GNYR HELPLINE

Orientation Package

February 2019



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**Welcome to the Help Line**

On behalf of the GNYR Helpline Committee, welcome to the helpline and thank you for doing Service. This package is not a complete guide, as we can never cover all the elements/scenarios of the Help Line, but we wanted to offer some assistance in a comprehensive guide for your orientation. Your trainer will cover information that 0addresses the handling of all types of helpline calls. This package contains several documents that will be extremely helpful to you while performing virtual service.

There are several ways to volunteer for Help Line service:

* Answering calls virtually from your home or cell phone.
* Answering e-mails that contain digital voice mail messages. (Returning calls/ responding to messages left on our service. This is performed by seven (7) volunteers)
* Responding to e-mails. This is handled by the Helpline Chair and Secretary.

Your trainer will explain each of these options to you in detail.

E-Voice is the name of the system that we use to manage our calls. The system will route calls to volunteers that are scheduled for helpline service. The E-Voice system will also generate e-mails with digital voice messages attached, for volunteers to answer when no one is scheduled to accept calls virtually. If you are taking calls virtually, you will be instructed how to make sure that calls are routed to you during your shift. If you think that calls are not being sent to you, please follow the instructions in the “Avoiding Phone Issue” section. Your trainer will also discuss this with you in detail. Should you need assistance at any time while you are performing helpline service, we have listed the name, phone number and email address for you to contact a helpline trusted servant:

**Sub-Committee Chair**:

**Vice Sub-Committee Chair:**

**Sub-Committee Secretary:**

**All calls from facilities requesting to start an NA Meeting should be directed to:**

**Greater New York Regional Help Line**

**ORIENTATION CHECK LIST**

1. Do’s and Don’ts for GNYR Help Line
2. Regional Web Addresses
3. Formats for answering calls
4. Handling E-mails from E-Voice
5. Handling Abusive calls
6. Referral numbers with disclaimer statement
7. List of 12 Step Volunteer names and foreign language speakers

**Greater New York Regional Help Line Do's**

* Keep the necessary resource materials (GNYR Website, Region meeting list and 12 Step contact list) close to your phone to avoid any delay and confusion when answering calls.
* Always identify yourself with your first name only and state that you are an addict, i.e. Thank you for calling the Narcotics Anonymous helpline, my name is Beth and I am an addict. How can we help you?
* Find out what the caller needs by asking questions and listen for the answer.
* When returning a call, be certain that the person requesting help is on the line before identifying yourself as an addict or mentioning Narcotics Anonymous. (i.e. This is Beth from the Greater New York Regional Service Office, may I speak to \_\_\_\_\_\_\_\_\_\_?)
* Direct and refer calls promptly when necessary.
* If you are unable to help someone on the phone, ask if you can call them back and get help from another helpline volunteer ASAP by using your contact list.
* Use your 12 Step Call List when necessary. Never give out these numbers to callers.
* Always apply the 12 Traditions (humility and anonymity) in all your interactions with the callers.
* Always give accurate information about our Fellowship. If you don’t know, tell them you will need to get back to them or someone else will. It’s best to use the Helpline Contact list.
* Respond to all calls promptly.
* Always be considerate and kind to callers, applying the 12 Traditions (humility and anonymity).
* Keep the calls as brief and direct as possible. Remember the Eighth Tradition, we are not counselors or Therapists.
* Try to keep the phone line open for the next incoming call.
* Encourage others to become volunteers.
* Perform orientations regularly and keep the Fellowship informed of such events.
* Keep the lines of communication open within the Helpline committee.
* Adjust your communication to your caller, providing and supporting the Helpline and 12 Step services.
* Exercise safety in performing 12 Step work. (Initial contact, never give out personal information other than name. If meeting up at meetings, never go off alone.)
* When performing 12 Step calls, let someone else know what, where and when this is taking place. We recommend never doing 12 Step work alone, take another addict with you.

**GNYR Helpline Don’ts**

* In no way, argue with the caller. (Always apply the 12 Traditions, humility and anonymity, on calls.)
* Do not respond to questions that you may not be qualified to answer. Use your Helpline contact list.
* At no time, should you ever give out the name, phone number or address of any NA member. (Use 12 step contact list only)
* Do not glorify your drug use or your active addiction. (No counseling or therapy sessions.)
* Never meet anyone alone.
* Do not use any foul language or profanity.
* Never give out information about who was at an NA meeting.
* Never guess the answer to a question. If you do not know, tell the caller that you do not know, and you will try to get the answer.
* In no way commit to providing literature, presentations, or any other services before contacting the committee or appropriate member of the committee first
* Do not demean anyone because of how they chose not to serve in a certain capacity of service.
* Do not chase away people who have the willingness to do service.
* Do not ever tell someone to use drugs because you are frustrated with the caller. Ask them for their phone number and tell them we will call them back. Then contact another helpline member or someone on the 12 step contact list to return the call.
* Never perform a 12 step call without at least one member of the same gender as the12 step recipient.
* Do not use the helpline as your personal calling card.
* Never stop anywhere at the request of the 12 step recipient when performing 12 step work.
* Never allow anyone with drugs, paraphernalia or weapons into your car during a 12 step call.
* Never give out numbers or names to treatment facilities.

**Regional Web Site Addresses**

|  |  |  |
| --- | --- | --- |
| Area/Region | Web Address | Locations |
| Greater New York Region | [www.newyorkna.org](http://www.newyorkna.org) | New York (except counties listed in other regions) Rockland, Westchester, Suffolk Counties and Open Arms  |
| Eastern New York Region | [www.nanewyork.org](http://www.nanewyork.org) | Nassau and Western Queens |
| Western New York Region | [www.nawny.org](http://www.nawny.org) | Buffalo, Niagara Falls, Chautauqua, Central Allegheny Mountain, Niagara-Orleans, North East Western NY, Allegany-Cattaraugus |
| ABCD Region | [www.abcdrna.org](http://www.abcdrna.org) | Albany-Rensselear, Berkshire County, Mid-Hudson, Mohawk River, Southern Adirondack, Green Mountain |
| Brooklyn Area | [www.m.bklynna.org](http://www.m.bklynna.org) | Brooklyn |
| Bronx Area | www.bronxareana.com | Bronx |
| Kingsbay Area  | [www.kbaofna.org](http://www.kbaofna.org) |  Brooklyn  |
| Lower Hudson Valley Area |  | Putnam, Dutchess and Westchester Counties |
| New York City Area | [www.nycna.org](http://www.nycna.org) | Below 42nd St. |
| Open Arms Area | [www.openarmsarea.org](http://www.openarmsarea.org)  | Orange, Ulster, Sullivan and Dutchess Counties |
| Rockland  | [www.rocklandna.org](http://www.rocklandna.org)  | Rockland |
| Staten Island  | [www.na-si.org](http://www.na-si.org)  | Staten Island |
| Suffolk | [www.sasna.org](http://www.sasna.org)  | Suffolk |
| Metro Area de Habla Hispana | [www.mahhnany.org](http://www.mahhnany.org)Phone 866-345-8862 | Spanish Speaking arm of Regional NA covers New York, New Jersey, Connecticut |
| Nassau | [www.nassauna.org](http://www.nassauna.org)  | Nassau |
| Western Queens | [www.westernqueensna.org](http://www.westernqueensna.org)  | Western Queens |
| Champlain Valley | [www.cvana.org](http://www.cvana.org)  | Vermont, Plattsburgh N.Y., Elizabeth Town N.Y. |
| Heart of New York | [www.honyana.org](http://www.honyana.org)  | Camillus, Baldwinsville, Herkimer, Ilion, Liverpool, Oneida, Oswego, Pulaski, Rome, Syracuse |
| Triple Cities Area  | [www.tcana.net](http://www.tcana.net)  | Binghamton, N.Y.  |
| New Jrsey Statewide | [www.nanj.org](http://www.nanj.org)  | 800-992-0401 |
| Connecticut Statewide | [www.ctna.org](http://www.ctna.org)  |  |
| NA World Wide | [www.na.org](http://www.na.org)  |  |
| GNYR HI and PI | PI@NEWYORKNA.ORG | Inquiries from the public for meetings and presentations  |
| Regional Service OfficeLocated at 154 Christopher St. NY |  | Phone number 212 929 7117Fax number 212 929 7153 |
| NA meetings on the phone |  | Naphone.org |

**How to Answer Helpline Calls**

**Phone**: RING! RING! RING!

**Volunteer**: Narcotics Anonymous Help Line, my name is \_\_\_\_\_\_\_\_\_\_\_\_\_ I am an addict. How can we help?

### We always first announce Narcotics Anonymous, then your name and last we say how can “we” help. The purpose of this statement is to ensure that the caller understands who they have reached, let the caller know they are speaking with someone who can identify with them and we use the term WE to avoid the perceptionof individuality.

### **If you are scheduled to return calls anonymously**

### **(call backs)**

**Call Back**: RING! RING! RING!

**Volunteer**: Hello may I speak with \_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_

**Person answering the call**: They are not available at the moment, may I ask who is calling?

**Volunteer**: Can you tell them that it is the Greater New York Regional Service office, I am returning their call.

**Person answering the call**: Do they have your number?

**Volunteer:** Yes, they do. Thank you

**This format must be used to ensure you are speaking to the correct person as not to break someone’s anonymity.**  Be sure it is the caller you are speaking with before disclosing any information about the nature of your call. Do not use the name Narcotics Anonymous until you are sure that you are speaking with the person who called. This is to ensure that we protect that individual’s anonymity, they could be calling from their job or they may not want others to know they have contacted Narcotics Anonymous.

**You are now ready to begin your service on the helpline!**

**Doing Service at the GNYR Office / 154 Christopher Street**

The helpline no longer has a dedicated helpline office at 154 Christopher. If that changes, volunteers will be able to go back into the office to answer calls. You will be trained how to turn off the E-Voice System to allow calls to be routed back to the office and how to activate it to route calls back to One Box.

The GNYR office does need volunteers, please call the office at 212-929-7117 to volunteer.

**E-mails from E-Voice with Calls (Call Backs)**

E-Voice routes calls via an email to volunteers who have signed up to handle “Call
Backs”. When no one has been scheduled to receive calls at home, or at the office, E-Voice sends e-mail message to volunteers that will return these calls within 24 hours. The e-mail contains a digital copy of the actual call and includes the caller’s number.

Volunteers that handle E-Voice service have signed up to monitor their e-mails for these messages for a 24-hour period. The calls need to be returned to the caller within 24 hours of receipt. To manage caller’s expectation, the message that they hear informs them their call will be returned within 24 hours. The message also gives the caller the web site address for NA World Service (NA.org) so they can access meetings or information on-line.

Below is an example of the e-mail a volunteer receives. The digital call will be located at the bottom of the e-mail for you to download. Do not click the dialogue box in the body of the e-mail (Click to Call) to return the call. This action will open SKYPE or dial the phone number from your computer.

**Note: The term One Box is still used on the transcript.**

Today at 4:18 PM

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| Onebox | facebooktwitteryoutube |
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| **Voicemail Transcription**

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| --- |
| Did you know that you can have your voicemails transcribed to text. Contact customer service or signup online to save time and start reading voicemails instead of listening to them. |

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| --- |
| Click to Return This Call |

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| --- | --- |
| **DIALED:** | **212-929-6299** |
| RECEIVED: | Tue, Feb 4 2014 : 4:10 PM |
| FROM: | 718-226-9000 |
| LENGTH: | 3 seconds |

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Click on the attached file to listen to your message. **Want Better Transcriptions?**Upgrade your voice-to-text plan and get better quality message transcriptions. j2.com |  |
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**Accessing E-Voice Messages/ E-mails/ Digital Calls**

Seven (7) helpline volunteers handle call backs. Each volunteer is assigned to a day of the week, but all seven will receive the email. Volunteers are responsible for their assigned day of the week only.

Depending on the device you use to access these e-mails, will determine where the call appears in the e-mail and how it will play. Download the call and click the play button and you will hear the call. When returning the call, we recommend that you block your number to avoid callers from obtaining your phone number

After you complete the call, log it for yourself so that you can provide the numbers of calls you answered during your 24-hour period. Send the number of calls to the Chairperson/Vice Chair so they can add them to the monthly call report. There will be several calls with durations of 1-5 seconds. These are normally hang-ups; however, you should listen to them just to make sure they are hang-ups. We do not return calls to hang-ups.

If you are returning calls via e-mail and notice that you have not receive any e-mails, dial the Help Line number 1 212 929 6262. If a person or ONE BOX answers your call, the system is operating correctly. If not, please contact the Chair, Vice-Chair and Secretary, they will attempt to resolve the issue.

**Avoiding Phone System Issues**

If you are virtually answering calls, dial the Help Line number 1 212 929 6262 at the beginning of your shift **(let the phone ring one time only and hang up)**. You should receive the call on your phone during your shift. By following this step, you will ensure that the phone system is operating properly. If you hear another volunteer or your call is not being forwarded to you, contact the Chair, Vice Chair or Secretary immediately. They will address the issue as soon as possible. There are two numbers associated with the GNYR Helpline, 212 929 6262 and 212 929 6299.

**How Do We Handle Abusive Calls?**

These are the Helpline recommended actions, if you do not follow these recommendations we might not be able to take the action we deem necessary to protect our volunteers.

**How Do We Handle Profanity Calls?**

At any point during a call you feel that profane language is used at you personally please advise the caller of the following:

“The Help Line is a service available to assist addicts or those who believe they have a problem with drugs. Its volunteers are not required to listen to unprovoked profane language directed at them. If this language continues, I will end this call.”

If the caller continues to use profane language, end the call and record the time and the date that the call took place. Forward that information to both the Chair and Vice-Chair of the sub- committee. They will record the number and if the instance happens, again they will take the appropriate action.

**How do we handle sexually charged / Illicit calls?**

Sexually abusive calls are handled in the same manner. However, please use this language to end the call. “All Help-line calls are recorded and we have a record of your phone number. We will file a complaint with your local Law Enforcement Officers and will follow-up on the actions they recommend we take.” End the call immediately and forward the call information to the Chair and Vice Chair. The information must include the date and time of the call. We will contact the Police and provide them with the call along with the call information.

**Greater New York Regional Help Line Referral Telephone Numbers**

You must read the disclaimer below to comply with our 6th tradition before giving out these numbers.

**"We do not endorse and are not affiliated with these organizations, but as a courtesy we will give you the telephone number of** (name and number of organization from below list only)**"**

**Organization**  **Telephone Number**

|  |  |
| --- | --- |
| AA Hotline (person answers calls) | 212-647-1680 |
| ACA-ADULT CHI LDREN OF | 310-534-1 8I 5\* |
| ALCOHOLICS | (RSO regional service office) |
| info(@adultchildren.org |  |
| [www.adultchildren.org](http://www.adultchildren.org)  |  |
| AI DS HOTLI NE (machine, call will be | 800-541-2437 |
| transferred in two minutes to live person) |  |
| ALANON (information line, website) | 212-941-0094(RSO) |
| ALA TEEN (8A M-6PM M-F operator | 800-356-9996 (website) |
|  |  |
| CA (Cocaine Anonymous) (live person) | 212-262-2463 |
| FAMILIES ANONYMOUS | www.familiesanonymous.org |
|  |  |
| GA (GAMBLERS ANONYMOUS) |  855-222-5542 |
| (information line) |  |
| M A (MARIAJUANA A NONYMOUS) NY | 917-525-3653 |
| Phone meetings: [www.ma-phone.org](http://www.ma-phone.org) | P |
| NARANON (names and numbers of | 800-477-6291 |
| volunteers to call machine with prom pts for |  |
| meeting info. website) www.nar-anon .org |  |
| NYC POISON CONTROL (person) | 212-764-7667 (800-222-1222) |
| PILLS ANONYMOUS (leave a message) | 212-874-0700 |
| NATION AL SUICIDE PR EVENTION | 800-273-8255 |
| LIFELI NE |  |
| SEXUAL COM PULSIVES ANONYMOUS [www.scany.org](http://www.scany.org) [www.sca-recovery.org](http://www.sca-recovery.org)  | 917-SCA-NY12 |
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| SUICI DE National Hotline  | 800-784-2433 |
| SU ICIDE HOTLINE EMERGENCY(person) | 21 2-673-3000 |
| TREATMENT R EFERRALS | 800-454-8966 |

DETOX AND TREATMENT

NYS SUBSTANCE ABUSE HOTLINE 800-522-5353 M-F 8AM-M I IDNIGHT (for drugs, alcohol, and gambling abuse)

US DEPT OF HEALTH AND HUMAN SVCS 212-285-1724 24rs

**12 Step Contact List**

| **NAME**  | **NUMBER** | **GENDER** | **AREA** | **LANGUAGE/NOTES** |
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**Sample Questions Posed by Potential Members**

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.

1. 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.

1. What should I expect when I go to my first NA meeting? Do I have to talk?
2. Typically, a 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.
3. 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.

1. 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. Our area does not have a nurses’ NA meeting. We can tell you, however, that recovering addicts from all types of professions attend our meetings.

1. I’d like to go to an NA meeting but I don’t have a car. Can you help?

In rural parts of the country, this type of help is available. But here in NYC it is not. I suggest you try public transportation.

1. 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 800-784-2433, or call 911 to get immediate assistance.

Potential Questions Asked by Loved One’s

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.

1. 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.

1. Will you call me if my son/daughter does not show up to meetings regularly?

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