

OCEAN GATEWAY AREA of NARCOTICS ANONYMOUS



Ocean Gateway Area of Narcotics Anonymous



Public Relations Sub-Committee Policy Guide



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Section 1

OGANA Public Relations Subcommittee Guidelines

I. PURPOSE

The purpose of the OGANA Public Relations Subcommittee is to inform the public that NA exists and offers recovery from the disease of addiction, through the Twelve Steps and Twelve Traditions of Narcotics Anonymous.

II. FUNCTION

This subcommittee will provide community awareness of what NA is as well as how it works, when, and where we are available. This subcommittee sets goals, prioritizes tasks, and adheres to the Twelve Traditions. This subcommittee is directly responsible to those we serve, the groups of the Ocean Gateway Area Service Committee (OGASC).

III. SUBCOMMITTEE RESPONSIBILITIES

The following are the basic responsibilities of this PR subcommittee.

1. Maintain lines of communication between NA, the public, and the ASC/RSC
2. To respond to all request for information in a timely and effective manner.
3. To be sure that those requests are handled at the appropriate level of service. Remember our Ninth Tradition states subcommittees are "directly responsible to those they serve."

IV. NA MEMBER RESPONSIBILITIES

One of our subcommittee responsibilities is to adequately inform the fellowship about PR Efforts so that any member with 90 days or more clean knows what to do when someone outside NA requests information. Here's how every NA member should handle requests from outside the fellowship regarding information about the NA program.

1. Never do speaking engagements on your own. Refer them to the appropriate trusted servant.
2. Never do media interviews on your own. Refer requests for interviews to the appropriate trusted servant.
3. Call or email the PR chair to handle any requested information.
4. Your home group's trusted servants should always have on hand phone numbers for the area PR chair, area service committee chair, and area service vice chair. All requests for information from outside the fellowship should be referred to those trusted servants.
5. Remember no individual member can represent NA- that is why this service committee was formed- to hand public relations.

V. VOTING PROCEDURES

Voting is done by committee group conscience. All members will be eligible to participate in the subcommittee's group conscience.



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VI. REQUIREMENTS AND DUTIES OF SUBCOMMITTEE MEMBERS

A. General Membership

It is generally accepted that all participants shall:

1. Have a minimum of thirty (30) days clean.
2. Have the personal time and abilities to perform their duties.
3. Have the willingness and desire to serve this Subcommittee.
4. Meet the clean time and service experience as stated herein for Officers Positions.
5. Actively participate in understand and practicing the Twelve Steps and the Twelve Traditions of Narcotics Anonymous.
6. Maintain personal clean time throughout term of office or participation.

B. Subcommittee Officers

1. Chairperson:

- a. Clean time required is one (1) year.
- b. Elected at OGASC by the conscience of the Group Service Representatives (GSRs)
- c. The term of commitment is one (1) year.

2. Vice-Chairperson:

- a. Clean time required is one (1) year.
- b. Elected within the Public Relations Subcommittee by the General Membership.
- c. The term of commitment is one (1) year.
- d. The Public Relations Chairperson, upon the approval of the General Memberships will submit the name of the Public Relations Vice- Chairperson to OGASC for nomination to the Chair person's position in June of each year.

3. Secretary:

- a. Clean time required is six (6) months.
- b. Elected within the Public Relations Subcommittee by the General Membership
- c. The term of commitment is one (1) year.

4. Task Group Coordinators:

- a. Clean time required is one (1) year, except for the Presentation Task Coordinator, which is six (6) months.
- b. Elected within the Public Relations Subcommittee by the General Membership
- c. The term of commitment is one (1) year.

VII. TASK GROUPS

Task groups are established by the PR subcommittee as the need arises to work on specific projects and utilize the guide to PR to perform these tasks.

A. Presentation Task Group

Responsible for any organized public event upon request.

B. Literature Distribution Task Group

Provides literature and NA contact information to facilities wishing to display such literature to their clients.



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- C. Outreach Task Group
By the request of the groups, PR Outreach will assist the group to ensure that recovery is available to all who seek it. Also, Outreach will start new meetings in outlying areas as needed.
 - D. Twelve Step List Task Group
Create a list of members who get the prospective newcomer to a NA meeting or are willing to talk at length about recovery in NA to those that have called the Phonenumber. The coordinator works closely with the Phonenumber Task Group. The coordinator reports directly to this subcommittee's vice chairperson the needs and concerns of this task group.
 - E. Phonenumber Task Group
Coordinates Phonenumber participants and alternates to assist with the Free State Regional Phonenumber Services. The Coordinator works closely with the Twelve Step List Coordinator to perform the duties of this task group. The coordinator reports directly to this subcommittee's vice chairperson the needs and concerns of this task group.
- These guidelines may be amended as needed, with a vote of the PR subcommittee conscience.

Section 2

Presentation Guide

I. INTRODUCTION

Occasionally we are asked to present information on Narcotics Anonymous in a public forum. This is an important step in continuing to build relationships with professionals (such as criminal justice systems and health departments). In doing so we should be prepared and available to perform this service.

II. FUNCTION

To give a clear message that Narcotics Anonymous is a viable program of recovery for addicts.

1. We clarify what services NA can and cannot provide to the community.
2. We aim for the public to recognize NA as a positive and reliable organization.
3. We develop valuable relationships with professionals and the general public.

III. AUDIENCE

Public Relations may be contacted via telephone, email, or a by written letter requesting a presentation. Although it is helpful to have an established relationship with the professional organization it is not required. Consider the following;

1. What do we know about our Audience?
2. What does our Audience know about NA?
3. Who is our contact and with whom will be interacting?
4. What is appropriate conduct in public?



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IV. FACILITY

1. Number of attendees.
2. Location.
3. Resources.
4. Cost.

V. MEETING FORMAT

1. Introductions.
2. Presentation time.
3. QA.

VI. PRESENTERS

1. Clean time
2. Service History
3. Training.

VII. RESOURCES

1. Sample correspondence letter (attachment 1)
2. Sampler referral letter (attachment 2)
3. FAQ
4. Sample presentation format (attachment 3)
5. Meeting schedule and Phonenumber

VIII. MATERIAL

You may wish to give a general description of your personal story. While some personal disclosure can be helpful, focus your statements on the spiritual principles of recovery that unite our fellowship (i.e. honesty, open-mindedness, willingness as well as the Twelve Steps and Twelve Traditions). How addicts recover in NA is more important than any one member's personal story.

1. What we want to communicate
2. Purpose of presentation when selecting topics

IX. FOLLOW UP CORESPONDENCE

Sample Thank-You letter (attachment 4)



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Section 3

Literature Distribution Guide

- I. PURPOSE
 - To effectively and diligently provide literature and NA contact information to facilities that the still sick and suffering addict could be partaking in services rendered by the facility.
- II. FUNCTION
 - To provide information pamphlets, meeting lists, and posters to facilities wishing to display such literature to their clients.
- III. CONTACTING FACILITIES
 - A. Mailing Non Guarantee Letter and Consent Forms
 - 1. Non Guarantee Letter- provides the facility with the OGANA Public Relations Policies that not only are we based on "*attraction rather than promotion*" but also that "*an addict, any addict, can stop using drugs, lose the desire to use, and find a new way to live.*" However, NA does not guarantee successful treatment for every addict referred to our meetings.
 - 2. Consent Forms- provides the facility with a list of literature available to them, the quantity they may wish to display at their facility, whether an NA poster with contact information would be helpful to them, and most importantly requesting written consent with signature to OGANA Public Relations to have NA literature displayed in their facility.
 - B. Following up with facilities
 - 1. Phone Calls- to contact the facility administrators with our interest in displaying our literature in their facility, and reviewing any questions they may have about NA, Public Relations, or our Literature Distribution Task Group.
 - 2. Update Letters- provides updates regarding the OGANA meetings, events, and contact information.
- IV. DISTRIBUTION OF LITERATURE
 - A. Information Pamphlets- a list of information pamphlets and brief descriptions are to be provided to the facilities to select the pamphlets they best believe to be influential to their clients. Information pamphlets may be displayed in individual stacks of ten, or in a literature rack provided by OGANA Public Relations in the amounts of ten per pamphlet.
 - B. Meeting Lists- updated meeting lists providing the NA meetings held in the Ocean Gateway Area are to be displayed in amounts of 20, folded in thirds and placed with other literature provided by Public Relations. Meeting lists must be continuously updated, and provided to the facilities promptly.
 - C. Posters- must be displayed in a visible location at the facility. OGANA logo and NA logo must be displayed on the poster, as well as NA contact information.
- V. MAINTAINING ADEQUATE LITERATURE DISTRIBUTION
 - A. OGANA Public Relations Literature Distribution Task Group must continue to order literature at the monthly Area Service Committee meetings to provide a consistent inventory of literature.
 - B. Literature Distribution Task Force must continue to follow policy when contacting the facilities regarding the need for literature, as well as visiting the facilities to take monthly inventory.



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Section 4

Outreach Guide

I. INTRODUCTION

Outreach efforts have always existed in Narcotics Anonymous. It may have been members piling into a car to support a meeting or newly formed NA community. It may have been planning events with members from another nearby town or nearby Area of NA. For many, anything done to help addicts find recovery is simply twelfth step work. As local NA communities grow, these activities usually become more formalized through organized committees.

The main purpose of outreach is to help overcome the isolation that hinders the growth and survival of groups. Outreach can be done by individual members, groups that are well established in the NA community, or by a committee formed to provide services.

Outreach efforts can be but are not limited to:

1. Supporting groups that are far away
2. Informing members that local groups are in need of support
3. Attendance at groups that have not participated in the service structure for some time. In some cases, these groups may have withdrawn their involvement because of resentments. More often, it is because the group lacks members willing and/or qualified to represent the group in the service structure. Some groups may not want their isolation ended, and this decision should be respected.

Outreach work is done to end isolation and promote growth, not spread some uniform approach to recovery in NA.

II. GROUP SUPPORT OPTIONS

Just as individuals in recovery need support or guidance in their process, so do groups on occasion. Groups can sometimes become isolated by a variety of factors; resentments, location, lack of willingness or knowledge, and some groups may need more members to attend the meeting.

For groups that may feel isolated or need some support and/or guidance in their process of fulfilling the Fifth Tradition of Narcotics Anonymous, some Group Support Options are described here.

NA encourages us to seek creative solutions, and so these are not the only options available.

1. Meeting Attendance
2. Group Sponsorship
3. Outreach Support

A. Meeting Attendance

If your group is in need of members of our fellowship to attend your group's recovery meeting a clear request can be made at ASC. This is the place where groups can exchange information, ideas, needs, and solutions. We also encourage your group to ask members to assist your group efforts by attending the meeting. Outreach members can help by periodically attending your meeting.



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B. Group Sponsorship

If your group is in need of homegroup support and guidance Group Sponsorship may provide a solution. Group Sponsorship is similar to the type of Sponsorship we as individuals practice in our recovery. This is the same concept as one addict helping another addict, however it is a group of addicts helping a group of addicts. Your group asks another group to sponsor your group's meeting. Your group's members become a part of an existing group with a stable structure. The member of your group together with the sponsor group continue to fulfill the meeting's responsibilities and work to build a solid foundation within your group. When your group has developed a stable structure it may choose to stand on its own again as an autonomous group.

NOTE: The meeting can keep its name but the groups become one Group.

SUGGESTED SERVICE MATERIAL to help your group make an informed decision regarding the current condition of your group and other possible solutions would be:

1. The Group Booklet: This is a primary guidebook to starting and maintaining a Narcotics Anonymous Group.
2. The Guide to Local Services: It is suggested to read this Guide in its entirety, however the Section titled "The NA Group" is pages 26 to 46
3. The Group (IP#2)

C. Outreach Support

The Outreach Task Group can offer your group assistance similar to that of Group Sponsorship except that your group remains an autonomous group. The Outreach Task Group will visit your group and discuss what problems the group is having and how together we can help create a solution. We are available to help the group work toward solutions, not dictate or create uniformity. We respect the group's autonomy.

We highly recommend two important items:

- 1st Discuss within your group these option (we do not want to surprise the other members of your group by "showing up unannounced")
- 2nd That your group obtain the service materials listed above and read them together. They are the materials that Outreach will refer to many times for a solution.

We do need to make all of the groups, of OGA, aware that just as our recovery is a process, so is creating a stable NA group.

If your group is interested in having Outreach attend your home group's business meeting please fill out a Group Visitation Request form. (attachment 5)

III. WHAT IS A NARCOTICS ANONYMOUS MEETING?

A Narcotics Anonymous Meeting Requires:

1. Who: Two addicts seeking recovery
2. What: Meeting at a specified time and place
2. Why: To carry a message of recovery from the disease of addiction

A. Who can be a member?

Our 3rd Tradition states: "the only requirement for membership is the desire to stop using." To be a member of our fellowship this is the only requirement.



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B. Clarifying "open" and "closed" Narcotics Anonymous Meetings

The purpose of the World Service Board of Trustees in addressing open and closed NA meetings is to help NA member understand precisely what NA meetings can offer to both addicts and non-addicts, and how different types of NA meetings have different purposes. Letters and communication from the fellowship have sparked awareness of this need for guidance at large. This communication has revealed the need of the fellowship to know what Narcotics Anonymous is and how we carry our message.

Our message of recovery in meetings can be clouded or diluted if anyone other than a NA member participates. In our meetings, confusion can be created when people such as parents, spouses, therapists, members of other fellowship or other people who are not NA members share and speak at NA meetings (Tradition Six).

We always encourage respect, tact, and diplomacy when confronted with circumstances where non-addicts attend regular NA meetings. Most of these occasions do not present continuing problems for our groups. However, with continued growth and increased awareness about NA, all of us must look ahead. It is our belief, that by gaining clarity about open and closed NA meetings, our members can be guided well in how we all carry the message of recovery from drug addiction to addicts, as well as to all others who are interested.

- The above section is an excerpt paraphrased from World Board of Trustees Bulletin #15 – the World Service Board of Trustees generated this article in August 1987 in response to the needs of the fellowship. It represents the views of the board at the time of writing.

For these reasons and in the interest of Narcotics Anonymous, the World Service Board of Trustees recommends the following guidelines and definitions:

1. A Narcotics Anonymous Meeting- whether it is open or closed, is an addict sanctuary. It is the one place where a drug addict can go and hear about and participate in recovery from the disease of addiction. As much as we might sometimes like, we cannot be all things to all people.
2. An Open Meeting- is a NA meeting, which may be attended by anyone interested in recovery from addiction. However, verbal participation is limited to NA members only. An open meeting in Narcotics Anonymous serves several functions. It allows people from outside the fellowship (for instance judges, probation officers, professionals, family members) to observe what Narcotics Anonymous is and how it functions. It provides a place for anyone to gain information regarding the disease of addiction and how to find recovery. This can be very helpful to those individuals who are striving to reach a decision regarding their personal status as an addict. An open meeting in Narcotics Anonymous is one method our groups use to achieve their primary purpose of carrying the message to the addict who still suffers.
3. A Closed Meeting- in Narcotics Anonymous is only for those individuals who are there because of their own addiction problem. These meetings do not generally exclude people who are undecided about identifying as an addict; however, participation is still limited to addicts only. A closed Narcotics Anonymous meeting provides the freedom that is necessary for a more personal and intimate sharing by Narcotics Anonymous members.



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4. Our Service Structure Provides- the only appropriate avenues for non-addict participation in Narcotics Anonymous. In addition to recognizing the need and value of non-addict trustees (Guide to Local Services or the former service manual Temporary Working Guide to the Service Structure) and non-addict special workers (Tradition Eight), the fellowship has approved material (A Guide to Public Information) which provides for *Public Information Community Meetings*. These meetings are the vehicle for service committee efforts which are aimed at communicating information about our fellowship to the general public. *These are not regular NA meetings and are the preferred approach to informing the general public about Narcotics Anonymous.* This approach avoids confusion, presents no threat to anonymity, does not affect the NA message in regular meetings, and allows us to satisfy our recovery and service needs while at the same time meet the needs of non-addicts who are interested in NA.

C. Where to hold a Narcotics Anonymous Meeting?

NA meetings can be held almost anywhere. Stable meetings held in public places tend to enhance NA's credibility in the community. Holding regular NA meetings in some types of facilities- addiction treatment center, clubhouses, or political party headquarters, for instance- can compromise the independent identity of the group.

These are some of the questions a group should carefully consider before deciding where to hold a NA meeting:

1. Can you hold the meeting on a weekly basis at this location?
(Tradition 1, 4, 5, 6, 10 & 12)
2. Is this facility open to ANY addict wishing to attend the meeting?
(Tradition 1, 3, 5 & 12)
3. Addicts with additional needs: Does the building have ramps, elevators with wide doors, and bathroom facilities able to accommodate someone in a wheelchair?
(Tradition 1, 3, 5 & 12)
4. Is adequate parking and unload space available? (Tradition 1)
5. Does the facility administration place any restrictions on your use of the room that could challenge any of our traditions? (All 12 Traditions)
6. Is it clear to all concerned that your NA group, not the facility, is sponsoring the meeting? (Tradition 6 & 10)
7. What is the rent? Some facilities may want the rent paid in literature or services rather than a monetary payment. Do you have a clear rental agreement with the facility management and is the rent you're being charged moderate enough to allow your group to contribute funds to the rest of the NA service structure? (Tradition 7)
8. Are so many of your community's NA meetings already located in this particular facility that, if it were to fold, your NA community as a whole would be crippled?
(Tradition 1, 4, 10, 11, & 12)

D. Meeting formats- Are they attractive?

The primary purpose of a NA group is to carry the message of recovery to the addict who still suffers. The group provides each members with the opportunity to share and to hear the experience of other addicts who are learning how to live a better way of life without the use of drugs. Sometimes specialized NA groups form to provide addiction identification for addicts with particular needs in common such as men's, women's, gay and lesbian, and bilingual groups exist today. However the focus of ANY Narcotics Anonymous meeting is on recovery from active addiction and ANY addict is welcome to attend ANY Narcotics Anonymous meeting.



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With that said, groups use a variety of formats to enhance the atmosphere of recovery in their meetings. Most meetings last an hour or an hour and a half. Some groups may wish to use one type of format and other groups may choose a variety of them to create diversity. Here are a few types of formats, which are further described in The Group Booklet (WSO Item # EN-1600):

1. Participation Meetings
2. Speaker Meetings
3. Topic Discussion Meetings
4. Newcomer Meetings
5. Study Meetings
6. Question & Answer Meetings

Vary the format in whatever way seems to best suit the "personality" of your group and the needs of the addicts in your local NA community. A meeting format that worked well for a small meeting may not work well for a larger one. When your group's meeting experiences that kind of growth, you may want to reevaluate and make some changes.

E. What is an "Atmosphere of Recovery" and What is the Group's Responsibility?

The group is the primary vehicle by which our message is carried. The group provides a setting in which a newcomer can identify with recovering addicts and find an atmosphere of recovery. Consider what atmosphere of recovery your group wants to foster within the group. Here are some excerpts from the NA Way October 1999 issue to get some ideas flowing:

"...belief, and faith, which we call empathy, creates the atmosphere..." Jimmy K (Basic Text, page 85)

"What creates an atmosphere of recovery at my home group is consistency- seeing the same faces each week and feeling safe..." – Mary, Australia (NA Way Oct. 1999)

What creates an atmosphere of recovery? Is it the meeting room? The way the chairs are arranged? Candlelight instead of florescent light? How does the free movement of people coming and going during a meeting affect an atmosphere? Or talking loudly in the hall or at the back of the room? What about holding side conversations while someone is sharing? Or a member who is swearing without restraint while sharing? What about the speaker who promotes their religion from the podium, and so on? Or is it something more intangible?

One thing is for sure: We recognize an atmosphere of recovery when we're in one. It seems that the very air is changed with the spirit of recovery. The sharing is uplifting and inspiring, true and profound. Members who came in feeling out of sorts and needing support find themselves becoming grateful and wanting to tell the newcomers how wonderful recovery can be. People smile easily. Even the newest newcomer is likely to be surprised by a belly laugh coming up from his own insides. The mood of our meetings is of concern to every NA member, for we know that personal recovery depends on us hearing the message regularly as much as it depends on NA unity.

Discussion of responsibility needs to happen also. Is it the Chairperson's responsibility? Is it the entire homegroup's responsibility? Or is it the member with the most cleantime who is responsible to maintain the atmosphere of recovery?

Again we suggest to the group to seek answers from within the NA Literature. Always start with the Traditions from both the Basic Text and It Works: How & Why.



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F. Literature and Speakers (See 6th Tradition)

Only NA approved literature is appropriate for reading in Narcotics Anonymous meetings. And only NA members used as speakers is appropriate in Narcotics Anonymous meetings. Narcotics Anonymous approved literature represents the widest range of recovery in Narcotics Anonymous. Groups often make other kind of NA publications available on the literature tables such as various service bulletins, handbooks, NA Way Magazines, and other NA newsletters. Literature of any sort produced by other twelve step fellowships or organizations outside NA **is appropriate** for display on our literature tables or for reading in our meetings.

The same applies to our speakers we choose. We ask NA members to speak instead of other twelve step fellowship's members. To do otherwise implies an endorsement of an outside enterprise, thereby directly contradicting NA's Sixth Tradition.

G. Sample-Meeting Format (attachment 6)

IV. WHAT IS A NARCOTICS ANONYMOUS HOME 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 describe a Narcotics Anonymous group:

1. All member of a group are drug addicts, and all drug addicts are eligible for membership. (Tradition 1 & 3)
2. As a group, they are self-supporting. (Tradition 7)
3. As a group, their single goal is to help drug addicts recover through application of the Twelve Steps of Narcotics Anonymous. (Tradition 5)
4. As a group, they have no affiliation outside Narcotics Anonymous. (Tradition 6 & 10)
5. As a group, they express no opinion on outside issues. (Tradition 10)
6. As a group, their public relations policy is based on attraction rather than promotion. (Tradition 11)

A. Who Can Be a Member of a NA Homegroup?

A Narcotics Anonymous homegroup requires two or more addicts to make a commitment to the stability of the group. Some groups create guidelines for the group to operate more effectively. Some homegroup positions have requirements, such as the secretary is required to ensure the meeting place is opened at the specified time and place, or the group service representative is required to attend area service, or the treasurer is required to provide weekly or monthly reports to the group. This would imply that there are requirements or responsibilities placed upon our homegroup members.

We highly recommend that this issue be discussed with the NA members of your homegroup. Furthermore, although it may seem redundant, discuss this issue anytime a new NA member joins your group.



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B. Group Business

What is a group business meeting? It is a meeting held by the homegroup members at a specified time and place for the purpose of addressing the group's needs. Topics may include:

- Discussions about the meeting's format, attendance, atmosphere, etc.
- Are the new members helped to feel welcomed? Do they come back on a regular basis?
- How is our relationship with the facility we meet in? Are our expenses met by the donation in the basket?
- Do we have sufficient literature & supplies?
- Do we have any service positions vacant?
- Has the area, region or world services asked us to participate? If so, how?

The group encourages participation from all members. Group members give reports about the area they have been asked to serve. Subjects of importance to the group are raised for discussion.

The foundation of Narcotics Anonymous' service structure is the group. The 12 Steps of NA, the 12 Traditions of NA and the 12 Concepts for NA Service MUST guide the group. A commitment to better understanding these principles unites the members of the group and ensures its continued growth and strength in the local NA community.

C. Group Structures

The group has many tasks to be taken care of. The recovery meeting needs to be prepared; coffee to be made, literature to be put out, announcements to be made, key tags, greeters etc. The group business tasks to be attended to and accounted for; the purchase of supplies, the business issues previously & currently discussed may need to be documented, area, region, and world service needs to be addressed, and any special tasks agreed upon by the group to be fulfilled, etc. If one person had to do all of this they would quickly become overwhelmed and ultimately the recovery meeting may need to be closed.

The group selects officers to be responsible for these tasks. This is one way the group practices "self-support"- our 7th Tradition. These tasks may seem simple and that "anyone could take care of them" however, if all the members of a group believed this, there would be no group. Commitment and responsibility are SO VERY IMPORTANT! These tasks are important to those that receive a benefit from such service AND to your own personal recovery.

Selecting officers should not be taken lightly. Officer positions sometimes require a length of cleantime or have a specific length of time and resources needed to fulfill the commitment. Always refer to Narcotics Anonymous literature or handbooks when selecting officers. It is vital that officers understand- UP FRONT- what exactly is being asked of them, and that the group understands how the officer conceives his/her position.



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1. What officers does a Group need?

The group might begin with a few positions such as a secretary, a treasurer, a group service representative (GSR), and an alternate GSR. As the group grows, these positions can be divided so that every member can do "their fair share" of the work. This also helps new members to feel like they are welcome and belong.

It is suggested that each group decided what positions they need to fill and the duties, responsibilities, and requirements of each servant's position. For some ideas about the duties and responsibilities of these positions, reference the following literature:

2. Suggested Service Material

This material will help your group to make an informed decision regarding the current condition of your group and what other possible solutions might be:

- a. The Group Booklet: This is the primary guidebook to starting and maintaining a Narcotics Anonymous group.
- b. The Guide to Local Services: It is suggested to read this Guide in its entirety, however the Section titled "The NA Group" is pages 26 to 46.
- c. The Group (IP#2)

3. Rotation and Continuity

Although you may have already learned this: Rotation and Continuity must also be mentioned.

Rotation provides other members of the group to become familiar with the positions created in the group. This ensures that no one individual exercises so much influence that the group becomes an extension of his/her personality. What is important is the task is being completed, not WHO is completing the task.

Continuity is the lack of interruption. Continuity ensures that those that serving in a learning position are well informed and prepared to pass the lessons on to the next person in the learning position. Too often members in a leadership role step down early. This can create potential problems. Imagine a wagon wheel. If a spoke breaks loose the wheel becomes weak. Riding on the weakened wheel will not make it sturdy! In fact it may lose another spoke. The rider is the group as a whole. The wagon's wheels are the trusted servants elected to serve the group. If the continuity of service has an interruption the group will suffer a rocky road. Older members of a group can help provide some stability in times like these. They can offer guidance and pitch in to help relieve overloaded officers.

D. Sample- New Group Checklist (attachment 7)



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Section 5

Twelve Step Guide

I. INTRODUCTION

The Twelfth Step states, "Having had a spiritual awakening as a result of these steps, we tried to carry this message to addicts, and to practice these principles in all our affairs." It is a privilege to response to the addict reaching out for help. We received our recovery through the God of our understanding, so we now make ourselves available as His toll to share recovery with those who seek it.

II. PURPOSE

The primary purpose of Twelve Step work is to get the addict to his or her first meeting.

III. TWELVE STEP VOLUNTEERS

1. Have one (1) year continuous clean time in Narcotics Anonymous
2. Have a working knowledge of the 12 steps and 12 traditions
3. Have the willingness to fulfill the commitment

A Twelve Step volunteer's primary objective is to be available to get the prospective newcomer to a NA meeting and/or willing to spend personal time to talk, to the callers of the hotline, at length of the benefits of recovery.

IV. TWELVE STEP HELPERS

Awaiting revision from the subcommittee's group conscience.

Previous policy states: "Twelve Step Helpers must have thirty (30) days clean and have the willingness to provide support to the Twelve Step Volunteer while learning how to do Twelve Step Volunteer work.

V. HOW TO DO TWELVE STEP WORK

A Twelve Step Volunteer performs a valuable service. Twelve Step work requires compassion, reliability, and persistence. We express our compassion when addicts or their loved ones call NA and ask for help. It will take patience and persistence to effectively listen to the needs of the individual, however, by doing so you can provide the appropriate action to be taken to assist the still suffering addict. Volunteer work is a part of the maintenance of living clean and our committed participation as volunteers is a great way of giving away what was freely given to you.

As a Twelve Step Volunteer, you will have your name and phone number listed on a Twelve Step List. This means that you may receive calls from a Phonenumber Shift Worker. The Shift Worker will give you the caller's name & phone number and a brief description of the situation. It is **VERY IMPORTANT** for the Twelve Step Volunteer to return the call promptly.

A. The Prospective Newcomer

The primary objective is to get the prospective newcomer to a NA meeting. The Twelve Step Volunteer must be willing to take the time to talk to the callers of the Phonenumber, sometimes at length, of the benefits of recovery.

Remember the caller must be willing to go to a meeting, not forced!



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Some of the basic things we might say are:

1. We are anonymous and describe what that means.
2. What happens at a meeting
3. There are no dues or fees.
4. We abstain from all drugs.
5. Our own personal experience with RECOVERY

Ask the prospective newcomer if they would like to attend a meeting. If the prospective newcomer agrees, offer to pick them up and inform them that you will be bringing another addict in recovery with you. Advise the prospective newcomer not to bring any drugs, paraphernalia, or weapons with them. Explain this is to protect all the individuals participating in Twelve Step work (including the caller), the meeting and its facility, and NA as a whole. Arrange with another Twelve Step volunteer/helper to go along with you to meet the prospective newcomer. We do this for the protection of our recovery and ourselves.

If the prospective newcomer declines, DO NOT PRESS THE ISSUE! Briefly share the benefits of meetings and ask if the prospective newcomer would like to meet some where else. If the prospective newcomer agrees to meeting elsewhere, suggest a public place and inform them that you will be bringing another addict in recovery with you. Advise the prospective newcomer not to bring any drugs, paraphernalia, or weapons with them. Explain this is to protect all the individuals involved. Arrange with another Twelve Step Volunteer/Helper to go along with you to meet the prospective newcomer. We do this for the protection of our recovery and ourselves. Remember to take NA literature and a current meeting list to give to the prospective newcomer.

Remember the goal of Twelve Step work is to get the caller to a Narcotics Anonymous Meeting.

B. The Public and Non-Addicts

Addiction is a disease that affects the whole family or environment where a using addict lives. Therefore, some calls come from the family or friends of addicts. NA does not deal with these problems, however we are listed in a phone directory and we can expect some calls from non-addicts. Families and friends of addicts often feel ashamed and isolated and most times suffer almost as bad as the addict themselves. Keep in mind that the family member or friend might be the first to give the addict an awareness of NA. So take the time to give them information and encouragement about our fellowship. We should treat these calls with courtesy and make an appropriate referral.

Remind the caller, we are not in affiliation with and do not endorse any agencies we refer the individual to contact.

In addition, a Twelve Step Volunteer may receive calls from the public asking for speakers, meeting lists, and literature. Refer these callers to the appropriate trusted servant(s) within the OGANA Public Relations Subcommittee.



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VI. DO'S AND DON'T'S FOR TWELVE STEP WORK

A. Do...

1. When returning a call, be certain that you are speaking with the individual who called the Phonenumber BEFORE identifying yourself as an addict OR mentioning Narcotics Anonymous. This is to protect the caller's anonymity to others at that phone number.
2. Find out from the caller why they called the Phonenumber.
3. Make appropriate referrals when necessary.
4. Use the Twelve Step/Volunteer/Helper list. Both Twelve Step Volunteers/Helpers can accompany the Twelve Step Volunteer to meet with a prospective newcomer. However, ONLY TWELVE STEP VOLUNTEERS CAN RETURN CALLS TO PHONE LINE CALLERS.
5. Contact the Phonenumber Shift Worker of the PR Chairperson if any problems arise.

B. Don't...

1. Do not try to persuade the caller to stop using if the caller does not want to
2. Do not try to handle calls that you are not qualified to handle.
3. Do not give out other people's names and/or phone numbers without permission
4. Do not meeting with a prospective newcomer alone- you must be accompanied by another Twelve Step Volunteer/ Helper

VII. REFERENCE MATERIALS

A. Twelve Step Volunteer/Helper List

A list is compiled of Twelve Step Volunteers and Helpers. It is to be used by the Twelve Step Volunteer and/or Phonenumber Shift Worker for the purpose of Twelve Step work ONLY. This list is NOT to be used for any other purpose. (attachment 8)

B. Referral List

The Phonenumber Task Group Coordinator maintains this list. The Twelve Step Task Group mails updated lists to all Twelve Step Volunteers. (attachment 9)

Section 6

Phonenumber Guide

(Refer to separate guidebook available by the PR Chair)

Section 7

Forms and References

(see attachments 1-9)