

## **San Fernando Valley Area Phonelines Committee (SFVAPLC) Guidelines**

**Primary Purpose** Our purpose is to carry the message of Narcotics Anonymous through the development and maintenance of an Area wide phoneline which directs addicts to a meeting of Narcotics Anonymous. Our primary purpose is to be at this end of the phoneline when an addict calls.

### **Subcommittee**

#### **Members**

The SFVAPLC shall consist of the following members:

- A. Chairperson
- B. Vice Chairperson
- C. Secretary
- D. Phonelines Coordinator
- E. Phonelines Volunteers

#### **Officers**

##### A. CHAIRPERSON

- 1. Qualifications:
  - A. A minimum of three (3) years of continuous clean time.
  - B. A minimum of one (1) year of Area service
  - C. Six (6) months prior involvement in the SFVAPLC
  - D. A working knowledge of the 12 Steps, 12 Traditions, 12 Concepts of Narcotics Anonymous, SFV Area Phonelines guidelines, and SFVASCNA guidelines
- 2. Responsibilities:
  - A. Schedule and conduct a monthly SFVAPLC meeting. May schedule additional SFVAPLC meetings when necessary; said meetings are to be considered as regularly scheduled meetings.
  - B. Bring back a report from the Area Service Committee Meeting and from the Regional Phonelines Meeting.
  - C. Prepare a written monthly report on the condition and functioning of the Phonelines for the ASC Meeting.
  - D. Attend all monthly SFVASC meetings
  - E. Delegate duties to SFVAPLC Volunteers as necessary.
  - F. Coordinate communication with the phone service provider.
  - G. Follow-up on all Phonelines and related problems and issues.
  - H. Attend the Regional Phoneline Committee Meetings and Quarterlies.

##### B. VICE-CHAIRPERSON:

- 1. Qualifications:
  - A. A minimum of two (2) years continuous clean time.
  - B. Six (6) months prior involvement in the SFVAPLC.
  - C. A working knowledge of the 12 Steps, 12 Traditions, 12 Concepts of Narcotics Anonymous, SFV Area Phonelines guidelines and SFVASCNA guidelines

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2. Responsibilities:
  - A. In the event of the Chairperson's absence, will perform the duties of the Chairperson.
  - B. Attend SFVAPLC Meetings.
  - C. Help the Coordinator with the SFVAPLC Volunteers
  - D. Attend the Regional Phonelines Quarterly Meetings in the absence of the Chairperson.
  - E. Assist the Phonelines Coordinator in training new volunteers when necessary.
  - F. Responsible for changing Voice Mail messages using Fellowship-approved material.
  - G. Responsible for maintaining Voice Mail system.

### C. SECRETARY:

1. Qualifications:
  - A. One (1) year continuous clean time.
  - B. A working knowledge of the 12 Steps, 12 Traditions, 12 Concepts of Narcotics Anonymous, SFV Area Phonelines guidelines and SFVASCNA guidelines
  - C. Some clerical skills
2. Responsibilities:
  - A. Attend all SFVAPLC Meetings and take the minutes of the meeting.
  - B. Prepare and distribute the previous month's minutes, current calendar, new meeting directories, and other related materials.
  - C. Make out the current month's meeting agenda.
  - D. Maintain Phonelines archives.

### D. PHONELINES COORDINATOR:

1. Qualifications:
  - A. A minimum of two (2) years continuous clean time.
  - B. Six (6) months prior involvement in the SFVAPLC.
  - C. A working understanding of the 12 Steps, 12 Traditions, 12 Concepts of Narcotics Anonymous, SFV Area Phonelines guidelines and SFVASCNA guidelines
2. Responsibilities:
  - A. Attend all SFVAPLC meetings.
  - B. Report any problems to the Chair or Vice-Chair immediately.
  - C. Organize and schedule Phonelines Volunteers.
  - D. Ensure volunteers are covering their slots.
  - E. Assist the Phonelines Volunteers in finding a replacement for a shift if they are unable to cover their slot.
  - F. Troubleshoot Volunteer problems, such as difficulty logging onto the system

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- G. Train new Phoneline Volunteers.
- H. Maintain and updates Phonelines calendar.

### E. PHONELINES VOLUNTEERS

#### 1. Qualifications:

- A. A minimum of six (6) months continuous clean time
- B. Knowledge of the 12 Steps and 12 Traditions of N.A.
- C. Willingness to give six month commitment.
- D. Willingness to abide by the SFV Area Phonelines Guidelines and log on/log off instructions.

#### 2. Responsibilities:

- A. Cover assigned slot(s) regularly and promptly.
- B. If unable to cover a shift, find a replacement from the calendar. If a replacement cannot be found, contact the coordinator well in Advance of your shift to make arrangements.
- C. Provide N.A. Meeting and/or information to callers seeking help.
- D. Be fully trained on the SFVAPLC Manual.
- E. Be in possession of current meeting information and current Approved SFVAPLC literature.
- F. Use the “12-Step List” to try to find a volunteer available for an addict in need of assistance.
- G. Contact the Chairperson, Vice-Chairperson or Coordinator with any questions or problems.
- H. Attend all SFVAPLC meetings.

#### 3. Technical requirements: In these high-tech times, certain volunteer requirements have been added to assist the helpline in giving a clear and consistent NA message. Your cooperation with the following points is greatly appreciated.

- A. Use of a phone with unrestricted incoming call access.
- B. If you are using a cell phone, be in a clear reception area during your shift.
- C. Answer all calls, so as not to have incoming calls roll to voicemail.
- D. Utilize a standard (ring) answer tone.
- E. Have a voicemail greeting that is “generic” (i.e. no personal or business names and numbers) in case calls go to your voicemail. This is so as not to confuse callers and not to break your anonymity.
- F. It is not a helpline requirement to answer the phone, “NA helpline”. However, if you do not answer saying “NA”, it is suggested that you answer in a generic and courteous manner
- G. Please do not have non-helpline volunteers or other members of your household, especially children, answer the phone during your shift.

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## Operational Guidelines

1. Voting
  - A. Voting members of the SFVAPLC shall be Officers and existing volunteers. The Chairperson can vote only in the event of a tie.
  - B. A quorum consists of the voting members attending each meeting.
  - C. Once a quorum is established at each meeting, it stays for the duration of the meeting.
  - D. One becomes a voting member upon attending two consecutive meetings.
2. Motions
  - A. Any voting member of the SVAPLC may make a motion.
  - B. Any voting member of the SFVAPLC may second a motion.
  - C. The Chairperson will allow for up to two (2) pros and two (2) cons to any motion.
3. Elections
  - A. Elections are held one month prior to ASC nominations.
  - B. Vice-Chair, Secretary, and Coordinator shall be elected by the SFVAPLC and shall assume their duties immediately.
  - C. SFVAPLC members can elect alternate officers if the qualifications are met.
  - D. Officers are not to exceed two consecutive terms; a term is one (1) year.
  - E. The Chairperson shall be elected and sent to the ASC to be nominated and affirmed.
  - F. If any office position cannot be filled, the current elected person may continue to serve on an annual basis or until the position is filled.
4. 12 Step List

The SFVAPLC shall maintain a list for the purposes of effecting “Twelfth Step Calls”, Rides to Meetings and Talk, for use by the SFVAPLC members.

  - A. Twelfth Step calls shall be done by same sex members as the caller. Such calls are to be done by a minimum of two people, at least one of whom is a SFVAPLC member and who has a minimum of one (1) year clean.
  - B. Rides to Meeting list members shall have a minimum of six (6) months clean and current automobile insurance. Such

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members acknowledge they are acting as an individual member of NA.

- C. Talk list members shall have a minimum of six (6) months clean time.

**5. Committee members Members shall abide by the Responsibilities of their commitment. Failure to abide by these responsibilities may be grounds for removal.**

- 6. Revision of Guidelines  
These guidelines may be amended by the SFVAPLC upon approval of the Area Service Committee.

Approved 3/09/02

Revised 7/13/03

Revised 03/14/04

Revised 07/09/06

Revised 8/06

Revised 12/06

Revised 6/09

**Revised 2/10**