**UKNA Online Meetings Committee Guidelines**

# Purpose of these Guidelines

These guidelines are compiled to be ratified by the Communications Committee, but also to help UKNA online meeting committee members to serve in line with our NA traditions, so as to help addicts, wherever they may be, hear the NA message of recovery through online meetings.

For members  
Welcome to the family of UKNA Online Meeting Committee and thank you for helping carry the message!

Being a Member of the UKNA Online Meeting Team is an important service position. 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 and from www.na.org.

# UKNA online meetings – service structure

The online meetings are run by a group of committee members who manage themselves through a monthly business meeting and communicate day‐to‐day on a social media group. Every NA member is welcome to attend the monthly business meeting.

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.**

# Service structure for UKNA online meetings

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

All committee members should be acquainted with the 12 Traditions.

**The following list lays out some basic suggestions we follow as meeting administrators:**

1. Please be friendly to all of our members, and don't ignore anyone.
2. Do not discuss any issues about other members with anyone, thus protecting everyone's anonymity.
3. Use any information that can be accessed through www.na.org and www.ukna.org to assist the still suffering addict.
4. Our Service team are here to help keep this room safe, with an atmosphere of Recovery. When you are on the admin 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.
5. 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.

# Service positions for UKNA online meetings

There are two types of service position:

* Those relating to specific meetings (for each meeting: Chair, Greeter, Technical Assistant) and
* Those relating to the work of the subcommittee as a whole (chair of monthly business meeting, minutetaker, email responder, chair finder etc.)

**Service positions for specific meetings**

Each meeting ideally requires three committee members: **Chair**, **Technical Assistant** and **Greeter**. If only two committee members are available, the roles of Greeter and technical Assistant may be combined.

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| **Service position** | **Duties** | **Requirements** |
| **Chair of online meeting** | * Choose topics * Arrive 15 mins before 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 technical assistant) * Help keep public chat recovery focused * Be confident in managing problems in meeting/members/disruptions/trolls * Be on hand to offer guidance/chat to members/with newcomers * Communicate effectively with Committee members * Attend monthly online subcommittee business meeting and make reports of the meeting they chair | * Clean time 1 year   (minimum)   * 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   * Knowledge of UKNA.ORG ‐ meetings, service structure, NA literature,   events, helpline etc. |

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| **Service position** | **Duties** | **Requirements** |
| **Presenter** | * Arrive fifteen minutes before the start of the meeting * Edit the Google Slides accordingly. * Paste relevant info into public chat box (e.g.   UKNA helpline, distance sponsorship info)   * Help chair with mic checking and with any sound/connection/technical problems with members or with the room * Attend monthly online business meeting * Be confident in managing problems in meeting/members/disruptions/trolls | * 6 Months’ clean time   (minimum)   * 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 to use controls for hosting a meeting (e.g. altering sound levels) * Minimum two months as   Greeter   * (Basic training as Chair) |
| **Greeter** | * Arrive 15 mins before start of the meeting * Greet and welcome everyone as they enter the room * Help keep public chat recovery focused * Communicate with chair through private chat about any (possible) issues arising * Hand out virtual key rings for clean time * Be on hand to offer guidance/chat to/with newcomers * Attend monthly online business meeting | * 3 Months’ clean time   (minimum)   * Familiarity with online meetings – regular attendance over a few months * (Basic training as Chair, in case chair loses connection) |

**Chair and Presenter roles can be combined if the individual feels comfortable doing both.**

**Greeters can be recruited during meetings then, if they stick around, can be ratified at the next Online Meetings Committee meeting.**

**Service positions to support the online meeting subcommittee as a whole**

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| **Service position** | **Duties** | | **Requirements** | |
| **Online meeting Coordinator** | * Keep contact details for every online meeting trusted servant * Ensure every online meeting has cover. * 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 * 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. * Must have a role in an Online Meeting | | * Clean time 1 year   (minimum)   * Familiarity with online meetings – regular attendance over a few months * Knowledge of UKNA.ORG meetings, service structure, NA literature, events, helpline etc. * Experience as NA online committee member or chair (desirable) | |
| **Monthly business meeting minute**  **taker** | * 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 * Must have a role in an Online Meeting | | * 6 Months’ clean time   (minimum)   * Literacy and computer   literacy   * Effective communication skills * Access to computer | |
| **Trainers** |  | From time to time and as required to bring new committee members on board or enhance skills of existing members, provide online 1‐1 mentoring and guidance on technical and non‐technical aspects of the work  Must have a role in an Online Meeting |      | Clean time 1 year  (minimum)  Ability to do each role on which they are  training  Patience |

NB – members are reminded that we run the same protocol as most NA committees saying ‘Three strikes and you’re out’ automatically, but also if they fail to keep to the requirements set out here, they may be subject to a vote of no confidence and lose their service position.

# Rotation and continuity[[1]](#footnote-1)

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 for up to three years. After three years it is strongly recommended that committee members rotate out of that position and into another one. Committee members rotating out of a service position are welcome to stay on the committee and offer cover, help with training etc., as required.

# Behaviour of committee members

Committee members 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 members should refrain from abusive language and obscenities, personal attacks or expressing opinions on outside issues in the online meetings subcommittee social media group 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.

# Ongoing Training

In the event that a Greeter would like to be trained as a Presenter or a Presenter for Chair, the following guidance has been agreed and adopted (Sub‐committee Meeting 23rd July 2017):

* After two months a Greeter could progress to Presenter (if they have the cleantime), and
* After three months a Presenter could train for Chair.

In view of the approach adopted by Online Meeting Committee the following training outline is proposed:

* 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

Note:

* Once a Greeter has been successfully trained as a Chair they will be eligible to cover the Chair position in meetings where a Chair has asked for cover.
* The Chair of a meeting should agree the decision to share or alternate service positions.
* A proposal for starting a new meeting is made at the bi-monthly Online Sub‐committee meeting initially. If agreed, the proposal would then need to be endorsed by the monthly Communications Committee meeting.

## What Happens If…

***You cannot do your service?***

Each committee member is responsible for finding cover if they are unable to do their service. We all, as committee 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. **NOTE:** if you are serving as a member of the Admin team you cannot promote or endorse anything that is unrelated to NA.

**(The above list is not exhaustive. If you can think of anything to add to help future Online Meeting**

**Servants, please feel free to mention this at our Monthly Subcommittee Meeting.)**

**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
* It Works: How and Why
* Who, What, How, and Why
* The Group
* Another Look
* Recovery & Relapse
* Am I an Addict
* Just for Today
* Living The Program
* Working Step 4 In Narcotics Anonymous
* Sponsorship, Revised
* The Triangle of Self‐Obsession
* Youth and Recovery
* On e Addict ’s Experience with Acceptance, Faith, and Commitment
* PI and the NA Member
* For the Newcomer
* For Those in Treatment
* Self‐Acceptance
* Hospitals and Institutions Service and the NA Member
* The Loner— Staying Clean in Isolation
* Welcome to Narcotics Anonymous
* Staying Clean on the Outside
* Money Matters and Self‐Support in NA
* Self‐Support: Principle and Practice
* Accessibility for Those with Additional Needs
* Where Our Basket Money Goes
* An Introduction to NA Meetings
* Behind the Walls
* The Group Booklet, Revised
* In Times of Illness
* Narcotics Anonymous: A Resource In Your Community
* NA White Booklet
* Twelve Concepts For NA Service

\*Group Business Meetings

\*FAMILIES ANONYMOUS

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

   [↑](#footnote-ref-1)