Narcotics Anonymous
Artificial Intelligence
Toolbox



WESTERN SERVICE XL LEARNING DAYS
2026
SERVICE IS LOVE MADE VISIBLE

PAUSE

AI works better when we slow down long enough to think about what we are asking AI, what we are sharing, and how we handle the results. PAUSE gives us a simple process to consider before, during, and after use of the AI tool.

P Protect anonymity and confidentiality

Before even entering the AI request, remove all confidential information.
Tradition 11

A Ask whether AI is appropriate for this task

Consider if AI should assist in this task or if it should be left to members or a service body.
Concept 3.

U Understand and verify the output

Check facts, tone, meaning omissions, etc. for anything that AI may have invented, missed, or changed.
PR Handbook

S Seek the appropriate group conscience

Individual members do not speak for NA. AI generated materials should be routed through the appropriate service body for review and accountability before being shared in NA's name.
Concepts 5 & 6.

E Ensure a trusted servant remains accountable

AI may be a tool for the work. However, a service body owns the final decision and responsibility.
Concepts 5 & 6.

PAUSE DOESN'T END WHEN AI GIVES YOU AN ANSWER. The output is the beginning of the review process. Adjust it, verify it, bring it back to the appropriate trusted servants when needed, and use the final product only when people are prepared to stand behind it.



HUMAN REVIEW OR HARD STOP?

Some AI-assisted tasks require human review. Other parts of service work should remain entirely human.

HUMAN REVIEW

AI CAN ASSIST WITH

- Drafting assigned flyers, announcements, emails, or social media posts
- Brainstorming workshops, events, and service ideas
- Organizing notes or existing information
- Creating outlines, agendas, templates, or survey questions
- Improving clarity, formatting, translation, or accessibility
- Reworking non-confidential information for a different audience or format
- Creating visual concepts, graphics, or photo edits within strict guidelines

BEFORE USING AI GENERATED CONTENT

- Confirm the facts
- Confirm the meaning
- Confirm the tone
- Confirm all requirements.
- Look for missing information
- Check for invented content
- Did it alter instructions?
- Always check for changes to registered NA trademarks and logos.

KNOW WHEN TO REVIEW.

HARD STOP

DO NO ENTER OR UPLOAD

- A member's name connected to NA without permission
- Contact information, clean dates, or identifying details that are not yours to share
- Another member's private recovery story
- Confidential committee records, member lists, or private email threads
- Passwords, access codes, or private financial information
- Photos that could reveal someone's NA membership without permission

DO NOT DELEGATE TO AI

- Selecting trusted servants
- Determining or replacing a group conscience
- Resolving disagreements between members
- Making decisions assigned to a group or service body
- Creating or presenting material as Fellowship-approved literature
- Interpreting NA literature, policy, or Traditions as an authority

KNOW WHEN TO STOP.

THE TRUSTED SERVANT'S AI PLAYBOOK

Ways NA members can start using AI in service work. No account required beyond a free one, and no personal information about you or anyone else ever goes in the prompt.

THE RULES FIRST: Never type a member's name, story, or identifying details into an AI tool, even to "get advice." Anonymity is broken the moment it's typed, not the moment it's shared. AI can help you draft, format, or translate. It cannot carry the message, sponsor anyone, or speak for NA.

One question before you use any tool: does this prompt contain anything that could identify a real person? If yes, stop and rewrite it.

01 Draft a PR or professional outreach letter.

```
I volunteer with NA public relations. Help me draft a short, plain-language
letter introducing NA to [type of professional, e.g. "a hospital social
worker"]. Use Tradition Eleven: attraction, not promotion. No claims of
success rates or guarantees. Keep it under 200 words.
```

You fill in the audience. AI drafts. A human on your committee reviews before it goes out.

02 Clean up an event flyer before it prints

```
Here is the text for an event flyer: [paste text]. Check it for typos,
unclear wording, and missing information a newcomer would need (day, time,
address, format). Do not add any information I did not give you. List
anything that seems missing instead of guessing.
```

Accuracy check only. AI never has real event information. You are the source of truth.

03 Translate a flyer or announcement

```
Translate this NA flyer into [language], keeping the tone plain and
welcoming, not formal or clinical: [paste text]. Flag any phrase that may not
translate clearly so a fluent speaker can review it before we print or post
it.
```

Reminder: translation is a starting point, not a final answer. A fluent speaker should always check it.

04 Organize notes from a business meeting

```
Here are my raw notes from an area business meeting: [paste notes]. Turn them
into clean, organized minutes. Use only what is in my notes. Do not add
anything I did not write. If something is unclear, write [UNCLEAR — CHECK
WITH SECRETARY] instead of guessing.
```

No names of individual members sharing at meetings. Business items and decisions only.

05 Practice explaining a Tradition or Concept before you present it

```
I am facilitating a discussion on Tradition [number] for my home area. Ask me
questions about it the way a member new to the Tradition might, so I can
practice explaining it out loud in plain language.
```

This is a rehearsal tool, not a replacement for the discussion itself. The learning happens in the room, with the group.

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One question before you use any tool: does this prompt contain anything that could identify a real person? If yes, stop and rewrite it.

06 Build a workshop outline from member feedback

```
Here is a summary of member feedback on what topics they'd find useful:
[paste feedback]. Build a workshop outline based only on what's in this
feedback. Do not invent topics or attribute ideas to specific members. Flag
anything unclear as [NEEDS CLARIFICATION].
```

This drafts a starting structure, the fellowship development committee still shapes the final workshop.

07 Draft a phoneline call-routing guide

```
Help me draft a simple call-routing guide for our phoneline, covering common
informational requests like meeting times, locations, and how to find a
sponsor. Use plain language a new volunteer could follow. Do not include
anything about handling emergencies or crisis calls, that requires a person
to make the judgment call.
```

This tool cannot sponsor callers or independently manage a crisis. A trained volunteer stays on every call.

BEFORE YOU USE ANY AI TOOL, ASK:

1. *Does this prompt include anyone's name, story, or identifying detail? If yes, stop.*
2. *Am I checking the output for accuracy, or just trusting it? Always check.*
3. *Am I recommending one AI platform over another? Traditions Six and Eleven say don't.*
4. *Could this task be done just as well by asking a person in the fellowship? Consider that first.*

A tool for practice, not a replacement for group conscience or a sponsor. Always check the work.

MAKE THE PROMPT WORK HARDER: FINE-TUNING YOUR ASK

Sometimes a prompt isn't wrong, it's just incomplete. Adding a phrase like the ones below can sharpen what you get back. These techniques all do a few simple things: asking for clarification before drafting, flagging gaps rather than guessing, checking tone, asking for uncertainty flags, requesting multiple phrasing options, providing an example to model from, updating an old structure without losing what worked about it, and keeping the reading level accessible.

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1. **Before giving me your response**, ask me any questions you have that will give clarity on what I'm asking you to do. Is there **anything missing** or something I should consider?
2. (After pasting a bunch of notes) **Help me group** these by similar ideas or concepts. If there are any that don't seem to fit, **make a category for me to review**.
3. If you're compiling feedback from several sources, after grouping these together, **make a notation of how often** the same idea came up.
4. **Do not remove or add** anything I didn't provide you with.
5. If something is unclear or missing, **ask me instead of guessing** or filling in a gap on your own.
6. Keep this at a **plain language**, entry-level reading level, nothing technical or jargon heavy. (NA already has enough acronyms for a lifetime, no need for AI to add its own.)
7. Give me a **short version first, then offer** to expand any part I want more detail on.
8. Show me **two or three different ways** to phrase this, **so I can pick** the tone that fits best.
9. Before you finalize this, **check it against** [specific thing, e.g. "the Twelve Traditions" or "our working agreements"] and **flag anything that might conflict**.
10. Once you've drafted this, read back through it **as if you're seeing it for the first time** and tell me if **anything sounds confusing or unclear**.
11. Keep the **tone warm and welcoming**, not clinical or corporate.
12. **Here's an example** of the tone or format I like. **Use this as a model** for your answer.
13. **Here's an old letter or template from a past service handbook that still has good bones. Keep the structure and intent, but give me two updated versions with the language adjusted to be [modern / regionally appropriate / less formal]. For each version, tell me what you changed and why.**
14. That's close, but **not quite right. Here's what to adjust**: [describe the issue]. Try again with just that piece changed, keep everything else the same.
15. Here's a **link to a publicly available source**, like an online service handbook or set of guidelines [paste link]. **Use this as a reference**, and tell me if anything in your answer **conflicts with what's written there**. NOTE: Only use sources that don't require a password or login to access.

PRINCIPLES FOR AI USE, GROUNDED IN OUR TRADITIONS & CONCEPTS

GROUP CONSCIENCE & AUTHORITY

Tradition Two • Concepts Two & Six

NA decisions are guided by group conscience, and final responsibility for NA services rests with the groups. AI can help organize information or generate options, but it should never become the authority or substitute for the spiritual decision-making process.

ACCOUNTABILITY

Concept Five

NA service responsibilities need a clearly defined point of decision and accountability. AI may assist with the work, but responsibility for the final product or decision stays with a trusted servant or service body.

INTEGRITY IN COMMUNICATION

Concept Eight

NA service depends on communication that is accurate, clear, and effective. AI-generated emails, flyers, translations, summaries, or reports still need human review so the final message accurately reflects the information and decisions of the service body.

AUTONOMY & DELEGATED AUTHORITY

Tradition Four • Concept Three

Groups have freedom to manage their own affairs, while trusted servants are given only the authority needed to complete assigned responsibilities. Using AI does not expand that authority, and members should still consider their effect on other groups and NA as a whole.

COOPERATION, NOT ENDORSEMENT

Tradition Six

NA can cooperate with outside organizations and use outside resources without endorsing them. Using ChatGPT, Claude, Canva, Grok or another AI platform does not mean NA supports or endorses that company, product, or technology.

PRIMARY PURPOSE

Tradition Five

Each NA group has one primary purpose: carrying the message to the addict who still suffers. AI should support that purpose by helping with useful service work, without becoming a distraction or focus of the service itself.

ANONYMITY

Traditions Eleven & Twelve

Anonymity reminds us that every member has equal value. AI can turn service workflows and instructions into clear, consistent, step-by-step guidance, making service more accessible regardless of experience, education, language, disability, learning style, or familiarity with NA service. Always remember to remove identifying information and have trusted servants review final materials to protect members and NA.

EVENT NAME · BUILDING AN AI TOOLBOX
A PRINCIPLED USE IN NA SERVICE

BUILDING AN AI TOOLBOX: A PRINCIPLED USE IN NA SERVICE

NOTES