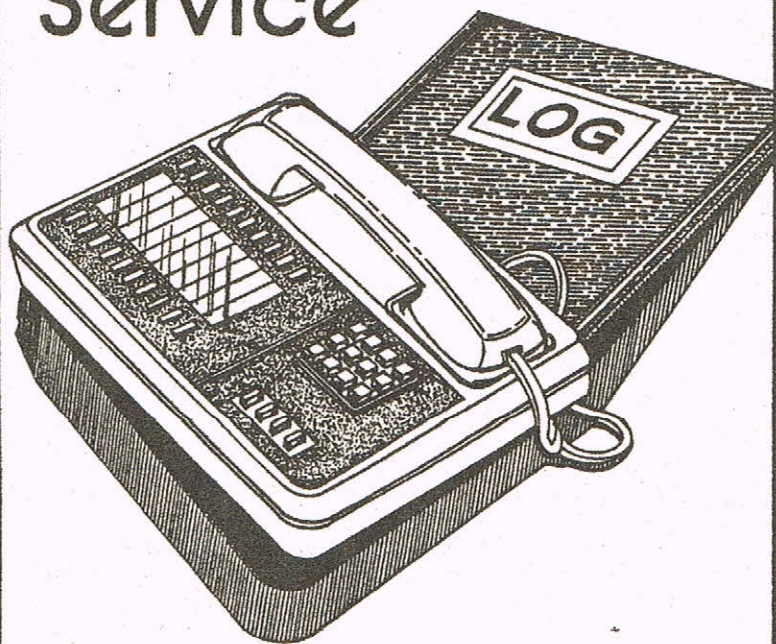


# A Guide to Phoneline Service



World Service Conference  
Public Information Committee  
For Approval At WSC 1986

## THE TWELVE STEPS OF NARCOTICS ANONYMOUS

1. We admitted that we were powerless over our addiction that our lives had become unmanageable.
2. We came to believe that a Power greater than ourselves could restore us to sanity.
3. We made a decision to turn our will and our lives over to the care of God *as we understood Him*.
4. We made a searching and fearless moral inventory of ourselves.
5. We admitted to God, to ourselves, and to another human being the exact nature of our wrongs.
6. We were entirely ready to have God remove all these defects of character.
7. We humbly asked Him to remove our shortcomings.
8. We made a list of all persons we had harmed, and became willing to make amends to them all.
9. We made direct amends to such people whenever possible, except when to do so would injure them or others.
10. We continued to take personal inventory and when we were wrong promptly admitted it.
11. We sought through prayer and meditation to improve our conscious contact with God *as we understood Him*, praying only for knowledge of His will for-us and the power to carry that out.
12. Having had a spiritual awakening as a result of those steps, we tried to carry this message to addicts, and to practice these principles in all our affairs.

WE ARE DEDICATED TO THE PROPOSITION THAT

NO ADDICT SEEKING RECOVERY NEED DIE

WITHOUT HAVING A CHANCE

TO FIND A BETTER WAY OF LIFE.

# **A GUIDE TO PHONELINE SERVICE**

**World Service Conference  
Public Information Committee  
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# WSC PUBLIC INFORMATION COMMITTEE A GUIDE TO PHONELINE SERVICE

## PART ONE

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### SECTION ONE

#### HOW DO WE BEGIN?

##### Does Our Area or Region Need a Phonerline?

It is suggested that prior to establishing a phonerline, a thorough investigation should be made of the actual need for such a service. There may be surrounding areas, regions, etc., who have successfully established and maintained a phonerline service and can provide valuable assistance.

A phonerline is handled by a subcommittee of an area or regional service committee. Abide by the group conscience of your area or region. Separate individual opinions from group conscience. Be sure that all groups in the area rather than just a few members really want to establish such a service. What are your needs and what type of service better suits your area or region. Start small, it is easier to expand than to reduce services.

##### Can Our Area or Region Support a Phonerline?

The following checklist of questions should be used by your area or regional service committee to take a preparedness inventory before you start a phonerline in your community:

1. Have we made a reasonable effort to project what the response will be and to take steps to meet the workload for volunteers?
2. Do we have a contingency plan if our phonerline or Twelfth Step lists get over loaded?
3. Will our phonerline committee receive support from the Fellowship (in both finances and time) to allow us to

take on a potentially large number of calls in a short period of time? Can we handle financially an increase in phonenumber costs, literature costs, etc.? If not, what can we do to help us reach a place where we can afford to move ahead?

4. Are we working in cooperation with P.I. and H&I Committees and our area or regional service committee to insure communication and responsible handling of calls?
5. Is our ASC or RSC well organized and receiving the support from the groups to allow our involvement in the creation of a phonenumber that will work? Are we ready for this or should we have other priorities?
6. Have we checked with surrounding areas and/or regions for their experience, strength and hope in beginning a phonenumber?
7. Have we discussed the above with the RSC to determine what is happening in other areas? Are Public Service Announcements being used in surrounding areas? Will that affect the phonenumber?
8. What support will the phonenumber committee need to do their jobs?
9. Have we talked with WSC P.I. to make sure we have all that's available to help us?

#### What Do We Need to Start the Phonenumber Committee?

The first thing to do, of course, is to locate and enlist the support of members who have the desire, ability and requirements to carry out the responsibilities of a phonenumber committee.

#### Who are the members of the committee?

It is strongly suggested that members of the phonenumber committee include representatives from each group and/or area, depending on whether it will be an area or regional phonenumber committee. These individuals and other N.A.

