Contents

[Positions 2](#_Toc64815174)

[Helpline Coordinator 2](#_Toc64815175)

[Vice Helpline Coordinator 3](#_Toc64815176)

[Helpline Day Coordinators 3](#_Toc64815177)

[Helpline Training Coordinator 3](#_Toc64815178)

[Helpline Trainers 4](#_Toc64815179)

[Helpline Volunteers 4](#_Toc64815180)

[If you are unable to do your shift 4](#_Toc64815181)

[Disable your Voicemail, Call forwarding & Call waiting please 4](#_Toc64815182)

[WhatsApp Guidelines 4](#_Toc64815183)

[General 4](#_Toc64815184)

[Helpliners Group 6](#_Toc64815185)

[Helpline Day Groups 6](#_Toc64815186)

[Standby Volunteers Groups 6](#_Toc64815187)

[Helpline Committee Group 6](#_Toc64815188)

[If Website is down 7](#_Toc64815189)

[Helpline Call Log 7](#_Toc64815190)

[Caller's gender 7](#_Toc64815191)

[Using Addict 7](#_Toc64815192)

[Recovering Addict 7](#_Toc64815193)

[Family Member or Friend 8](#_Toc64815194)

[Professional 8](#_Toc64815195)

[Regarding: Public Information 8](#_Toc64815196)

[Regarding: Hospitals & Institutions: 8](#_Toc64815197)

[Regarding: Literature & Merchandise: 9](#_Toc64815198)

[Other 9](#_Toc64815199)

[12th Step Request: Local call needed; maybe a lift to first meeting; Inmate being released and needs an escort. 9](#_Toc64815200)

[No calls this shift 9](#_Toc64815201)

[Answering a call to the Helpline 9](#_Toc64815202)

[IS THE CALLER DISABLED OR ISOLATED? 10](#_Toc64815203)

[Types of Callers 10](#_Toc64815204)

[Using Addict 10](#_Toc64815205)

[Recovering Addicts 10](#_Toc64815206)

[Friends and Family members 11](#_Toc64815207)

[Journalists 11](#_Toc64815208)

[Other 11](#_Toc64815209)

[Dealing with Troublesome callers 11](#_Toc64815210)

[Boundaries 12](#_Toc64815211)

[12th Step calls 12](#_Toc64815212)

[Complete your missions 13](#_Toc64815213)

[Physical Meetings Search & Editing of Meeting Details 13](#_Toc64815214)

[Local Online Meetings Search 14](#_Toc64815215)

[Physical Meeting info changes 14](#_Toc64815216)

[Caller is starting a new meeting? 14](#_Toc64815217)

[If a Caller says a meeting is not happening 15](#_Toc64815218)

[Minors in Meetings 16](#_Toc64815219)

[Online meetings 16](#_Toc64815220)

[PHONETIC ALPHABET [for clarifying postcodes] 16](#_Toc64815221)

UKNA Helpline Guidelines

Purpose

To provide a national helpline to carry the NA message to the still suffering addict.

# Positions

All members of the Helpline should have an NA sponsor, be working the steps using NA literature and have an understanding of the 12 traditions.

## Helpline Coordinator

Requirements

Requires five years clean time and twelve months Helpline Day Coordinator duty, and have a minimum of six months activity at the group or area level of service. Is voted in by the Helpline Committee and ratified at the Communications Committee.

Duties

* Reports to and attends the Communications Committee
* Supports and coordinates the Day Coordinators
* Cover Day Coordinating as and when required
* Point of contact for the telecommunications provider
* Coordinate the standby helpline volunteers
* Helps facilitate redrafting the helpline guidelines as when needed
* Chair the helpline committee meeting and set the agenda

## Vice Helpline Coordinator

Requirements

Requires three years clean time and twelve months Helpline Day Coordinator duty, and have a minimum of six months activity at the group or area level of service. Is voted in by the Helpline Committee and ratified at the Communications Committee.

Duties

* Reports to and attends the Communications Committee in the absence of the Helpline Coordinator
* Supports and coordinates the Day Coordinators alongside the Helpline Coordinator
* Cover Day Coordinating as and when required
* Point of contact for the telecommunications provider in the absence of the Helpline Coordinator
* Chair the helpline committee meeting and set the agenda in the absence of the Helpline Coordinator

## Helpline Day Coordinators

Requirements

Requires two years clean time and twelve months Helpline duty, and have a minimum of six months activity at the group or area level of service.

Duties

* To manage your days volunteers via the relevant WhatsApp group (or text group)
* Sending out a morning text asking if they are ready for their shift and a reminder to disable call waiting and turn off voicemail.
* To find cover for shifts not covered using the Helpline WhatsApp group and to go second in line for the day, unless you have commitments, in which case you should find cover for 2nd in line as well.
* To update Windsor Telecom as and when required during your day.
* To be available to support your days volunteers should they have any questions or concerns and to keep a check on Helpliners WhatsApp group in case support or advice is requested.
* To use the WhatsApp rota group for help and guidance.
* To attend the Helpline Subcommittee meeting

## Helpline Training Coordinator

Requirements

2 years clean time

12 months helpline service

Duties

* Arranges training for new volunteers by the helpline trainers.
* Helps train new volunteers
* Finds shifts for new volunteers.
* Attend subcommittee meetings

## Helpline Trainers

Requirements

1 year helpline

Duties

* Trains potential Helpline Volunteers.
* Report the helpline training coordinator

## Helpline Volunteers

Requirements

Requires a year clean time, a phone (with WhatsApp preferably), a 2nd device with internet access broadband.

Duties

* To follow the helpline guidelines below

# If you are unable to do your shift

If you are unable to do your shift please let your day coordinator know as soon as possible.

Also, if you're handing in your commitment please try to give as much notice as possible.

# Disable your Voicemail, Call forwarding & Call waiting please

Remember you **must** disable your voicemail, call divert, call forwarding, and call waiting.

If you forget to do this and you are engaged on a call, a new caller won't get diverted to the next volunteer in line, but instead, will get your personal message and won't want to leave a message or possible hang up whilst waiting.

That might be the caller's last chance to find recovery.

*Here's a link to a Google search asking for Help with voicemail. Once you're on Google you can refine your search by adding your mobile make and model to the search box, and/or your operator.*

*Here's one to ask for help re Call Waiting*

A lot of volunteers have an old phone with a pay as you go SIM Card that they use for Helpline Service. This means they don't have to worry about this as they have all those features permanently set to off.

*If you go down this route, please get an established operator's SIM [Vodafone O2, etc]. Don't buy a 3 [three] SIM for instance, as it costs us more to divert to.*

# WhatsApp Guidelines

## General

All WhatsApp groups will have at least 2 admins.

Always keep to the purpose of the group! Don’t share irrelevant messages about other topics.

Do not spam the group! If you would like a group to share memes, adverts or deals with then set one up for that exact purpose and invite others to join.

Don’t be offended if others leave. Not everyone wants the same information.

Do politely excuse yourself before you leave a group.

Post your message in one single chunk of text, don’t post every word or sentence in a new message.

Do not have one-on-one conversations in the group. Switch to private messages.

Do not post in any group between 00:00 and 08:00 unless it is an all-out emergency.

If a message asks for a positive response, don’t reply in the negative. Only say if you are able to contribute.

If someone asks a question and you don’t know the answer don’t respond with “I don’t know”. Just wait for someone who knows the answer to reply.

Please don’t send in a hundred “thank you” messages. If you feel gratitude towards someone – tell them in a private message.

If someone asks a question of a personal nature (like asking for advice) don’t respond if someone else has already answered, or else respond to the person directly in a private message.

The group is not a political platform. No arguing, no heated opinions, no fear-mongering, no hyped-up drama, no fake news. Check your sources before you share.

Never EVER use a group to berate someone else or air grievances. If you have an issue address it one on one with the relevant person.

Please be mindful of your language and do not use obscenities in an offensive way.

Please be respectful of ALL members on the WhatsApp group.

Don’t send data-insensitive messages. No-one wants their last 3GB used up on uninvited memes.

When the group has served its purpose (the hike is over) delete it.

Hit “Mute” on your WhatsApp group. This is a sanity saver. You will still receive all the messages, but your phone won’t buzz or make a noise for every one of them.

If you are not sure, ask yourself these three questions before you post:

Is this relevant?

Is this necessary?

Is this a good time to post?

Anyone who feels that the guidelines are not being followed should contact one of the admins privately.

If anyone fails to follow these guidelines then following actions are available to the admin of the group.

Messaged privately to stop.

Messaged publicly to stop.

Removed from the group until a committee meeting is called.

## Helpliners Group

The purpose is to ensure the effective operation of the Helpline and to ensure swift communication between the Helpline Committee and the volunteers.

Will follow all the General WhatsApp Guidelines.

If a Rota Coordinator is asking for shifts to be covered all other discussions must be paused until either cover is found or the time as passed.

Do NOT post anyone else's personal information in the WhatsApp group. (This includes numbers, email address or any other information that can personally identify anyone).

If you are concerned about a caller's welfare do NOT post on the group, contact the Day Coordinator privately or if no response one of the other Day Coordinators or the Helpline Coordinator.

Please do NOT ask on the group if a meeting is running or for meeting contacts, passwords etc. If the information is not on the website then we do NOT know.

## Helpline Day Groups

The purpose is to ensure the effective operation of the Helpline, including the running of that particular day, to ensure swift communication between the Helpline Day Coordinator and the volunteers of that day.

Will follow all the General & Helpliners Group WhatsApp Guidelines.

Must reply promptly and by 9.30 am at the latest to the Day Coordinators’ morning call for shift availability.

## Standby Volunteers Groups

The purpose is to ensure the effective operation of the Helpline and to ensure swift communication between the Helpline Coordinator and the standby volunteers.

Will follow all the General & Helpliners Group WhatsApp Guidelines.

Must reply promptly to the Helpline Coordinator and Training Coordinator.

## Helpline Committee Group

The purpose is to ensure the effective operation of the Helpline and to ensure swift communication between the Helpline Committee.

Will follow all the General, Helpliners & Helpline Day Groups' WhatsApp Guidelines.

Before a proposal is made there must be some discussion before it is voted on.

If a proposal is made everyone is required to respond.

# If Website is down

Backup server

Write this down, as you won't be able to read it if the website goes pop.

The UKSO has copies of its Where to Find (meetings list) on its website. You can download them at www.ukso.biz

To view them you need to have installed an 'Epub Reader'. Do this in advance. Don't wait for the site to go down. Search for them here.

https://www.google.co.uk/search?q=epub+reader

Bookmark the UKSO website, download an Epub reader and wait...

Remember to get the newest version of the Where to Find. It is updated regularly, but always slightly out of date

# Helpline Call Log

Meeting Search - Guidelines - Notices - NEW 12th Step list - 12th Step Log - Numbers - Training vids - Contacts Menu - N Ireland meetings & Helpline 0300 365 1010 7pm-10pm

ES&H = Experience, Strength & Hope

\*\* The 12th Step list is now open to editing. So when you find an edit needed, Click on the person's name then click new draft and don't forget to press save at the bottom of the page. \*\*

REMEMBER - NEVER GIVE OUT ANYONE'S NUMBER TO CALLERS. TAKE THE CALLER'S NUMBER AND PASS IT ON.

Farsi Speaking Helpline Males: 07931 399310, Females: 07482542835 (Can be given out to callers)

## Caller's gender

* Male
* Female
* Other
* Don't know - hung up immediately

## Using Addict

* First Contact - shared ES&H, + Meeting info
* Back from relapse - shared ES&H, + Meeting info
* Asking for advice - gave
* 12th Step call needed - tick box then see below
* Isolated addict, so told them about online meetings on website or meetings by phone
* Needed a rehab, detox, counselling etc - Gave TALK to FRANK: 0300 123 6600 for those in England; DAN 24/7: 0808 808 2234 for Wales; KNOW the SCORE 0800 587 587 9 for Scotland
* Benzo/Tranquilliser addiciton - Gave www.benzobuddies.org
* Drug User who has no intention of getting clean / hasn't admitted they have a problem
* Other. If important or need guidance use the Whatsapp group.

## Recovering Addict

* Meeting or Event info - given
* Submitting meeting changes - instructions here
* Volunteering for Helpline duty - asked to text Miffy on 07938 018112
* Volunteering for 12th Step list - gave link to form: www.ukna.org/12
* Volunteering for 12th Step list - filled in form for them
* Needed chat - chatted
* Committee Meeting info - Checked here
* Other. If important or need guidance use the Whatsapp group.

## Family Member or Friend

* ALWAYS give Adfam's site www.adfam.org.uk & Families Anonymous' number 0207 498 4680. Open Monday - Saturday 1pm - 4pm then 6pm - 9pm Not open Sundays at all. They do not reply to answerphone messages
* Asked whether the addict admits they have a problem?
* Needed a rehab, detox, counselling etc - Gave TALK to FRANK: 0300 123 6600 for those in England; DAN 24/7: 0808 808 2234 for Wales; KNOW the SCORE 0800 587 587 9 for Scotland
* Asked to speak to addict but wasn't there
* Asked to speak to addict, and did so. Shared ES&H + Meeting info
* Other. If important or need guidance use the Whatsapp group.

Always ask whether the addict admits they have a problem. Because if they don't, there's nothing we can do, yet...

## Professional

* Gave Meeting info + website address for future reference www.ukna.org
* Enquiry about NA - explained + website for future reference www.ukna.org
* Other. If important or need guidance use the Whatsapp group.

Professionals include Doctors, Drug workers, Therapist etc

## Regarding: Public Information

* Journalist - we have no opinion on outside issues- gave UKPI email address pi@ukna.org
* Enquiry about NA presentation - gave email: pi@ukna.org
* Other. If important or need guidance use the Whatsapp group.

Public Information liaises with, and makes presentations to professionals, politicians, schools and other public bodies.

## Regarding: Hospitals & Institutions:

* General H&I enquiry; NO 'MEET AT GATE' REQUESTS - give email handi@ukna.org
* Request for H&I meeting in rehab or prison, passed on handi@ukna.org email
* Prison sponsorship request. Checked article here & responded appropriately UFN do as below for starter pack
* Inmate asking for free basic text - gave UKSO address below to send letter including prisoner's name, prisoner number and prison
* Inmate asking for free starter pack - took prisoner's name, prisoner number and prison and texted to Prison Sponsorship Chair (Paul) 07864942773
* Other. If important or need guidance use the Whatsapp group.

Hospitals & Institutions run meetings within such places that are not open to the public. They welcome invitations to start new meetings, & any other enquiries from anyone within the system. They also run the Prison Sponsorship scheme.

## Regarding: Literature & Merchandise:

* General Enquiry - gave details: UKSO, Derby House, 12 Winckley Square, Preston PR1 3JJ 0207 251 4007 ukso@ukso.biz www.ukso.biz
* New isolated meeting, requesting starter pack - suggest they go to their ASC if close enough - gave details
* Asked for FREE literature. Suggested they get to a meeting to pick some up
* Other. If important or need guidance use the Whatsapp group.

The UKSO distributes our Literature and Merchandise throughout the UK. It also acts as a clearing house for any NA related mail, and publishes the Where to Find meetings booklet

## Other

* Wrong number, salesman, etc. If you get a recorded spam call text, the Whatsapp group the time of call so we can report them.

## 12th Step Request: Local call needed; maybe a lift to first meeting; Inmate being released and needs an escort.

* I am starting a new topic in the 12th Step section of the messageboard to fill in all details. I'll look here for volunteers, but if no luck I'll check out the Contact numbers for the caller's nearest meetings, making sure they are aware of 12th Step Guidelines Please read these so you know what to tell them.

We do not do these for anyone but the addict themself. They have to call and ask

## No calls this shift

* No Calls this Shift

# Answering a call to the Helpline

During your shift on the Helpline, you must be at home, logged on to the website, ready to access any information you're asked for.

REMEMBER TO LOG ALL CALLS IN THE CALL LOG. THE CALL LOG HAS A LOT OF REFERENCE MATERIAL INCLUDED IN THE VARIOUS SECTIONS, WHICH MAKES IT VITAL TO HAVE OPEN DURING THE CALLS.

Always answer each call ‘Hello, how can I help?’

This is to protect the caller’s anonymity in the event someone tries to identify the call at a later time using redial. This does occasionally happen.

If the caller says ‘What number is this?’ ask them what number they called.

If they ask ‘Who is this?’ tell them your name but not that it’s the NA Helpline.

Be polite, but firm. Other helplines do not do this because they are not constantly dealing with callers who are involved in an illegal activity.

If someone asks for Meeting information, ask 'Is this for you?'

If they answer Yes, ask them if it's their first time.

If they answer Yes, explain how meetings work.

If they answer No it's not for me, ask them if the person they're calling about admits they have a problem and direct them to the appropriate place.

## IS THE CALLER DISABLED OR ISOLATED?

If a Caller is in an isolated area with no meetings, or unable to make face-to-face meetings. Maybe they could join the online meetings via the internet or phone.

It would be good if you tried them for yourself so you can know what you're talking about. Check them out here: http://online.ukna.org

# Types of Callers

## Using Addict

Calls from addicts who are still using, are when you can carry the message that Recovery is possible through our fellowship. Something we have tried to do alone, is possible when we're together.

Using your Experience, Strength and Hope (ES&H), carry your message to the caller, and if they seem receptive, encourage then to get to a meeting in their area or online.

STRESS THAT THE ONLY REQUIREMENT FOR MEMBERSHIP IS THE DESIRE TO STOP USING. THEY DON'T HAVE TO BE CLEAN TO ATTEND.

A lot of callers have no idea about meetings and imagine that it’s a class or a therapy session that they need to make an appointment for. Explain that the meeting is run by local Recovering Addicts who rent a space for a couple of hours each week to help each other stay clean. Suggest they go a few minutes early and introduce themselves to someone, but also that it’s no problem if they arrive late. They can just wander in any time, sit down, and listen and they will get an opportunity to share if they want. *Some people can be put off by the word God, so it is advisable to explain that the readings do mention it, but it is a nickname for a higher power that can be whatever a person chooses.*

Congratulate the caller for making the call. Even though things seem really bad, they get better when the addict reaches out. Admitting that one cannot do this alone is half the battle won. Tell the caller to ring back anytime. It is a wonderful aspect of NA that our fellowship is reliable and enduring.

DO NOT GET INVOLVED IN LEGAL OR MEDICAL ISSUES, WE ARE NOT DOCTORS OR LAWYERS.

If the caller is worried, they may be overdosing, they need to ring 999, not hear our ES&H. If you are worried about a caller’s welfare please see the section on Safeguarding.

One can obviously share from one's own experience [don't rely on hearsay] but when you answer the phone you are a trusted servant and as such have no opinion on outside issues.

Give them any of the numbers on the Referrals list for anything outside our area of expertise.

## Recovering Addicts

Most calls from Recovering Addicts are for meeting information, but sometimes they just need a chat.

## Friends and Family members

Many of our calls are from the family members of using addicts. It has been our experience that family members can ring us in real distress. They may be talking about this for the first time.

Always let them know that they can get support through Families Anonymous (see Numbers for referrals).

ALWAYS ASK IF THE ADDICT ADMITS THEY HAVE A PROBLEM. Because if they don't admit this, there's nothing anyone can do.

THEN ASK IF THE ADDICT IS THERE, & CAN YOU SPEAK TO THEM

If not, try not to get caught up in the story, no matter how painful. Let them know we are here for the addict when the addict is ready.

While we can offer identification and compassion as addicts with families of our own, we are a fellowship of one addict helping another. As such, we can best help a family member by talking with the addict directly. Share with the caller that Recovery is possible within NA, but that the addict must want to get clean for themselves.

## Journalists

Whenever some famous addict gets into the papers, we are called by journalists asking questions or for quotes. Never respond. Say that we don't have opinions on outside issues and refer them to the UKPI

Public Information's email: pi@ukna.org

## Other

During normal working hours, the Helpline deals with many other types of calls including requests from hospitals & institutions, literature requests, volunteer offers, etc. Refer these callers to the relevant number or email address on the Call Log or in the Referrals page.

# Dealing with Troublesome callers

Unfortunately, due to the very nature of our fellowship we do occasionally get troublesome callers. Most are just addicts in pain, & they can be talked down. This gets easier with practice.

Please keep us informed of any particularly aggressive callers by notifying the Day Coordinator and not by posting in the WhatsApp group. Some of these are repeat callers so if we see a pattern emerging, we can take steps to help them in different ways.

If someone is abusive or makes inappropriate comments, you can warn them that all calls are recorded and numbers are logged, and we will pass this information on to the police if they call again. If they persist you politely tell them that you are going to end the call before ending the call.

This is true. All calls are recorded and kept for 30 days, just for this reason. You cannot see the caller’s number, but the divert system logs them. This is for ours and the caller’s protection. After 30 days the info is deleted.

FYI: We are under no legal obligation to have one of those messages which says 'Your calls may be recorded...'. As we choose not to have this message, it just means that we couldn't use a recording as evidence in a court of law.

# Boundaries

As a Helpline volunteer, you are the voice of NA when speaking to callers.

Bear in mind the Traditions, especially the one about NA, thus us, having no opinions on outside issue.

If you got a call from someone in trouble, you are not allowed to go and help that person yourself. You must find someone on the 12th Step List.

If someone from your own hometown called, you must not go and see them yourself. These people are vulnerable and as you probably remember yourself (if you called the Helpline) one can get quite attached to the person who first offers you hope. Sending another person who also offers hope gives promise to our claims that there's a whole fellowship out there that can offer even more than hope.

Never take advantage of vulnerable callers. We have guidelines to follow, we have the traditions, and we have our consciences & sponsors to clarify what's right and wrong.

These are the boundaries that all Helpliners should remain within.

# 12th Step calls

A 12th Step call can only be requested by the addict, NOT a friend, family member or professional.

Most of these only require the 12th Step volunteer to phone the addict for an extended conversation. Occasionally they will be required to visit the addict and should always take another recovering addict with them for support. Anyone on the 12th Step volunteer's list should be aware of the guidelines, which include never visiting a using addict alone. They should always go in pairs.

A 12th Step call in NA is not a taxis service although some 12th Step Volunteers maybe able to offer a lift to a local meeting but this is not the primary purpose of a 12th Step call.

If you are speaking to a newcomer you should offer and try to arrange a 12 step call to get the addict connected to their local fellowship. If they agree, take their name, number, and area, and tell them you'll call them back with an update soon. Ask if they accept withheld numbers as many 12 step volunteers will withhold their number when ringing back. Also ask if we can leave a voicemail.

We do not accept requests from Prison Inmates to be met at the gate when they're being released. Logistically it's very hard as they won't have a number to call them on to update them on arrangements.

**\*\*\* NEVER GIVE MEMBERS NUMBERS TO THE CALLER \*\*\***

1. Log the Caller's Name, Location & number in the topic of the 12th Step log.
2. Look for possible contacts in the 12th Step list.
3. Update the call log as you go on.
4. See the example call log on how to fill it in  
   [https://www.ukna.org/forum/helpline-office/12th-step/example-janice-07755-123456-lowestoft](about:blank)

Remember: Recently, an Helpliner called a member and asked them to do a 12th step visit. They said yes, but neglected to say that they were only just back from a relapse. We need to be mindful of this. Always ask if they have the cleantime, if they're up for it, and know the guidelines the most important of which is NEVER go alone on a 12th Step visit. Welcoming a newcomer at the meeting's door is different. Not so crucial.

Because of the new Data Protection Laws known as GDPR we must be extremely careful with callers and members contact details. So, we don’t breach these guidelines we MUST adhere to the following...

Always ensure you have written down the caller’s number correctly. The Day Coordinators are not allowed to give you the callers number.

Remember the importance of finding same sex 12 steppers… if there are no local 12 steppers of the same sex you can ask a 12 stepper if they know of any members of the opposite sex that may be able to help. You must however ask that the 12 stepper passes your number to the potential 12 stepper and ask that they call you. If this is the route that is taken please also remember to make sure they are aware of 12 step guidelines. Please also ask if they are willing to go on our 12 step list and fill in form… the more members we have on our list the easier it is for us!

Under no circumstances must we post Callers number on our WhatsApp group.

Only if we have tried every other avenue and found no one, can we ask Helpline Volunteers (via the WhatsApp group) if they have any local contacts that may be able to help, however we must ask that their contact calls you if they are willing to help. Again, NO telephone numbers are to be posted on the WhatsApp group.

Failure to adhere to these guidelines would cause us to breach GDPR laws. This can result in a fine being issued to Narcotics Anonymous and/or the Helpline Volunteer themselves.

Once you have found someone willing to call the addict, ask them to report back to you once they've done so.

Log all the calls you make in your new topic, and the successful outcome.

Also make a note of any recovering addict who no longer wants to be part of this service & remove them from 12 step list or meeting.

Call the addict back and update them. It is strongly suggested that you withhold your number when calling an addict back.

NB: According to the data protection act we cannot hold any information on callers, so we delete this log regularly

# Complete your missions

Please don't post uncompleted missions in the 12 step log. We have the 12 step list and access to contact numbers on meetings, there should be no reason for you to not be able to complete a mission. If, however you still cannot, please contact your Day Coordinator. You must finish what you start. Don't put a message on the 12 step log asking someone else to continue your mission.

# Physical Meetings Search & Editing of Meeting Details

The easiest way to find meetings for callers is to ask them the FIRST part of their postcode. Type it in & press Search. www.ukna.org/meetings/search

There is a new tab on the Meetings Search page called Advanced Search. You can search by ASC, County, by format, language etc. Try it out and get acquainted with it while NOT on a call. www.ukna.org/meetings/search/advanced

Have a look at the Map search too, which helps you see the meetings nearest the caller. https://ukna.org/meetings/search/map

If a Caller is in an isolated area with no meetings, or unable to make face-to-face meetings ask if they have an internet connection. Maybe they could join the online meetings? https://ukna.org/online

If they have no internet connection, they can ring into a meeting details are on https://online.ukna.org

Find Guidelines for Editing Meeting Details here: https://www.ukna.org/article/changing-your-meetings-details

IF A CALLER HAS URGENT MEETING CHANGES LIKE 'NO MEETING TODAY - VENUE FLOODED', edit the meeting, then email meetings@ukna.org and it'll be approved ASAP.

# Local Online Meetings Search

Go to https://ukna.org/online and select the day and time in the search this will then bring up meetings that are running at that particular time.

# Physical Meeting info changes

If a caller phones and says a meeting is moving or changing details, we can help them with this.

Follow these instructions here: https://www.ukna.org/article/changing-your-meetings-details

If they have the internet and are registered with this site, they can do this themselves, by finding their meeting and clicking on the New Draft tab etc. full instructions on the link above

If a caller phones to say they've been to a meeting but it wasn't on, we don't mark the meeting as FOLDED, as it might be a one-off.

First see if there is a contact number and call that. If no luck mark it as 'MEETING IN DOUBT - LOCAL INFO NEEDED' with the date, please. Then hopefully someone local will see and update us.

# Caller is starting a new meeting?

We can help callers who want to start a new meeting by referring to these guidelines.

We get a lot of enquiries from drug workers wanting meetings started in their facilities, which is great, but we must remind them that these meetings can only be run by Recovering addicts for: 'The therapeutic value of one addict helping another is without parallel'. Thus, the Committee must be made up entirely of recovering addicts.

Metropolitan meetings should visit their local ASC [Area Service Committee] for starter packs. Here's the list of ASCs: http://ukna.org/committee-meetings

Remind them to call the Helpline with the info when the meeting is up and running 0300 999 1212, or fill in the form on the website here: http://ukna.org/node/add/meeting

So, you're starting a new group. Here is a checklist of the things most groups feel are important to line up before opening their first meeting.

Get in touch with the nearest Area Service Committee. An ASC meeting is the ideal place for announcing your intention to start a new group. There, you can gather experience from representatives of other groups in the area, and learn of the services available to your group when you need them.

Obtain a meeting place. A public place to be rented, not a private address: A Church hall, community centre, school room etc.

Here are some of the things to be nailed down when opening a new meeting:

Where?

When? Day/ time/ and duration of the meeting

How much? What is the facility charging for rent? Is that realistic, keeping in mind the number of people you can expect to attend the meeting?

When is the rent due?

What does the facility require?

Absolutely no litter? Sweep, mop after the meeting? Close windows, lock doors?

Name your group. A few things you may want to consider are:

Is the name recovery oriented? Does the name create the impression that the group is affiliated with the facility in which it holds its meetings?

What group trusted servants are needed? What does the group expect those people to do? Make sure all group members agree on what they want their officers to do?

What kind of meeting format will you use?

This guide describes a number of format variations commonly used in our fellowship. Which format—or combination of formats—does your group want to use?

Will this be a "closed" NA meeting? Or an "open" meeting?

What kinds of NA literature does your group want to stock?

What kinds of refreshments should be purchased?

Remind them to call the Helpline with the info when the meeting is up and running 0300 999 12 12, or fill in the form on the website here: http://ukna.org/node/add/meeting and again, when any details change

# If a Caller says a meeting is not happening

They might be standing outside the venue and can't find the entrance.

Check the time as they might be too early.

Check the listing, maybe they're using an old Where to Find or meeting list.

Make sure they're at the correct address. Sometimes Newcomers can be confused.

Click on the listing for more info - maybe it says 'round the back' or 'down hallway and into basement'.

If no joy - apologize - sometimes this is the only way we find out a meeting has folded.

But say maybe it's a one off. Tell them you will update the meeting listing on the website when you get more info.

Hang up.

Call any contact numbers.

If none, call the venue, by googling the address and finding their number.

Update the website with 'Definitely running, but hard to find, or knock loudly, or round the back, or whatever' so new visitors will be able to find it in the future.

If no definite info mark in the urgent info box:

MEETING IN DOUBT - LOCAL INFO NEEDED PLEASE - DATE

# Minors in Meetings

When a caller asks if minors with addiction problems are allowed in meetings the answer is yes. But we strongly suggest they be accompanied by an adult. If the meeting is not 'open to all', then the adult can walk them in before the meeting starts and collect them at the end. This is for their protection and our own. The parents and/or guardians are ultimately responsible for the minor.

# Online meetings

Please attend a couple of online meetings so you know how to access them, and can promote them to callers who are isolated, or too nervous to attend a face-to-face meeting. Click here to read instructions on how to access:

https://ukna.org/online

https://online.ukna.org

# PHONETIC ALPHABET [for clarifying postcodes]

1. ALPHA
2. BRAVO
3. CHARLIE
4. DELTA
5. ECHO
6. FOXTROT
7. GOLF
8. HOTEL
9. INDIA
10. JULIETTE
11. KILO
12. LIMA
13. MIKE
14. NOVEMBER
15. OSCAR
16. PAPA
17. QUEBEC
18. ROMEO
19. SIERRA
20. TANGO
21. UNIFORM
22. VICTOR
23. WHISKEY
24. X-RAY
25. YANKEE
26. ZULU