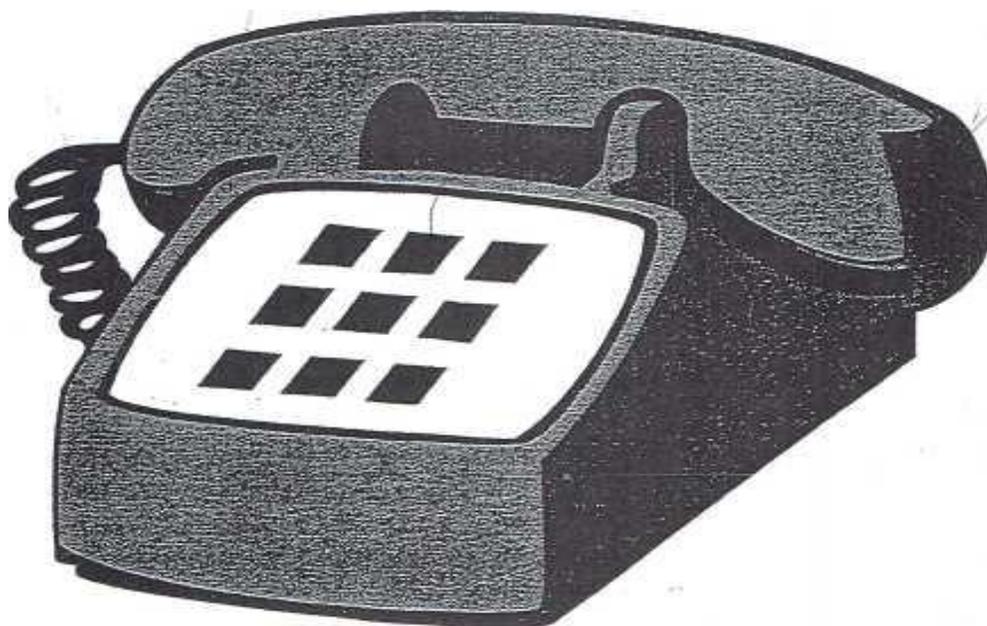


AREA L.E.G.S.

PUBLIC RELATIONS SUBCOMMITTEE

HELP ANOTHER ADDICT!

BE A HOPELINE VOLUNTEER



24 Hour Statewide Number

1-888-GET-HOPE

INITIAL CALL TO TOWNHALL II in KENT, OHIO [NA PHONELINE]: HELLO THIS IS THE HOPELINE, HOW MAY I HELP YOU?

ADDICT NEEDING HELP: I NEED HELP I HAVE A PROBLEM, I HAVE BEEN USING DRUGS AND I AM TIRED. DRUGS ARE INTERFERING WITH MY LIFE. PLEASE CAN YOU HELP ME. I SAW THIS NUMBER ON A POSTER.

TOWNHALL II in KENT, OHIO: I CAN HELP YOU, I AM GOING TO REFER YOU TO SOMEONE THAT CAN HELP YOU. WHAT IS YOUR NAME? WHAT IS YOUR NUMBER? JUST HOLD ON FOR A LITTLE BIT AND SOMEONE WILL CALL YOU BACK SHORTLY.

KENT CALLING THE HOPELINE VOLUNTEER:

HELLO THIS IS _____ CALLING FROM THE NA PHONELINE: ARE YOU AVAILABLE TO TAKE A CALL; I HAVE AN ADDICT THAT NEEDS TO SPEAK SOMEONE HE/SHE IS WAITING FOR A CALL THE NAME IS _____ AND THE NUMBER IS _____. THANK YOU.

HOPELINE VOLUNTEER CALLING THE SUFFERING ADDICT: [CALL WITH ALL OF THE TOOLS PROVIDED TO YOU BY THE PUBLIC RELATIONS SUBCOMMITTEE] HELLO MY NAME IS _____ MAY I SPEAK TO _____? HOW ARE YOU? WHAT'S GOING ON WITH YOU? HOW CAN I HELP YOU? (ALLOW THAT PERSON TO TALK BUT REMEMBER WE ARE NOT COUNSELORS.

GENERAL VOLUNTEER INFORMATION

Do's and Don'ts —

Phoneline and Twelfth-Step Volunteers

Do's

- Do always identify yourself with your first name only and state that you are an addict
- Do always have the necessary materials (e.g., *White Booklet*, meeting list, NA pamphlets; Twelfth-Step list, and Phoneline Log) close to the telephone, In order to avoid delay and confusion.
- Do find out what the caller needs. Ask questions.
- Do, if you are returning a call, be certain that the person requesting help is on the line before identifying yourself as an addict or mentioning Narcotics Anonymous.
- Do remember to be helpful and polite to all callers.
- Do make appropriate referrals when necessary.
- Do keep a log of all the calls you answer.
- Do contact the phoneline chairperson if problems arise.
- Do use the Twelfth-Step list

Don'ts

- Don't argue with people whose views of addiction differ from yours or NA's. If the caller does not want to stop using, do not try to persuade him/her to stop.
- Don't try to handle calls that you are not qualified to answer. Don't give medical advice.
- Don't give out other people's names or telephone numbers.
- Don't answer questions about who was at an NA meeting (e.g., to police officers, probation officers, or significant others). However, general information may be given about NA's make-up (variance in size of meeting, NA open to all age groups, etc).
- Don't glorify active addiction by telling war stories.

PUBLIC RELATIONS SUBCOMMITTEE

HOPELINE DEMONSTRATION FORMAT

Hello my name is _____ to whom am I speaking with? How are you?

A Do - Always identify yourself by first name only _____

Don't - Give out other peoples names or telephone numbers _____

What's going on with you? How can I help you?

A Do – remember to be helpful and polite to al callers _____

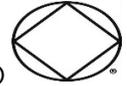
A Don't - don't argue with people whose views are different from your own

Allow that person to talk but remember we are not counselors and always have the tools that were provided by the PR Hopeline

A Do - Do always have the necessary materials (e.g., *White Booklet*, meeting list, NA pamphlets; Twelfth-Step list, and Phonenumber Log) close to the telephone, In order to avoid delay and confusion.

A Don't – don't try to handle calls that you are not qualified to answer, don't give medical advise

[THIS IS A BREAKDOWN OF THE DO'S AND DON'TS PROCESS]



PUBLIC RELATIONS SUBCOMMITTEE

24 Hour Statewide Number

1-888-436-4673

1-888-GET-HOPE

HOPELINE VOLUNTEER

When providing any of these numbers always explain that Narcotics Anonymous is not affiliated with or recommends any other organizations, emergency services, agencies or programs. We simply provide alternative numbers for callers who need services other than Narcotics Anonymous.

If you (the volunteer) have any questions contact either the Public Relations Subcommittee Chair or Vice Chair.

REFERRAL LIST

Suicide Prevention/Mobile Crisis	216-623-6888
Poison Control Center	800-222-1222
Rape Crisis Center	216-619-6192
Domestic/Child Abuse	216-391-4357
Circle Health Services 8:30a - 5pm	216-721-4010
Cuyahoga County Witness/Victim Services 8a - 5:30pm	216-443-7345
United Way of Greater Cleveland 211	216-436-2100

*** These numbers are to be used only when an apparent emergency exist.**

