught us that we can avoid these problems if we follow this simple guideline.

Adolescents

When adolescents are referred to in this handbook, we are referring to anyone under the legal age of majority in your state or country. We need to remember that adolescents are prospective members and should be treated with respect. When sharing in an H&I meeting/presentation, we need to remember that to an adolescent, the stress experienced due to peer pressure or the relationship with their parents and/or teacher may be just as much a crisis to them as losing a job, marriage, or house may be to others. In NA, we learn to deal with our feelings and emotions, and share with others how we have been able to work through them by utilizing the Twelve Steps of Narcotics Anonymous. Due to the governmental statutes regarding adolescents, we need to be especially aware of facilities’ rules and regulations as they relate to our interaction with these prospective members. For example, some facilities may require a staff member to be present during meetings/presentations. One suggestion we may make to administrators of facilities for adolescents is that they make attendance at the H&I meeting voluntary. We have found this reduces distraction, increasing the opportunity for recovery in the Narcotics Anonymous Fellowship. While some people maintain that adolescents respond better to people closer to their own age, the bulk of our experience suggests that the age of the person sharing at an adolescent H&I meeting is

secondary to their ability to share a strong, clear message of recovery. Adolescents seem to respond more to the message than to the messenger. All H&I meetings are highly structured and should be geared towards recovery through the Twelve Steps of Narcotics Anonymous. Our experience has shown that we do not need to use a special format when carrying the message to adolescents. In addition to the do's and don'ts found at the end of this package, we feel that the following should be included.

Do's Do remember that this is a "we" program. No addict should feel that he/ she is being preached to.

Do remember that an addict is an addict, regardless of age.

Do tell them that there is fun in recovery, i.e., social events, fellowship, etc.

Do acknowledge and validate their feelings and emotions.

Don'ts Glorify your past.

Don't say, "I feel like I'm talking to my kids."

Don't compare your bottom to theirs.

Don't patronize adolescents.

Don't use profanity.

H&I Requirements

You have been invited to carry the message of recovery through H&I meetings/ presentations because:

1. You have at least six months abstinence from all drugs.
2. You have a strong NA message of recovery from addiction.
3. You seem willing to comply with all of the H&I subcommittee's and the facility's requirements.
4. You are willing to carry the message in a responsible way.

Do's and Don'ts for H&I Participation

Do's Do Make directories of outside meetings available to residents.

Do Clarify the facility's rules with anyone you bring in.

Do Start and end on time!

Do Briefly explain what H&I is.

Do Make it clear that NA is separate and distinct from the facility as well as other fellowships.

Do Try to get residents involved, especially those in long-term facilities (i.e., literature person, coffee maker, readings, etc.)

Do Obey all dress codes. Exercise common sense and dress appropriately.

Do Keep staff aware of your whereabouts at all times.

Do Stamp all literature you bring into a facility with the local helpline number.

Do Screen all panel members carefully, especially regarding the clean time or other requirements.

Don'ts Don't Break another person's anonymity, or tell his or her story.

Don't Debate any issues involving facility rules or regulations. Don't Get involved in discussions on outside issues; remember why we are there.

Don't While sharing, put too much focus on what it was like. They already know.

Don't Debate which drugs are acceptable. NA is a program of complete abstinence from all drugs. Don't Discuss conditions within the facility, or opinions about staff members.

Don't Carry excessive cash, or wear expensive or flashy jewelry.

Don't Show favoritism to any resident(s).

Don't Take messages in or out of the facility.

Don't Give out any other person's address or phone number.

Don't Carry in any contraband items, such as cigarettes (if applicable) or weapons. Remember at all times that you have a responsibility to the facility, to the residents, and to NA. If you observe the above suggestions, and follow the Twelve Traditions, you will uphold your

responsibilities to all three.

Suggested Answers to Frequently Asked Questions in PI Presentations

1. Does NA consider alcohol a drug?

a) Yes, we do. One of our group readings, “How It Works”, states...(read last paragraph of How It Works).

2. My employee is sober for two years after treatment and doesn't go to meetings. Is that OK?

a) We really can't tell you if this is “OK” or not. We can say that part of our program is attending meetings on a regular basis.

3. Is drug addiction hereditary?

a) NA does not have an opinion on this topic. This is something that scientists and doctors could answer better than we.

4. Aren't nicotine and caffeine drugs?

a) Although it can be said that nicotine and caffeine are mood or mind-altering drugs, we believe that each individual member of NA must make their own decision on whether the use of these substances is acceptable. We believe that an NA member can still be clean and maintain a spiritual program while drinking coffee and tea or smoking tobacco. We don't believe this is possible by still using marijuana or liquor, for example.

5. Do you also recognize [gambling, excessive shopping, overeating, obsessive-compulsive behavior] as addiction?

a) When we refer to addiction, we refer to the obsessive and compulsive use of drugs. Our meetings are for those persons who have a problem with drugs.

6. I believe in NA and want to help NA. What can I do?

a) Your positive remarks to others about our Fellowship are a beginning.

We do not accept outside contributions nor do we have non-addict volunteers in our Fellowship. The best thing you can do to help us is to advise a person with drug problems is NA is here, that there is no cost to join us, and that we might be able to help that person.

7. How can you tell if someone is an addict?

a) In general, we don't give that kind of advice. We don't even tell people who come into our meetings whether he or she is an addict or not. We allow individuals the opportunity to know for themselves if they are an addict or not. We do have a pamphlet titled "Am I An Addict". It has many questions from our Fellowship's collective experience on what it's like to live as an addict. The person who reads it can answer for himself or herself whether they have a drug problem and may possibly be an addict. You are welcome to read it and may give you insight to your question.

8. How can I tell if someone is under the influence of drugs?

a) We don't give that kind of advice. Doctors or other professionals could answer this question better than we could.

9. What's the difference between drug use and drug abuse?

a) NA is a Fellowship of men and women for whom drugs have become a major problem. We have no opinion whether a person is a social user or an addict. This is up to the individual person to decide and a time will come when the answer to this question will become obvious.

10. How can I get someone to stop using drugs?

a) From our personal experiences, you can't stop a drug addict from using.

The addict will only stop when there is a desire to stop using and seek help. If you know somebody who is using, you may wish to give them some of our literature and a meeting schedule so that they can come to one of our meetings to see if NA can help them, stop. NA does not do so-called drug "interventions" nor do we give advice to family members, friends or employers on how to deal with using addicts.

11. What do I do if I find drugs in my home or at work?

a) We do not give you legal advice on this topic. You'll have to deal with your own conscience as a family member and a member of society.

12. I know someone who is [deaf or blind or otherwise challenged] but refuses to go to your meetings. Is there anything you can do for them?

a) Depending on which the situation is about a deaf or blind or challenged person, you may answer like this “We have special materials for this type of person with [audio tapes of our Basic Text and Braille editions of our pamphlets] or [we have meetings that have handicapped access at XXX location]”. It's always difficult for an addict to attend an NA meeting for the first times due to feelings of separation and shame. Especially in a situation where the person has a physical challenge in receiving our message of recovery.” You may not have the answers at the moment for the particular situation, advise the person asking that your committee will seek the information and get back to them.

13. Do you verify attendance at your meetings? Can I check with you if my [friend, husband, employee, etc.] is really going to your meetings?

a) No, NA does not verify the attendance of addicts at meetings. However, as a courtesy to those persons attending our open meetings because of legal issues or for out-patient treatment programs, some of our groups will allow the secretary of that meeting to initial a form provided by the attendee. And not all groups will honor this request. Some groups will do it with or without restrictions. But on a whole, we do not verify the attendance of any member nor do we maintain any type of membership roles.

14. What's the difference between NA and drug treatment centers? NA and psychotherapy?

a) Narcotics Anonymous is a non-profit organization, which charges no fees or dues to its members. We do not have medical staff or professional counselors to treat or advise our members. We do not present ourselves as professionals to the addicts that come to us seeking recovery. We offer ourselves as addicts, the same as them, who have learned how to stop using drugs, lost the desire to use drugs and have found a new way to live. [For the psychotherapy question] Our meetings are not conducted like a psychotherapy session. We do not allow cross talking nor do we have professionally trained facilitators.

15. Is the [local] Treatment Center any good?

a) We have no opinion or endorse any organization, treatment center or hospital programs. We do have some of our meetings at treatment centers, hospitals or institutions to carry our message of recovery to the addicts within them. This should not be interpreted as an endorsement of these organizations or their particular modality of treatment for drug addiction. We still adhere to our Traditions as best we can while carrying our message to addicts at these institutions.

16. If a person is under the influence of drugs, can they participate in NA meetings?

a) We do not exclude addicts who may be under the influence of drugs at our meetings. Our Third Tradition states the only requirement for membership is the desire to stop using. We do not require our members to be clean to be a member or to attend our meetings. However some of our groups do not allow using addicts active participation in their meetings, such as

sharing or holding a position of service at the meeting. To keep our message in meetings clear, most groups ask that if a person has used within the last 24 hours that they refrain from sharing and that they speak to someone after the meeting if they need to talk. We also suggest that those under the influence not be volunteers in service such as the members you see here today.

17. What can we do to prevent our [children, employees, friends, etc.] from becoming drug addicts?

a) We can't give you advice on this topic of concern. Our Fellowship is not about preventing people from becoming drug addicts. We are about helping those men and women who cannot live life without using drugs.

18. Where is your office located?

a) (If you have a local service office, give the contact information) We have a World Service Office in the Los Angeles area of California in the United States. This is where our worldwide services efforts are coordinated from. The majority of our literature is manufactured and distributed there also. Extensions of the World Service Office are located in Canada and in Belgium. The address and contact information is printed on all of our pamphlets and on our Basic Text if you wish to order literature or seek more detailed information on NA as a worldwide organization.

19. How much do you charge for your services?

a) We charge no fees or dues for our services nor do we accept outside contributions. NA is supported by the individual NA member through donations of time and money along with the sales of NA literature.

20. How do you deal with the mentally ill addicts?

a) We do not exclude addicts from our meetings because of their health issues, whether physical or mental. Our Third Tradition states the only requirement for membership is the desire to stop using.

21. Do you refer addicts to detoxification centers? Which are the best ones?

a) NA does not refer addicts to any outside organizations nor do we endorse any other organizations.

22. Does NA operate any treatment centers or detoxification units?

a) No, NA does not run any treatment center or detoxification services to addicts.

23. Do you have information about [AA, CA, NARANON, ALANON or other 12 Step Program]?

a) We only have information today about our Fellowship. We are not affiliated with any other 12 Step program. We can only suggest that you check the telephone book or an informational referral agency for information on other 12 Step programs.

24. What about using drugs while you're pregnant?

a) We are not medical professionals and we cannot advise you on this topic.

25. Isn't [person's name] a member of NA?

a) We do not identify members of our Fellowship to anyone! We try our best to practice anonymity within our Fellowship and strictly so outside of it.

We also practice personal anonymity at the level of press, radio, films and video. We ask for your respect in not identifying any member of NA in anyway that would compromise their anonymity.

26. Are your meetings confidential? Is that legal?

a) We try our best to be confidential and respectful of anonymity. However we cannot fully guarantee confidentiality or full anonymity in the community nor do we have a legal right to confidentiality such as a doctor or an attorney has.

27. Do you have counselors? Is that a "sponsor"?

a) We do not have professional counselors in NA. A "sponsor" is a NA member with experience in working the 12 Steps of NA who advises a fellow member on how to participate and experience our program.

28. Do you certify addicts are clean of drugs for [law enforcement, doctors, social welfare organizations, etc.]?

a) We do not test, certify or guarantee any member is clean from drugs.

29. I'm not an addict, but can I attend your meetings?

a) We have meetings that are open to the public and are listed as such on our meeting schedule. We do ask that you respect our closed meetings, which are for addicts and for those who believe that they have a problem with

using drugs.

30. How long do you have to attend meetings before you get cured?

a) We as a Fellowship do not believe that there we are ever cured from the disease of addiction. We believe this to be a lifelong recovery process.

Going to meetings is a part of our program and we are encouraged to attend meetings regularly.

31. Do you teach AIDS prevention techniques?

a) No, we do not teach AIDS prevention techniques as an organization.

32. Does NA support harm minimization?

a) NA has no opinion on the harm minimization concept. NA has its place in the area of recovery from drug addiction. NA does not participate with other organizations to promote harm minimization or any other addiction related philosophies.

33. Do you have special meetings for [youths, men or women, homosexuals, HIV positive addicts, etc.]?

a) If your area does support the specifically oriented meetings mentioned in the question, refer the questioner to your local meeting schedule as a guide. If your area does not have this special type of meeting, you may answer something like this, “We currently do not have any of these meetings in our area, although in other areas of [geographic location], these types of meetings are well supported.”

34. Do you help addicts get [jobs, social welfare assistance, education, housing, health services, etc.]?

a) NA is not a social service nor does it makes referrals for addicts to social or government agencies that provide these types of services. [Optional]
Our program teaches us self-responsibility, we learn to solve our living problems with those that can best help us: if you have a medical problem, seek health assistance, legal problems, seek legal assistance, etc.

35. Is NA only for addicts who use narcotics?

a) We believe our problem is not the use of any specific drug or group of drugs. Our problem is the disease of addiction, and our program is one of abstinence from all drugs.

36. What does the term "dual addiction" mean?

a) The term dual addiction has no application for us. We believe there is one disease, regardless of drugs used. All addicts are welcome in NA. We make no distinction among them.

37. Are you "clean and sober"?

a) Clean and sober is a phrase used by members of Alcoholics Anonymous. We don't use the phrase in Narcotics Anonymous. It is our belief that to speak in this manner suggests that there are two diseases, that one drug is somehow separate from the rest, requiring special recognition. Narcotics Anonymous makes no distinction between drugs. Alcohol is a drug. Our

identification as addicts is all-inclusive, allowing us to concentrate on our similarities, not our difference. We use the terms “clean-time” and “recovery” to specify our total abstinence from all mood and mind altering substances

38. NA, AA, CA, OA...aren't they all the same? What's the difference?

a) The similarities of all these Fellowships are the 12 Steps, the core of our programs.

The difference is our first step, where we state that we are “powerless over our addiction”, whereas other Fellowships address other drugs specifically. We have our own literature and program, which makes us what we are, and that is what makes us attractive to the addict seeking recovery

