

West Puget Sound
HELPLINE
Orientation Package
August 2021



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Welcome to the Help Line

On behalf of the WPSNA Helpline Committee, welcome to the helpline and thank you for doing Service. This package is not a complete guide, as we can never cover all the elements/scenarios of the Help Line, but we wanted to offer some assistance in a comprehensive guide for your orientation. We will cover information that addresses the handling of all types of helpline calls. This package contains several documents that will be extremely helpful to you while performing virtual service.

There are several ways to volunteer for Help Line service:

- Answering calls virtually from your home or cell phone.
- Answering e-mails that contain digital voice mail messages. (Returning calls/ responding to messages left on our service. This is performed by multiple volunteers)
- Responding to e-mails. This is handled by the Helpline Chair and Secretary.

Your trainer will explain each of these options to you in detail.

YAP is the name of the system that we use to manage our calls. The system will route calls to volunteers that are scheduled for helpline service. The YAP system will also generate Texts with digital voice messages attached, for volunteers to answer when no one is scheduled to accept calls virtually. If you think that calls are not being sent to you, please let us know. Should you need assistance at any time while you are performing helpline service, we have listed the name, phone number and email address for you to contact a helpline trusted servant:

Sub-Committee Chair:

Vice Sub-Committee Chair: Bob M 360-979-0800

Sub-Committee Secretary:

Trusted Servant: Mark B 360-471-1584

All calls from facilities requesting to start an NA Meeting should be directed to:

hichair@wpsna.org or pichair@wpsna.org

Greater West Puget Sound NA Help Line ORIENTATION CHECK LIST

1. Do's and Don'ts for WPSA Help Line
2. Regional Web Addresses
3. Formats for answering calls
4. Handling E-mails from E-Voice
5. Handling Abusive calls
6. Referral numbers with disclaimer statement
7. List of 12 Step Volunteer names and foreign language speakers

West Puget Sound Help Line Do's

- Keep the necessary resource materials (<https://wpsna.org> Website, Region meeting list and 12 Step contact list) close to your phone to avoid any delay and confusion when answering calls.
- Always identify yourself with your first name only and state that you are an addict, i.e. Thank you for calling the Narcotics Anonymous helpline, my name is Beth and I am an addict. How can we help you?
- Find out what the caller needs by asking questions and listen for the answer.
- When returning a call, be certain that the person requesting help is on the line before identifying yourself as an addict or mentioning Narcotics Anonymous. (i.e. This is Beth from the West Puget Sound Service Office, may I speak to _____?)
- Direct and refer calls promptly when necessary.
- If you are unable to help someone on the phone, ask if you can call them back and get help from another helpline volunteer ASAP by using your contact list.
- Use your 12 Step Call List when necessary. Never give out these numbers to callers.
- Always apply the 12 Traditions (humility and anonymity) in all your interactions with the callers.
- Always give accurate information about our Fellowship. If you don't know, tell them you will need to get back to them or someone else will. It's best to use the Helpline Contact list.
- Respond to all calls promptly.
- Always be considerate and kind to callers, applying the 12 Traditions (humility and anonymity).
- Keep the calls as brief and direct as possible. Remember

the Eighth Tradition, we are not counselors or Therapists.

- Try to keep the phone line open for the next incoming call.
- Encourage others to become volunteers.
- Perform orientations regularly and keep the Fellowship informed of such events.
- Keep the lines of communication open within the Helpline committee.
- Adjust your communication to your caller, providing and supporting the Helpline and 12 Step services.
- Exercise safety in performing 12 Step work. (Initial contact, never give out personal information other than name. If meeting up at meetings, never go off alone.)
- When performing 12 Step calls, let someone else know what, where and when this is taking place. We recommend never doing 12 Step work alone, take another addict with you.

WPSNA Helpline Don'ts

- In no way, argue with the caller. (Always apply the 12 Traditions, humility and anonymity, on calls.)
- Do not respond to questions that you may not be qualified to answer. Use your Helpline contact list.
- At no time, should you ever give out the name, phone number or address of any NA member. (Use 12 step contact list only)
- Do not glorify your drug use or your active addiction. (No counseling or therapy sessions.)
- Never meet anyone alone.
- Do not use any foul language or profanity.
- Never give out information about who was at an NA meeting.
- Never guess the answer to a question. If you do not know, tell the caller that you do not know, and you will try to get the answer.
- In no way commit to providing literature, presentations, or any other services before contacting the committee or appropriate member of the committee first
- Do not demean anyone because of how they chose not to serve in a certain capacity of service.
- Do not chase away people who have the willingness to do service.
- Do not ever tell someone to use drugs because you are frustrated with the caller. Ask them for their phone number and tell them we will call them back. Then contact another helpline member or someone on the 12 step contact list to return the call.
- Never perform a 12 step call without at least one member of the same gender as the 12 step recipient.
- Do not use the helpline as your personal calling card.
- Never stop anywhere at the request of the 12 step recipient when performing 12 step work.
- Never allow anyone with drugs, paraphernalia or weapons into your car during a 12 step call.
- Never give out numbers or names to treatment facilities.

Area/Region	Web Address	Locations/phone number
West Puget Sound Area	https://wpsna.org	Kitsap county
Blue Mountain Area	https://bluemtnarea-na.org/	(800) 766-3724
Central Washington area	https://cwaona.org/	877-664-0398
Chelan and Douglas area	https://cdcna.org/	855-522-3262
Everett area	https://everettna.org/	425.609.6170
Greys Harbor area	https://gha-na.org/	360-589-8620
Greater Cascade Loop area	https://gclna.org/	888-942-0042
Lower Columbia area	https://lcana.net/	360-749-6965
North Idaho area	https://northidahona.org/	(888) NA-HELPS
North Olympic Peninsula area	https://nopana.org/	360-477-9367
Northeast Oregon area	https://neo-na.org/	541-805-2229
Northeast Washington area	https://newana.org/	509-325-5045
Northern Panhandle area	https://wnirna.org/sandpointna/	208-352-2734
Northwest Washington area	https://nwscna.org	360-647-3234
Pierce county area	https://pcana.org/	253-531-8792
Seattle area	https://seattlena.org	(206) 790-8888
South King County area	https://wnirna.org/skcna/	(253) 872-3494
South Puget Sound area	https://spsana.org/	360-754-4433
Southwest Washington area	https://swanaonline.org/	360-703-0990
Lewis County area	https://tlcana.org/	360-754-4433
Tri-Cities Area	https://3citiesna.org/	833-437-3480
Regional Service Office	https://Wnirna.org	rscchair@wnirna.org Po Box 55064 Shoreline Wa 98155
Virtual Meetings	https://virtual-na.org/meetings/	

Regional Web Site Addresses

How to Answer Helpline Calls

Phone: RING! RING! RING!

Volunteer: Narcotics Anonymous Help Line, my name is _____ I am an addict.
How can we help?

We always first announce Narcotics Anonymous, then your name and last we say how can “we” help. The purpose of this statement is to ensure that the caller understands who they have reached, let the caller know they are speaking with someone who can identify with them and we use the term WE to avoid the perception of individuality.

If you are scheduled to return calls anonymously (call backs)

Call Back: RING! RING! RING!

Volunteer: Hello may I speak with _____

Person answering the call: They are not available at the moment, may I ask who is calling?

Volunteer: Can you tell them that it is the West Puget Sound Service office, I am returning their call.

Person answering the call: Do they have your number?

Volunteer: Yes, they do. Thank you

This format must be used to ensure you are speaking to the correct person as not to break someone’s anonymity. Be sure it is the caller you are speaking with before disclosing any information about the nature of your call. Do not use the name Narcotics Anonymous until you are sure that you are speaking with the person who called. This is to ensure that we protect that individual’s anonymity, they could be calling from their job or they may not want others to know they have contacted Narcotics Anonymous.

You are now ready to begin your service on the helpline!

Doing Service at the West Puget Sound NA

E-mails from E-Voice with Calls (Call Backs)

E-Voice routes calls via an email to volunteers who have signed up to handle “Call Backs”. When no one has been scheduled to receive calls at home, or at the office, E-Voice sends e-mail message to volunteers that will return these calls within 24 hours. The e-mail contains a digital copy of the actual call and includes the caller’s number.

Volunteers that handle E-Voice -service have signed up to monitor their e-mails for these messages for a 24-hour period. The calls need to be returned to the caller within 24 hours of receipt. To manage caller’s expectation, the message that they hear informs them their call will be returned within 24 hours. The message also gives the caller the web site address for NA World Service (NA.org) so they can access meetings or information on-line.

Below is an example of the e-mail a volunteer receives. The digital call will be located at the bottom of the e-mail for you to download. Do not click the dialogue box in the body of the e-mail (Click to Call) to return the call. This action will open SKYPE or dial the phone number from your computer.

Accessing E-Voice Messages/ E-mails/ Digital Calls

Each volunteer is assigned to a day of the week or a time slot. Volunteers are responsible for their assigned day of the week only.

Depending on the device you use to access these calls, will determine where the call appears in the Text and how it will play. Click the play button and you will hear the call. When returning the call, we recommend that you call the helpline number and press 9 to block your number and to avoid callers from obtaining your phone number

After you complete the call, log it for yourself so that you can provide the numbers of calls you answered during your 24-hour period. Send the number of calls to the Chairperson/Vice Chair so they can add them to the monthly call report. There will be several calls with durations of 1-5 seconds. These are normally hang-ups; however, you should listen to them just to make sure they are hang-ups. We do not return calls to hang-ups.

If you are returning calls dial the Help Line number (360) 215-2616 and press 8 for

voicemail and 9 to call a person back using the helpline number

. If a person or YAP answers your call, the system is operating correctly. If not, please contact the Chair, Vice-Chair and Secretary, they will attempt to resolve the issue.

How Do We Handle Abusive Calls?

These are the Helpline recommended actions, if you do not follow these recommendations we might not be able to take the action we deem necessary to protect our volunteers.

How Do We Handle Profanity Calls?

At any point during a call you feel that profane language is used at you personally please advise the caller of the following:

“The Help Line is a service available to assist addicts or those who believe they have a problem with drugs. Its volunteers are not required to listen to unprovoked profane language directed at them. If this language continues, I will end this call.”

If the caller continues to use profane language, end the call and record the time and the date that the call took place. Forward that information to both the Chair and Vice-Chair of the sub- committee. They will record the number and if the instance happens, again they will take the appropriate action.

How do we handle sexually charged / Illicit calls?

Sexually abusive calls are handled in the same manner. However, please use this language to end the call. “All Help-line calls are recorded and we have a record of your phone number. We will file a complaint with your local Law Enforcement Officers and will follow-up on the actions they recommend we take.” End the call immediately and forward the call information to the Chair and Vice Chair. The information must include the date and time of the call. We will contact the Police and provide them with the call along with the call information.

West Puget Sound NA Help Line Referral Telephone Numbers

You must read the disclaimer below to comply with our 6th tradition before giving out these numbers.

"We do not endorse and are not affiliated with these organizations, but as a courtesy we will give you the telephone number of (name and number of organization from below list only)"

Organization	Telephone Number
AA Hotline (person answers calls)	(206)587-2838
ACA-ADULT CHILDREN OF ALCOHOLICS information@acawso.com	310-534-1815
AIDS HOTLINE (machine, call will be transferred in two minutes to live person)	800-541-2437
ALANON (information line, website)	http://www.kitsap-al-anon.org/
ALATEEN	http://www.kitsap-al-anon.org/
CA (Cocaine Anonymous) (live person)	(425) 244-1150
FAMILIES ANONYMOUS	800-736-9805
GA (GAMBLERS ANONYMOUS) (information line)	855-222-5542
MA (MARIJUANA ANONYMOUS) NY Phone meetings: www.ma-phone.org	917-525-3653 P
NARANON (names and numbers of meetings) https://www.nar-anon.org/find-a-meeting https://www.nar-anon.org/find-a-meeting	(310) 534-8188
NYC POISON CONTROL (person)	212-764-7667 (800-222-1222)
PILLS ANONYMOUS (leave a message)	212-874-0700
NATIONAL SUICIDE PREVENTION LIFELINE	800-273-8255
SEXUAL COMPULSIVES ANONYMOUS www.scany.org www.sca-recovery.org	(206) 548-9538
SUICIDE National Hotline	800-784-2433
SUICIDE HOTLINE EMERGENCY	212-673-3000
TREATMENT REFERRALS	800-454-8966

DETOX AND TREATMENT

[\(360\) 337-4625](tel:3603374625)

US DEPT OF HEALTH AND HUMAN SVCS 212-285-1724 24rs

12 Step Contact List

NAME	NUMBER	GENDER	AREA	LANGUAGE/NOTES

Sample Questions Posed by Potential Members

1. I've been using (smoking pot) for three years and I'm not sure if I am an addict. Can NA help?

We suggest attending an NA meeting and speaking with some of the members there. Because NA meetings are a safe place, newcomers are encouraged to ask questions. Also, read some of our literature, which is available at most NA meetings, and decide for yourself. The informational pamphlet *Am I an Addict?* may help you in your decision making.

2. I am getting drug-tested by my parole officer; how long does cocaine stay in your system?

Narcotics Anonymous is a twelve-step fellowship for those who think they may have a problem with drugs. We are a self-help, recovery-oriented organization and employ no medical professionals. We do not give any medical advice or opinions, but we do help addicts find recovery through the NA program.

3. What should I expect when I go to my first NA meeting? Do I have to

talk?

4. Typically, a chairperson will conduct the meeting. There is usually time for participation in which members share about their experience, strength, and hope with staying clean. You do not have to speak during the meeting if you don't want to. We encourage you to get there a little early so that you can speak with some of the members and pick up some literature before the meeting starts.

5. How much does NA cost? Are you counselors?

There are no fees or dues to be a member of NA. The only requirement for membership is the desire to stop using. We are not professional counselors; we are recovering addicts who share our experience to help each other stay clean.

6. I am a nurse by profession and I want to get clean. Where can I find a nurses' meeting?

Some areas have common needs meetings while others do not. Our area does not have a nurses' NA meeting. We can tell you, however, that recovering addicts from all types of professions attend our meetings.

7. I'd like to go to an NA meeting but I don't have a car. Can you help?

In rural parts of the country, this type of help is available. But here in NYC it is not. I suggest you try public transportation.

8. I'm suicidal and I don't want to live anymore. What should I do?

We strongly suggest contacting the suicide prevention number, which is 800-784-2433, or call 911 to get immediate assistance.

Potential Questions Asked by Loved One's

1. My boyfriend is using drugs, stealing, and cheating. What can I do to help him? Will you call him?

Because Narcotics Anonymous is a self-help program, addicts must have the desire to stop using. Once he is ready to stop using drugs, please have him call us so we can direct him to an NA meeting in his area. In the meantime, you may want to call Nar-Anon or Families Anonymous. Although we are not affiliated with these organizations, we are happy to provide their telephone numbers.

2. My son/daughter is using drugs and wants to stop taking drugs. Can I go with him/her to their first meeting?

You may attend an "open" NA meeting with your son/daughter. Open meetings welcome family members and the community at large. Closed meetings are for addicts only. Let me check our meeting list, so I can give you several choices of open meetings.

3. Will you call me if my son/daughter does not show up to meetings regularly?

No, we are not able to do that. Because this is a self-help program, it is not our position to monitor an addict's willingness to attend meetings.