

SOUTHEASTERN ARIZONA AREA PHONE LINE GUIDELINES

A. Function and Purpose of the Phone Line Committee

The phone line is an information and support helpline. A web-based interface is used to give the caller the option of obtaining meeting information or talking directly to an addict in recovery for support. Meeting lists for the Southeast Arizona Area are available through the automated menu or the caller can select an option to talk to one of our volunteer NA members

The Narcotics Anonymous phone line is strictly for providing information about the NA fellowship, NA meetings and recovery. We must always remember that we are only recovering addicts sharing our experience, strength and hope. As volunteers, we are not crisis counselors, doctors, or psychologists and do not give professional advice. Callers with issues beyond the scope of Narcotics Anonymous should be quickly and politely referred to 911 or the Crisis Line at 520-622-6000.

B. Phone Line Volunteer Requirements

1. Volunteers are available for the entire 5 hour shift.
2. Must have an NA sponsor
3. Must have 6 months clean time and be in the process of completing the 12 steps
4. Must attend one volunteer training provided by the phone line chairperson
5. Must have a working knowledge of the NA twelve steps and traditions
6. Must keep in mind our singleness of purpose and the spirit of unity which drives our fellowship and be willing to adhere to these guidelines whether or not the volunteer personally agrees.

C. Committee Structure

1. Chairperson
 - a. Elected by the SEAZNA Service Committee
 - b. 2 year clean time requirement
 - c. Must meet all requirements of a phone line volunteer

- d. Must have basic computer skills, a computer and an internet connection as required by the current interface software. It is not appropriate to have our software and internal passwords on a public computer (i.e. the library) due to cyber security issues. Further, this software interface is not optimized for either a tablet or a smart phone.
- e. The chairperson will serve a one-year term beginning in September.

2. Vice Chair

- a. Elected by the phone line subcommittee and approved by SEAZNA Service Committee.
- b. Clean time requirement 1 year.
- c. Must meet all requirements of a phone line volunteer and have served as a phone line volunteer.
- d. Willingness to serve as phone line chairperson the following year, or in the absence of the current chair.
- e. Must have basic computer skills, a computer and an internet connection as required by the current interface software. It is not appropriate to have our software and internal passwords on a public computer (i.e. the library) due to cyber security issues. Further, this software interface is not optimized for either a tablet or a smart phone.

D. Twelfth Step Calls

A twelfth step call is usually a request for assistance to get to a meeting. We carry the message through twelfth step calls.

A twelfth step call can mean that two addicts provide a ride to an NA meeting or the volunteers simply talk with the caller, helping the potential member get to a meeting on their own. In the alternative, a volunteer is to meet a potential member in a public place to take them to a meeting.