A 12th Step call can only be requested by the addict, NOT a friend or family member. Most of us rarely offer this service to a caller [unless they are disabled or a vulnerable female], as we find we can convince most people to get to a meeting, but we know some volunteers like to do this. It is up to you.

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 the same as in AA, where they can almost always offer a lift to a meeting. NA is much smaller & doesn't have the resources to do this.

When a call comes in, asking for a local contact, and you think it may be useful to the addict, (as opposed to you encouraging them to get to a meeting under their own steam) take their number and tell them you'll call them back with an update soon.

FYI- H&I have stopped accepting 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 a New Topic in the '12th Step Calls' section of this forum

2: Look for possible contacts in the 12th Step list and also search for contact numbers at nearby meetings

(Remember: Recently, a Helpliner called a member (who was a contact on a meeting listing) 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 have to 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 callers 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 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**

If we have tried every other avenue we can 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. This can result in a fine being issued to Narcotics Anonymous and/or the Helpline Volunteer themselves.**

3: 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.

4: Call the addict back and update them. It is strongly suggested that you withhold your number when calling an addict back, or use the Skype option, the instructions for which are given under the Skype section of our guidelines.

You must finish what you start. Don't put a message on this board asking someone else to continue your mission.

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