

Our primary Purpose To provide information about Narcotics Anonymous through the development and maintenance of an Area-wide phonenumber, and to direct addicts to meetings.

Subcommittee Members

The SFVAPLC shall consist of the following members:

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

Elected

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, SFVAPLC Guide lines, 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 regularly scheduled meetings.
- B. Attend all SFVASC meetings, provide written SFVAPLC Reports to the SFVASC, and provide a Report from the SFVASC to the SFVAPLC.
- C. Attend all SCRPL Meetings and Service Works, provide

reports from the SFVAPLC as required, and provide reports from the SCRPL to the SFVAPLC.

D. Maintains SFV Area's Phonenumber..

E. Prepare and provide annual proposed budget to the SFVASC by December of each year.

F. Prepare the monthly meeting agenda.

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 Guide lines and SFVASCNA guidelines.

2. Responsibilities:

A. In the event of the Chairperson's absence, perform the duties of the Chairperson.

B. Attend SFVAPLC Meetings.

C. Help the Volunteer Coordinator with the SFVAPLC Volunteers

D. Attend the Regional Service Works Meetings.

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. Clerical skills

2. Responsibilities:

- A. Attend all SFVAPLC meetings and record notes of the meetings.
- B. Prepare and distribute the previous month's meeting's minutes, current calendar, new meeting directories, and other relevant materials.
- C. Maintain SFVPLC archives.
- D. Coordinate quarterly pot luck.
- E. Provide internal voicemail and messages for volunteers as needed.

D. VOLUNTEER COORDINATOR.

1. Qualifications:

- A. A minimum of eighteen (18) months 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
- D. Easy and frequent access phone system.
- E. Easy and frequent access to internet.

2. Responsibilities:

- A. Train Volunteers.
- B. Schedule Volunteers for shifts.
- C. Ensure Volunteers are covering their shifts.
- D. Assist Volunteers in finding a replacement for a shift if

they are unable to find another Volunteer to cover their shift.

- E. Troubleshoot any Volunteer problems.
- F. Coordinate with the Secretary to input all shifts into the system.

E. VOLUNTEER

1. Qualifications:

- A. A minimum of six (6) months continuous clean time
- B. Knowledge of the 12 Steps and 12 Traditions of Narcotics Anonymous.
- C. Willingness to give minimum six (6) month commitment.
- D. Willingness to abide by the SFVAPLC manual..
- E. Attend one SVFAPLC meeting prior to being trained and being assigned a shift.
- F. Report any problems to the Chair or Vice-Chair immediately.
- G. Maintain and update Phone lines calendar.

2. Responsibilities:

- A. Cover assigned shift(s) regularly and promptly.
- B. If unable to cover a shift, find a replacement Volunteer and contact the Volunteer Coordinator well in advance of the shift to make arrangements.
- C. Provide N.A. Meeting and/or NA-approved information to callers seeking help.
- D. Be fully trained on the SFVAPLC Manual.
- E. Be in possession of the SFVAPLC Manual with current

material whenever on a shift.

- F. Contact the Volunteer Coordinator, Chairperson, or Vice Chairperson with any questions or problems.
 - H. Make an honest effort to 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. Cooperation with the following points is greatly appreciated.
- A. Use of a phone with unrestricted incoming call access.
 - B. If using a cell phone, be in a clear reception area during 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 voicemail. This is so as not to confuse callers and not to break Volunteer's anonymity.
 - F. It is not a helpline requirement to answer the phone, "NA helpline", but it is suggested that you answer in a generic and courteous manner.
 - G. Do not have non-Volunteers or other members of Volunteer's household, especially children, answer the phone during shift.
 - H. When returning a "missed call", always use appropriate NA language.

Operational Guidelines

1. Voting

- A. Voting members of the SFVAPLC shall be Elected Trusted Servants and existing volunteers. The Chairperson can vote only in the event of a tie.
- B. A voting member becomes effective upon attending two consecutive meetings.
- C. A quorum consists of the voting members attending each meeting.

D. Once a quorum is established at each meeting, it stays for the duration of the meeting.

2. Motions

A. Any voting member of the SVAPLC, except the Chair, may make a motion.

B. Any voting member of the SFVAPLC, except the Chair, may second a motion.

C. The Chairperson will allow for up to two (2) pros and two (2) cons to any motion, and allow for an appropriate amount of discussion as determined by the Chair, before calling for a vote.

3. Elections

A. Elections are held one month prior to ASC nominations.

B. The Chairperson nominated by the SFVAPLC shall attend Nominations at the SFVASC.

C. Vice-Chair, Secretary, Technical Coordinator and Volunteer Coordinator shall be elected by the SFVAPLC and shall assume their duties immediately.

D. SFVAPLC members can elect alternate Trusted Servants if the qualifications of the position are met.

E. Elected Trusted Servants may serve no more than two (2) consecutive terms.

F. A term is one (1) year.

G. If a Trusted Servant is elected with eight (8) or more Months remaining in any term, said term shall be Considered one (1) full term.

4. 12 Step List

The SFVAPLC shall maintain a list of qualified Volunteers for the purposes of effecting "Twelfth Step Calls" (visiting a caller in crisis), Rides to Meetings and "Talk" (calls longer than 5 minutes). Said Volunteers shall agree to abide by the guidelines on the Sheet.

A. Below is a copy of the guide lines listed at the bottom of the sign-up sheet.

--6 MONTHS CLEAN TO BE ON THE RIDE OR TALK LIST.

- --NEVER GIVE A VOLUNTEER'S NAME/NUMBER TO ANY CALLER; ALWAYS TAKE THE CALLERS INFORMATION AND PASS ALONG TO THE VOLUNTEER.
- --1 YEAR CLEAN TO MAKE A 12-STEP CALL
- --NEVER GO ALONE ON A 12-STEP CALL.
- --12-STEP CALLS TO BE CONDUCTED BY VOLUNTEERS OF THE SAME GENDER OF CALLER.
- --ALWAYS TRY TO MEET IN A SAFE, PUBLIC PLACE.
- --NEVER PROMISE THAT CALLER WILL BE CALLED BACK/PICKED UP/VISITED. EXPLAIN YOU WILL BE CONTACTING NA MEMBERS WHO HAVE VOLUNTEERED TO ASSIST AND YOU ARE TRYING YOUR BEST.
- --SAME DO'S AND DON'T APPLY WHEN ON A 12-STEP CALL, PHONE CALL OR GIVING A RIDE TO A MEETING.
- --DON'T LEND MONEY, MAKE PROMISES ABOUT N.A., ETC... YOU ARE NOT OBLIGATED TO BUY COFFEE OR MEALS UNLESS YOU CHOOSE TO DO SO.
- --NEVER ACKNOWLEDGE YOU KNOW A PARTICULAR MEMBER. IF ASKED, PLEASE REMEMBER THIS IS AN ANONYMOUS PROGRAM.
- --REMINDER: PAROLEES/PERSONS ON PROBATION ARE NOT SUPPOSED TO GATHER WITH OTHER PAROLEES/PROBATION. IT IS THEREFORE SUGGESTED THAT VOLUNTEERS WHO ARE PAROLEES, DO NOT CONDUCT 12-STEP CALLS OR GIVE RIDES TO MEETINGS, AS WE WOULD NOT NECESSARILY KNOW IF THE CALLER IS A PAROLEE/PROBATION.
- --COMMON SENSE SHOULD PREVAIL ALONG WITH ADHERANCE TO OUR GUIDELINES.

5. Committee 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
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Revised 12/06
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Revised 2/10
Revised 2/11
Revised 1/13/13
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