

OGAC PHONELINE SUBCOMMITTEE POLICIES/GUIDELINES

1) PURPOSE:

This service committee was formed by and is directly responsible to the Ocean Gateway Area Service Committee of Narcotics Anonymous (OGASC). The Phonenumber Subcommittee is generally responsible for the operation and maintenance of the NARCOTICS ANONYMOUS phonenumber.

2) FUNCTIONS AND RESPONSIBILITIES:

- To hold regularly scheduled monthly business meetings
- To communicate and disburse all information to and from the phone-line volunteers
- To provide representation and participation in the OGASC.
- To coordinate, recruit, and develop the training of phone-line volunteers
- To elect/appoint members to fulfill the needs of the subcommittee

3) BUSINESS MEETINGS:

The OGASC Phonenumber Subcommittee will meet regularly each month. The meeting time will be publicized to the groups, area, and region encouraging all interested members to attend.

4) FUNDING:

This OGASC Phonenumber Subcommittee will submit and maintain a yearly budget, funded by, and in accordance with OGASC policies.

5) AMENDING STANDARDS:

The OGASC Phonenumber Subcommittee may amend these standards by a group conscience decision, subject to approval by OGASC body.

6) MEMBERSHIP:

Members of the Phonenumber Subcommittee will be defined by the following:

- Chairperson
- Vice-Chairperson
- Secretary
- Treasurer

7) VOTING:

All OGASC Phonenumber Subcommittee members can vote on decisions made by this subcommittee, with the exception of the Chairperson, who carries a vote only in the case of a tied vote.

8) TRUSTED SERVANTS QUALIFICATIONS/ELECTIONS/REMOVAL:

- The Chairperson will be elected in July of each year by OGASC and is accountable and subject to OGASC Policies including attendance and fiscal responsibilities.
- The Phonenumber Subcommittee will elect Vice-Chairperson, Secretary, and Treasurer in August of each year.
- No trusted servant will be eligible to serve more than two (2) consecutive terms consecutively in the same position.

- All trusted servants must report to the OGASC Phonline Committee monthly. More than 40% of missed calls will be dealt with as is stated in Section 12 under Phonline Volunteers.

9) CHAIRPERSON:

Elected in accordance with and held accountable to OGASC procedures for one (1) year.

a) QUALIFICATIONS:

- Required minimum of one (1) year continuous abstinence from all drugs.
- Suggested to have a knowledge of the 12 steps, 12 traditions, and 12 concepts of NA.
- Suggested to have a working knowledge of OGASC Guidelines and Policies.
- Suggested to have a NA sponsor and NA homegroup.
- Willingness to serve.

b) DUTIES:

- Coordinate all OGASC Phonline Subcommittee business meetings.
- Prepare monthly agenda and reports.
- Attend all OGASC meetings
- Suggested to train all Phonline Volunteers for shifts.

10) VICE-CHAIRPERSON:

Nominated by Chairperson and held accountable to OGASC procedures for one (1) year.

a) QUALIFICATIONS:

- Required minimum of one (1) year continuous abstinence from all drugs.
- Suggested to have a knowledge of the 12 steps, 12 traditions, and 12 concepts of NA.
- Suggested to have a working knowledge of OGASC Guidelines and Policies
- Suggested to have a NA sponsor and NA homegroup
- Willingness to serve

b) DUTIES:

- Take an active part in the direction of the subcommittee, working closely with the Chairperson.
- In absence of Chairperson, will chair subcommittee business meetings.
- In the event of the inability of the Chairperson to perform, or upon resignation of the Chairperson, the Vice-Chairperson will receive an automatic nomination for the OGASC Phonline Chairperson, in accordance with OGASC guidelines.
- Assume the duties of any open position on this subcommittee.
- Suggested attendance at OGASC business meetings.

11) SECRETARY:

Nominated by Chairperson for a term of one (1) year.

a) QUALIFICATIONS:

- Required minimum of one (1) year continuous abstinence from all drugs.
- Suggested to have a knowledge of the 12 steps, 12 traditions, and 12 concepts of NA.
- Suggested to have a working knowledge of OGASC Guidelines and Policies
- Suggested to have a NA sponsor and NA homegroup
- Willingness to serve

b) DUTIES:

- Keep a complete record of every regular and special subcommittee meeting.

- Maintain minutes and submit a typewritten copy to the Chairperson no later than one (1) week following each monthly subcommittee meeting.
- Keep accurate archives of all Phonline business that occurs during their term and make them available to any NA member upon request.
- Assist in developing and maintaining all volunteer databases for use in Phonline efforts.
- Assist with any typing needed for correspondence used in Phonline efforts.
- Keep a record of all subcommittee members contact information.
- Maintain all necessary stationary supplies needed for secretarial duties and submit any receipts needed for said supplies.

12) PHONELINE VOLUNTEERS:

a) QUALIFICATIONS:

- Required minimum of six (6) months continuous abstinence from all drugs.
- Must complete Phonline training.
- Suggested knowledge of 12 steps and 12 traditions.
- Suggested to have a NA sponsor and NA homegroup.
- Willingness to serve.

b) DUTIES:

- Be available for shift.
- Inform Phonline Chair of any changes or difficulties.
- Call intake should be no less than 65%.

40% missed calls will be addressed in the following manner:

- **1st time – Area Phonline Chair works with volunteer to resolve any barriers.**
- **2nd time – volunteer will be removed.**