UKNA Online Meetings Subcommittee Guidelines

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# INTRODUCTION AND OVERVIEW

Welcome to the family of the UKNA Online Meetings and thank you for taking the time to read these guidelines which have been created to help the UKNA online meeting committee and meeting volunteers serve in line with NA traditions and to carry the message of recovery in online meetings to those addicts attending.

Being a Member of the UKNA Online Meeting Team is an important and rewarding service position where our goal is to promote NA's primary purpose, which is to "carry the message to the addict who still suffers.”

We do this by offering meetings for our fellowship and offering information about the NA programme and other resources that can be found on the website [www.ukna.org](http://www.ukna.org/) and from [www.na.org.](http://www.na.org/)

The online structure is split into two distinctive sections:

1. Meeting Volunteers (those doing service on the individual meetings.)
2. The Online Committee Members.

The committee members manage themselves through a monthly business meeting and communicate day‐to‐day on a social media group to the meeting volunteers on the individual meetings.

Meeting volunteers are also actively encouraged to attend the online business meeting where all NA members are also welcome. It is held every 3rd Tuesday of the month at 7.30pm online.

Whilst a 2/3rds majority vote is required for the appointing of both Volunteer and Committee positions (with the Chairperson not able to vote), the business meeting follows a consensus-based decision-making process among all attending, encouraging all those doing service to be included.

The online meeting committee is a subcommittee of the **Communications Committee** and they report to it each month. The Communications Committee is in turn accountable to **UK Region.**

# MEETING VOLUNTEER SERVICE POSITIONS

The individual meeting service positions and clean time suggestion. Service commitments are for one year.

1. Chairperson 1 Year
2. Presenter 6 months
3. Share list 6 months
4. Greeter 3 months

Each meeting ideally requires four positions (above) but can also be managed with 3 sharing responsibilities between the positions.

The election of the meeting volunteers takes place at the monthly business meeting. Those wishing to be considered for service need to attend two consecutive committee meetings – one to introduce themselves and the second to be voted in by the committee.

The potential volunteer is asked to present a service CV and may be asked several questions related to the position. The nominated member will be asked to leave the (virtual) room whilst the committee members vote.

As with any Narcotics Anonymous meeting, the service team is responsible for conducting the meeting according to our guidelines, whose aim is to ensure that the meeting remains focused on Recovery and is carrying the NA message within our Fellowship's 12 Steps and 12 Traditions. All members should be acquainted with the 12 Traditions.

## REQUIREMENTS AND RESPONSIBILITIES OF THE SERVICE POSITIONS

### CHAIRPERSON

#### Requirements

* Clean time 1 year.
* Must be totally proficient at Presenting and have assumed greeter position for minimum of 3 months.
* Act at all times in accordance with the Twelve Traditions and Twelve Concepts of Narcotics Anonymous.

#### Role and Responsibilities

* Choose topics (if topic changes weekly let Presenter know ahead of time.)
* Arrive at least 30 mins before the start of the meeting.
* Welcome members, spot any new names, see if any need support and outline what happens in meeting.
* Mic checking (with help from the greeter.)
* Help keep public chat recovery focused.
* Manage problems in meeting / members / disruptions / trolls. Discuss with Presenter your protocol and what help you will want from them e.g. muting people, locking the room etc.
* Be on hand to offer guidance / chat to newcomers.
* Communicate effectively with Daytime or Evening Coordinator and Committee members.
* Attend monthly online committee business meeting and make reports of the meeting they chair.
* Organise for volunteers (not those doing service) to do the readings and the topic.
* End readings should be left for people who haven't had a chance to share in the meeting. Ask them to jump in at the end.
* Report any issues during the meeting or feedback to the coordinator.

### PRESENTER

#### Requirements

* 6 months clean time.
* Familiarity with online meetings – regular attendance over a few months.
* Ability to cut / copy and paste with accuracy and ease.
* Ability to multitask on a computer.
* Account with (GMAIL) and access to Google Docs.
* Access to desktop or laptop computer to use controls for hosting a meeting (e.g. altering sound levels.)
* Minimum two months as Greeter.
* Basic training as Chair.

#### Role and Responsibilities

* Arrive at least 30 mins before the start of the meeting.
* Before the meeting check the topic / reading and edit slides as necessary.
* Presenter should check all slides for the meeting are in the correct order before the start of the meeting.
* Edit first slide, i.e. time meeting starts.
* Present slides for the duration of the meeting.
* Help Chair with any sound / connection / technical problems with members or with the room (if possible). Help keep mics muted if necessary. Be aware of possible disruptive behaviour. Help the Chair with locking the room and dismissing problem attendees if there is no other option. The chair should discuss with you their protocol.
* Be on hand to offer guidance / chat with newcomers.
* Communicate with the meeting’s service team to help ensure the smooth efficient running of the meeting.

### SHARELIST

#### Requirements

* 6 months clean time.
* Familiarity with online meetings – regular attendance over a few months.
* Ability to cut / copy and paste with accuracy and ease.
* Ability to multitask on a computer.
* Access to desktop or laptop computer.
* Account with (GMAIL) and access to Google Docs.
* Basic training as Chair.

#### Role and Responsibilities

* Arrive at least 30 mins before the start of the meeting.
* Open the Meetings Deck in Chrome on your laptop. Navigate to slide 14.
* On your phone log into the meeting (if not already done so.)
* Change your name to ***.SHARE LIST*** (if you include the **.** before then it’s easy to find you at the top of the chat). If necessary, ask to be made an organiser.
* Pop message into the chat - *If you would like to share please send a message to the user called “.SHARE LIST’’ you’ll find them in the drop-down menu of the chat-box (please do not message on this thread.)*
* Add people wanting to share to the share list. Discuss with Chair when to close the list. Make the announcement in the chat and remind the Chair at the correct time to announce it in the meeting.
* You may also be required to read out a typed share.
* You may need to add a member on the phone to the list too. The chair should ask during the meeting if callers arrive during the meeting wish to share and remember they can only respond verbally.
* If possible, suggest to callers if they wish to share in the meeting they arrive before the start of the meeting so they can get their name on the list etc.
* Help Chair with any keeping mics muted if necessary and be aware of possible disruptive behaviour. Assist with locking the room and dismissing problem attendees if there is no other option. The chair should discuss with you their protocol.
* Be on hand to offer guidance/chat with newcomers.
* Communicate with the meeting’s service team to help ensure the smooth efficient running of the meeting.

### GREETER

#### Requirements

* 3 Months’ clean time.
* Familiarity with online meetings – regular attendance over a few months.
* Basic training as Chair, in case chair loses connection.

#### Role and Responsibilities

* Arrive 30 minutes before the meeting or at a time previously agreed with the Chair.
* Ask an organiser to make you organiser.
* Welcome people as they arrive in the room.
* Welcome them over the mic (if you wish) if it’s before the meeting and no one else is talking or welcome them in the public chat.
* Monitor chat box during the meeting for any abusive chat and inform team.
* See disruptive behaviour notes.
* Show support in the chat and direct newcomers to future meetings.
* Once the meeting starts, welcome people to the meeting in the chat.
* When someone starts their share please type Hi and their name into the public chat. So, the chair has a timestamp of when they started sharing.
* UKNA Notes document is there for any regular announcements to be posted at intervals (1 every 10 mins or when appropriate) throughout the meeting.
* Be on hand to offer guidance/chat with newcomers.
* Communicate with the meeting’s service team to help ensure the smooth efficient running of the meeting.

## SERVICE SUGGESTIONS

The following list lays out some basic suggestions we follow as members of the service team

* Please be friendly to all of our members, and don't ignore anyone.
* Do not discuss any issues about other members with anyone, thus protecting everyone's anonymity.
* Use any information that can be accessed through www.na.org and www.ukna.org to assist the still suffering addict.
* We are here to help keep this room safe, with an atmosphere of Recovery. So, when you are on the service team **you are NA**, thus have no opinions on outside issues. If you want to share about an outside issue, please visit another day's meeting where you are not on the admin team.
* If you must mute someone, do so, telling them why. If they persist in being disruptive you can dismiss them, telling them that they’re welcome to return to the next meeting if they behave themselves. If they try to return immediately, dismiss them again then lock the room for ten minutes.
* Report any disruptive visitors to Online Meeting committee by using the Online Meetings social media group so they can be forewarned of potential disruptions at other meetings.

It is important to remember that we run the same protocol as most NA committees in respect to attendance i.e. after three missed online meetings it will be deemed that you have handed in your service position and the role will be put out to the committee as such. However, if there is a failure to meet the requirements and duties laid out above, volunteers may be subject to a vote of no confidence and lose their service position.

## Q & A’s

You cannot do your service?

Please let the relevant day/evening co-ordinator know and they will arrange cover. We all, as members, have a shared responsibility for ensuring meetings run effectively and need to be willing to step forward to provide cover when needed.

Someone is sharing for too long?

The Chair will announce at the beginning of sharing time that if someone is going on too long, they will ring a bell, and that it would be good if the speaker could acknowledge that they have heard it. If there is no response to the bell, the Chair may elect to mute the speaker and explain that they have been muted to allow other members opportunity to share.

A member is sharing a drugalog, making other members feel uncomfortable?

The Chair should mute the person’s microphone, explaining why this has been done. The Chair should also remind members (on mic) that for the safety of members in the meeting, members should refrain from sharing drugalogs.

Someone arrives at the end of the meeting and says they have a burning desire and need to share?

The decision rests with the Chair as to what to do in a situation like this. As a suggestion, it may be appropriate to advise the member that the meeting is about to close but ask that they remain behind afterwards so they can share what is on their mind.

A non‐addict is in the meeting?

If a non‐addict attends a meeting, they are welcome to listen only but not to share. When the Chair becomes aware of a non‐addict at the meeting, they should direct them to Families Anonymous. The Chair should make the non‐addict aware that they are welcome to listen but that they cannot share.

Someone is promoting another Fellowship?

The Chair should intervene and ask the member promoting another fellowship to respect the NA Traditions and not promote or endorse another fellowship. **Please note:** if you are serving as a member of the Admin team you cannot promote or endorse anything that is unrelated to NA.

If you need any further help, please reach out to anyone on the Sub-committee. The list is not exhaustive so if you can think of anything to add to help future Online Meeting Volunteers, please feel free to mention this at the Monthly Business Meeting.

# COMMITTEE POSITIONS

The Committee positions and clean time suggestion. Service commitments are for one year with any vice positions expected to step up to the second year if they’re still willing.

1. Chairperson 3 years
2. Vice-Chairperson 2 years
3. Secretary 6 months
4. Daytime Coordinator 1 year
5. Evening Coordinator 1 year
6. Trainer 1 year

The election of members to the committee takes place at the monthly business meeting. New members to the committee are elected through the usual procedures, as in nominated and seconded by other committee members. The potential committee member is asked to present a service CV and may be asked several questions related to the position. The nominated member will be asked to leave the (virtual) room whilst the committee members vote.

## REQUIREMENTS AND RESPONSIBILITIES OF THE COMMITTEE

### CHAIRPERSON

#### Requirements

* Three years clean time.
* Familiarity with online meetings and regular attendance over a few months.
* Knowledge of UKNA.ORG meetings and service structure, NA literature, events, and helpline etc.
* Experience as NA online committee member or chair.
* Administrative abilities.

#### Duties

* Chair monthly business meeting – keep order, keep time, propose how to handle controversial or time‐consuming items, and sum up at the end of discussion.
* Maintain an atmosphere of recovery during committee meetings.
* Stays informed of the activities of each service position and provides guidance and support when needed.
* Keeps activities within the principles of the Twelve Traditions and in accord with the purpose of the committee.
* Prevents important questions from being decided prematurely, in order to foster understanding by the entire committee prior to action.
* When a vote is tied, the Chairperson has the deciding vote.
* Acts as the main point of contact with the Communications Committee.
* Keep contact details for every committee member.
* Provide point of contact if any committee member has a problem or cannot do their service because of illness, technical issues etc.
* Compile and circulate agenda for monthly business meeting.
* Have a role in an Online Meeting.

### VICE CHAIR

#### Requirements

* Two years clean time.
* Familiarity with online meetings and regular attendance over a few months.

#### Duties

* Acts as Chairperson if the Chairperson is unavailable.
* Works closely with the Chairperson to help delegate responsibilities and support committee members and online service positions.
* Temporarily substitutes for any service post that may be lost in the committee.
* Have a role in an Online Meeting.

### SECRETARY

#### Requirements

* Compile and circulate agenda for monthly business meeting.
* Six months clean time.
* Literacy and computer literacy.
* Effective communication skills.
* Access to computer.
* Willingness to ensure that accurate minutes are distributed to the committee members.

**Duties:**

* Attend and draft minutes at each monthly meeting, highlighting action points / deadlines.
* Circulate draft minutes for comment to subcommittee.
* Keep an archive of monthly business meeting minutes.
* Support the meeting Chair during monthly business meeting.
* Have a role in an Online Meeting.

### DAYTIME AND EVENING COORDINATORS

#### Requirements

* One year clean time.
* Effective communication skills.

**Duties:**

* Keep contact details for every online meeting trusted servant.
* Help support those doing service and be a first point of contact for those wishing to take on service.
* Ensure every online meeting has cover.
* Keep weekly rota up to date and available on Google Docs.
* Manage (keeping back-ups) and maintain meeting slides on Google Docs.
* Provide point of contact if any trusted servant has a problem or cannot do their service because of illness, technical issues etc.
* Have a role in an Online Meeting.

### TRAINER

#### Requirements

* One year clean time.
* Ability to do each service role within the meetings.
* Patience.
* Access to computer.
* Effective communication skills.

**Duties:**

* Where necessary and as required, supporting those new to service with 1‐1 mentoring, training, and guidance on technical and non‐technical aspects of the service.
* Supporting and enhancing skills of those with existing service positions.
* Have a role in an Online Meeting.

It is important to remember that we run the same protocol as most NA committees in respect to attendance i.e. after three missed committee meetings it will be deemed that you have handed in your service position and the role will be put out to the committee as such. However, if there is a failure to meet the requirements and duties laid out above, committee members may be subject to a vote of no confidence and lose their service position.

# FURTHER INFORMATION

## ROTATION AND CONTINUITY1

Rotation is the practice many groups have of electing new people to service positions at set intervals rather than having the same person serve in the same position year after year. Rotation offers very definite benefits for the groups who practice it. By providing diversity in leadership, it helps a group stay fresh and energetic. It provides assurance that no one individual exercises so much influence that the group becomes a mere extension of his or her personality. The practice of rotation also reinforces the NA emphasis on service rather than the servant, consistent with our belief in the value of spiritual anonymity—what’s important is the job being done, not the particular person doing it.

Some groups allow their members to serve more than one term in any given position so that the group can take advantage of its committee members’ experience. Once group officers have completed their terms, rotation allows them to step aside for a time or accept responsibilities elsewhere in the NA service structure, giving other members the chance to serve the group. The impact of rotation on the stability of the group is balanced by the continuing presence of its long‐term group members. Those who have served in the past as group officers and continue to maintain an active role in the life of the group can provide much‐needed continuity and maturity of perspective to a growing group’s discussions. They can serve as the group’s memory, ensuring that the group never has to “reinvent the wheel.” They can also lend a hand to new officers and temporarily pitch in to relieve overloaded committee members.

The UKNA online meetings follows the practice of annual rotation of service positions, open to reselection in another service position for up to three years. After three years it is strongly recommended that committee members rotate out of that position and into service elsewhere from the online service committee.

1 Taken from NA Guide to Local Services, page 36.

## BEHAVOUR OF COMMITTEE MEMBERS AND MEETING VOLUNTEERS

Committee Members and Meeting Volunteers should strive to comply with NA Twelve Traditions and Twelve Concepts of Service in their service work and in dealing with NA members and with one another.

Key things to bear in mind are:

* In line with our Traditions, committee and service members should refrain from abusive language and obscenities, personal attacks or expressing opinions on outside issues in the online meetings subcommittee social media group, in the online meetings and at our subcommittee meetings.
* Our 1st tradition tells us that ‘Our common welfare should come first; personal recovery depends on NA unity’ and it is our collective responsibility to ensure that all our meetings retain an atmosphere of recovery, so we remind our members that disruptive or abusive behaviour that threatens that unity will be addressed in an as loving and caring a way as possible, but confidently and decisively.
* Anonymity is the spiritual foundation of all our traditions, ever reminding us to place principles before personalities. Tradition 12 tells us that anonymity is one of the core principles of our programme and we would ask that when attending our meetings, we all do our best to remember that gossip can be very damaging to our fellowship and individual members.

## TRAINING

Training will be undertaken for all new volunteers by the Training Committee Member across which ever position the Volunteer has been voted into.

To encourage new volunteers and keep service positions filled, after two months additional training will be available for anyone wishing to progress to other service positions, if they have the clean time requirement for this position. The suggested pattern would be from Greeter > Sharelist > Presenter > Chairperson.

As a guide, the following training outline is proposed for Presenter to Chairperson. Similar outlines would be followed for other positions.

1. If a Presenter feels they are ready to Chair a meeting and would like to be trained, then this should be done in a live meeting environment with the support of the Chair.
2. Areas to be considered for Training:
	1. How to progress the meeting.
	2. How to deal with abusive or troublesome members.
	3. How to deal with technical issues.
	4. Technical competency with GoToMeeting features.

Across the Committee positions, members can also be sponsored into their new positions by existing Committee or Volunteer members from 3 months beforehand.

# PUBLIC INFORMATION RESOURCES

The below links take you to any of the information contained in pamphlets you would find in a face to face meeting.

* [An Introductory Guide to Narcotics Anonymous, Revised](https://na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/Booklet/Intro%20Guide%20to%20NA.pdf)
* [It Works: How and Why](https://na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/misc/How%20it%20Works.pdf)
* [Who, What, How, and Why](https://www.na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/IP/EN3101.pdf)
* [The Group](https://www.na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/IP/EN3102.pdf)
* [Another Look](https://www.na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/IP/EN3105.pdf)
* [Recovery & Relapse](https://www.na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/IP/EN3106.pdf)
* [Am I an Addict](https://ukna.org/sites/ukna.org/files/am-i-an-addict.pdf)
* [Just for Today](https://www.na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/IP/EN3108.pdf)
* [Living the Program](https://www.na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/IP/EN3109.pdf)
* [Working Step 4 In Narcotics Anonymous](https://na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/IP/EN3110.pdf)
* [Sponsorship, Revised](https://www.na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/IP/EN3111.pdf)
* [The Triangle of Self‐Obsession](https://www.na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/IP/EN3112.pdf)
* [Youth and Recovery](https://www.na.org/admin/include/spaw2/uploads/files/EN3113_2008.pdf)
* [One Addict ’s Experience with Acceptance, Faith, and Commitment](https://www.na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/IP/EN3114.pdf)
* [PI and the NA Member](https://www.na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/IP/en3115.pdf)
* [For the Newcomer](https://www.na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/IP/EN3116.pdf)
* [For Those in Treatment](https://www.na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/IP/EN3117.pdf)
* [Self‐Acceptance](https://www.na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/IP/EN3119.pdf)
* [Hospitals and Institutions Service and the NA Member](https://www.na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/IP/EN3120.pdf)
* [The Loner— Staying Clean in Isolation](https://www.na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/IP/EN3121.pdf)
* [Welcome to Narcotics Anonymous](https://www.na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/IP/EN3122.pdf)
* [Staying Clean on the Outside](https://www.na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/IP/EN3123.pdf)
* [Money Matters and Self‐Support in NA](https://www.na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/IP/EN3124.pdf)
* [Self‐Support: Principle and Practice](https://www.na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/IP/EN3125.pdf)
* [Accessibility for Those with Additional Needs](https://www.na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/IP/EN3126.pdf)
* [Where Our Basket Money Goes](https://www.na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/IP/IP28_Funding%20NA%20Services_2018.pdf)
* [An Introduction to NA Meetings](https://www.na.org/admin/include/spaw2/uploads/files/EN3129.pdf)
* [Behind the Walls](https://na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/Booklet/Behind%20the%20Walls.pdf)
* [The Group Booklet, Revised](https://www.na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/Booklet/Group%20Booklet.pdf)
* [In Times of Illness](https://na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/Booklet/In%20Times%20of%20Illness.pdf)
* [Narcotics Anonymous: A Resource in Your Community](https://www.na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/IP/1604_2016.pdf)
* [NA White Booklet](https://na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/Booklet/NA%20White%20Booklet.pdf)
* [Twelve Concepts for NA Service](https://na.org/admin/include/spaw2/uploads/pdf/litfiles/us_english/Booklet/Twelve%20Concepts.pdf)
* [Group Business Meetings](https://www.na.org/admin/include/spaw2/uploads/pdf/servicemat/2012Jun_Group_Business_Meetings.pdf)
* [FAMILIES ANONYMOUS](http://famanon.org.uk/)