

FREQUENTLY ASKED QUESTIONS PHONELINE VOLUNTEERS' EXPERIENCE WITH CALLS

This resource can be used by volunteers answering phonenumber calls when interacting with addicts, loved ones, professionals, and the community at large. These frequently asked questions are meant to help trusted servants provide clear, consistent, and informative responses. When responding to a question using NA terminology, such as “leader”, please explain to the listener what we mean by that language. In an effort to gain an understanding of the information here, trusted servants can discuss and rehearse the questions and answers below.

What follows are possible answers to questions frequently asked by phonenumber callers.

Questions asked by potential members

Q&A

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.

Q&A

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.

Q&A

3

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

Typically a leader or 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.

Q&A

4

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.

Q&A**5****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. This area does/does not have a nurses' NA meeting. We can tell you, however, that recovering addicts from all types of professions attend our meetings.

Q&A**6****I'd like to go to an NA meeting but I don't have a car. Can you help?**

Yes, we can try. Where do you live? Let me take your number down and see if I can find a ride for you. (Refer to area Twelfth-Step list)

Note: This may not be a service offered in some areas. If your area is interested in Twelve Step lists, you may refer to the *Public Relations Handbook*, Chapter Nine.

Q&A**7****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 _____, or 911 to get immediate assistance.

Questions asked by loved ones**Q&A****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.

Q&A**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...

Q&A**3****Will you call me if my son/daughter does not show up to meetings regularly?**

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

Questions asked by community members

Q&A

1

I heard that my old friend, Jane Smith, is in NA. Can I have her phone number?

We are not at liberty to give out contact information for individuals who may or may not be members.

Q&A

2

Drugs are being sold in my apartment complex. Can you come and arrest them?

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 law enforcement professionals.