

832-DRUG Phone-Line

Volunteer Handbook



Mile High Area Service Committee

December 2003

Word Document

“God, grant us
knowledge that we
may write according
to Your Divine

precepts. Instill in us a sense of Your purpose. Make us servants of Your will and grant us a bond of selflessness, that this may truly be Your work, not ours – in order that no addict, anywhere, need die from the horrors of addiction.’

Service Prayer, Basic Text, page xvi“God, grant us knowledge that we may write according to Your Divine precepts. Instill in us a sense of Your purpose. Make us servants of Your will and grant us a bond of selflessness, that this may truly be Your work, not ours – in order that no addict, anywhere, need die from the horrors of addiction.’

Service Prayer, Basic Text, page xvi

Table of Contents

<u>Section</u>	<u>page number</u>
General volunteer Information	2
Do's & Don'ts	4
Common Phonenumber Calls	5
How to Handle Special Calls (Crisis Calls)	10
Community Service Referral List	11
Committee and Volunteer Contact Numbers	12
Notes	13
Phonenumber Coordinators	14
Signing On	16
Phonenumber Flow Chart	18
Phone Log	19

Tradition One

Our common welfare should come first; personal recovery depends on N.A. unity.

“We had common themes in our addiction, and we find that in our recovery we have much in common. We share a common desire to stay clean. We have learned to depend on a Power greater than ourselves. Our purpose is to carry the message to the addict who still suffers.”

Basic Text Fifth Edition pages 59-60

General Volunteer Information

Phoneline Volunteers

A phoneline volunteer is an NA member whose **primary objective** is to direct the potential newcomer to an NA meeting or direct questions about our fellowship to the appropriate subcommittee.

The first NA member a caller will come in contact with is usually the phoneline volunteer. The response and attitude of a volunteer can have a lasting impression on the caller. This is a service position of great responsibility.

Experience has shown that the most successful phoneline volunteers possess certain assets which are beneficial in the accomplishment of their responsibilities. **These qualifications include:**

1. A minimum of one year clean-time
2. Appropriate training
3. A knowledge of the Twelve Steps and Twelve Traditions of Narcotics Anonymous (e.g., the only requirement..., our primary purpose..., never endorse related facilities..., non-professional..., no opinion on outside issues..., attraction rather than promotion..., anonymity..., etc.)
4. The willingness to serve
5. The willingness to give of personal time

Phoneline volunteers may receive calls from NA members, potential newcomers, family and friends of addicts, and other people interested in NA (professionals, students, and members of the media).

Upon receiving a call, **the first thing** to determine is whether the caller is an addict seeking help. Calls from potential newcomers are, of course, the most important calls received by a phoneline volunteer. The volunteer provides a brief introduction of the NA program and explains, in general, what the caller can expect at a meeting.

Calls from **NA members** are usually simple requests for meeting information. These should be answered quickly. Most members readily understand the need to keep the phoneline open for other calls.

Calls from **non-NA members**, such as students, professionals or community members are usually requests for general information about NA. These also should be handled quickly. The caller can be advised that information is available by calling back to 303-832-DRUG and accessing the box for Public Information.

Tradition Two

For our group purpose there is but one ultimate authority – a loving God as He may express Himself in our group conscience. Our leaders are but trusted servants, they do not govern.

“We have learned that for our Fellowship, leadership by example and by selfless service works. Direction and manipulation fail.”

Basic Text, page 61

If you are a volunteer, give callers requesting presentations, special meetings, literature, activities, etc., a brief description of NA, explaining that these requests are a function of our Public Information and Hospitals & Institutions Subcommittees, which can be accessed by calling back to 303-832-DRUG and following the directions for leaving a message for Public Information and Hospitals & Institutions.

Volunteers' Duties and Responsibilities

When you sign up for a time slot, you are making a commitment to answer calls during that day and time for a minimum of six months. It is your responsibility to make sure that all incoming calls during that day and time are answered within 15 minutes. This committee has established a zero tolerance to missing a shift. If a volunteer does not cover his/her shift for three times, that volunteer may be dropped from the schedule. To be reinstated, a volunteer must get the approval of the Phonenumber Volunteer Coordinator.

If you continue to get calls past your allotted time slot, you are encouraged to contact the volunteer covering the shift following yours to remind them to log on. If they can't be reached, please contact the Volunteer Coordinator to report the problem.

For example, if you know ahead of time that you will be out of town or unable to answer calls during your shift, you may call another volunteer from the schedule to cover your shift for you. Also, call and let the Phonenumber Volunteer Coordinator know. Only members who have gone through the phonenumber training session may cover a shift.

In addition to answering calls, all volunteers are required to fill out a phone log during their shift, outlining who called (addict, family member, etc.), the nature of the call, what action was taken, etc. These phone logs, along with information we get from the phone company, will help us better serve the fellowship and the addict who still suffers. The logs must be turned in to the Phonenumber volunteer Coordinator by the 25th of each month, in person or by mail (send to MHASC, Att: Phonenumber, PO Box 140100, Edgewater, CO 80214-0100). Failure to do so may result in you being relieved of your shift.

A phonenumber volunteer is often the first impression a still-suffering addict gets of NA. Because of this, we want to make sure the information we give is as correct and up to date as

possible. Meeting lists are updated continuously on the Regional web site at www.nacolorado.org. If you have access to the Internet, you can print a new meeting list each week so
Tradition Three

The only requirement for membership is a desire to stop using.

“An addict who does not want to stop using will not stop using...The only thing we ask of our members is that they have this desire. Without it they are doomed, but with it miracles will happen.”

Basic Text, page 62

that you will have the most current information available. Otherwise, you may obtain updated meeting lists at your home group or other meetings in the metro area.

If a volunteer relapses, it is the conscience of this committee that the volunteer will be relieved of his/her shift so that he/she can concentrate more fully on recovery.

Do's and Don'ts

DO:

- 1- Always identify yourself with your first name only and state that you are an addict.
- 2- Always have the necessary materials (e.g., White Booklet, meeting list, NA pamphlets, and phonenumber log) close to the telephone, to avoid delay and confusion.

- 3- Find out what the caller needs. Ask questions.
- 4- If you are returning a call, be certain that the person requesting help is on the line before identifying yourself as an addict or mentioning Narcotics Anonymous.
- 5- Remember to be helpful and polite to all callers.
- 6- Make appropriate referrals when necessary.
- 7- Keep a log of all the calls you answer.
- 8- Plan ahead and cover your shift if you will be unable to take calls that day.
- 9- Contact the Phonenumber Volunteer Coordinator if you receive any crisis calls during your shift or if other problems arise.

DON'T:

- 9- Don't argue with people whose views of addiction differ from your or NA's. If the caller does not want to stop using, do not try to persuade him/her to stop.
- 10- Don't try to handle calls that you are not qualified to answer.
- 11- Don't give medical advice.
- 12- Don't give out other people's names or telephone numbers.
- 13- Don't answer questions about who was at an NA meeting (e.g., to police officers, probation officers, or significant others). However, general information may be given about NA's make-up (variance in size of meeting, NA open to all age groups, etc.)
- 14- Don't glorify active addiction by telling war stories.

Tradition Four

Each group should be autonomous except in matters affecting other groups or N. A. as a whole.

“Narcotics Anonymous is a Fellowship of men and women, addicts meeting in groups and using a given set of spiritual principles to find freedom from addiction and a new way to live. The services we mentioned are the result of members who care enough to reach out and offer help and experience so that our road might be easier.”

Basic Text, page 63

- 15- Don't ever, ever put yourself at risk by picking up or meeting a newcomer alone. Always bring another recovering addict with you. Treat this like a 12th Step call.

Common Phonline Calls

The following section illustrates several types of calls commonly received by phonline volunteers. These outlines are not meant to be a script for phonline calls. Instead, they are offered as examples of appropriate responses in various situations.

On the following pages, possible responses appear in *Italics*. Remember that we carry the message of recovery to the caller when we express that:

1. Our primary objective is to get the addict to a meeting
2. The program works
3. We were once suffering ourselves
4. We care and are willing to help

Our tone of voice and delivery speed is just as important as the words we use. We acknowledge what the caller is saying and feeling. Do not use judgmental words or preach to the caller. It is important to keep in mind that calls may not follow exactly the dialogue detailed in this section. However, familiarity with this information will make it easier to respond appropriately and to serve within the spirit of the Twelve Traditions of NA.

Fellowship Matter/Request for Information

Give a brief description of NA to callers requesting presentations, special meetings, literature, activities, etc. The volunteer also explains that these requests are answered by calling back to 303-832-DRUG and accessing the box for Public Information and Hospitals & Institutions. The caller can leave a detailed message at that specific box, and the appropriate NA member will contact them or send them the requested information. Never make these types of commitments on your own.

Tradition Five

Each group has but one primary purpose – to carry the message to the addict who still suffers.

“What is our message? The message is that an addict, any addict, can stop using drugs, lose the desire to use, and find a new way to live. Our message is hope and the promise of freedom. When all is said and done, our primary purpose can only be to carry the message to the addict who still suffers because that is all we have to give.”

Basic Text, page 65

Personal Calls

If the caller wants to meet with or talk to a specific individual in NA, politely tell them, *“It is our policy that we cannot accept personal messages, and I cannot give out the telephone number of anyone who may or may not be in the fellowship.”* Keep in mind that the anonymity of our members is very important, and we must **never** acknowledge anyone’s membership in our fellowship, either directly or indirectly.

Talking to a Friend or Family Member

Crisis Calls

Although most of the calls taken by the phonenumber volunteer are routine in nature, occasionally a crisis call may arise. Always take these calls seriously. When the volunteer has established that a caller is in crisis, the volunteer can quickly refer the caller to the appropriate telephone number from the Community Service Referral List (included in packet). Make sure the person writes the number down, then say, *“When the crisis passes, give **our** telephone number to your loved one and suggest he/she call NA to hear about recovery from drug addiction.”*

Does the Addict Want Help?

Find out if the addict wants to stop using. If the answer is yes, and he/she would like to hear about recovery from drug addiction, talk to them (see the “Talking to an Addict” Section).

If the addict doesn’t want to stop using or come to the telephone, tell the caller, *“We cannot do anything for your loved one until they want to stop using – the addict must want help. There are, however, programs for loved ones of addicts. I can tell you how to get information if you would like.”*

NOTE: Always explain briefly the principle of our Sixth Tradition: *“Narcotics Anonymous is not affiliated with, nor recommends any other organization, institution, emergency service, agency or program. We simply provide alternate telephone*

Tradition Six

An N.A. group ought never endorse, finance or lend the N.A. name to any related facility or outside enterprise, lest problems of money, property or prestige divert us from our primary purpose.

“Narcotics anonymous is a separate and distinct fellowship in its own right. Our problem is addiction. The other 12 Step Fellowships specialize in other problems, and our relationship with them is one of cooperation, not affiliation.”

Basic Text, page 67

Numbers to callers who need services other than NA.” Answer questions about NA politely, but don’t tie up the telephone for long. “We need to clear the line now in case an addict is trying to call us. Feel free to attend an open meeting if you would like to find out more about NA. Your loved one may wish to attend with you”.

NOTE: For additional information, refer to the “How to Handle Special Calls” section.

Talking to an Addict

Listen and respond to the caller. A suffering addict probably will indicate that he/she wants information or wants help.

Addict Wants Information About NA

Answer the caller’s questions. If you sense that the caller wants more, ask, “*Do you have any more questions about Narcotics Anonymous?*” After the caller has asked all of his/her questions, and if you sense that the caller wants to continue the conversation, then respond, “*It sounds like you are really hurting. I know the desperation that you must be feeling. Do you want help to quit using drugs?*” The addict will indicate if he/she wants help.

Addict Interested – May Be Ready for Help: NO

Conclude the call by saying, “*When you are ready, we are here to help you. Our program works for those who want to quit using. Always remember that there is a way out.*”

Addict Interested – May Be Ready for Help: YES

If the caller wants help that is beyond the scope of services that NA can provide (e.g., detox, treatment information, etc.), furnish one or more telephone numbers from the Community Service Referral List (included in packet). Be familiar with the “How to Handle Special Calls” section. Do not hang up until you are fairly sure you have done all you can for this caller. If it is not a crisis call, listen to the caller and express your concern.

Tradition Seven

Every N.A. group ought to be fully self-supporting, declining outside contributions.

“As recovering addicts, we find that we are still dependent, but our dependence has shifted from the things around us to a loving God and the inner strength we get in our relationship with Him. We, who were unable to function as human beings, now find that anything is possible of us.

Addict Wants to Stop Using or Is Not Sure

Respond empathetically. Share a little about what it was like, what happened, and what it is like today. You might sum it up by saying, *“There was a time in my life that I thought I’d never be able to quit using drugs. However, since I found NA, I haven’t had to use. Would you like to go to an NA meeting?”* (If yes, see next section. If no, see No above).

Refer Addict to a Meeting

Give the caller information (time, location and directions, if needed) about the next available meeting. Take a few moments and explain to the caller what he/she can expect at a meeting. Included the structure/format of the meeting (e.g., speaker, topic, discussion, Basic Text study, etc.). It is helpful to go into some detail to make them feel as comfortable as possible. Conclude the call by saying, *“To get the most out of the meeting, try to get there a few minutes early. If you need further help, give us a call again. You’ve done the right thing by calling us. I will/won’t be at that meeting. I’m looking forward to meeting you.”*

Addict Won’t Go to a Meeting

Ask them, *“Why not?”* The following are examples of ways to respond to excuses for not going to a meeting. The addict’s questions and statements may sound like he/she is not ready yet, but remember that the caller has already expressed that he/she needs help. Our intention is to help the caller **focus on the solutions**, rather than the problems keeping him/her from attending NA meetings.

If the caller is **on guard**, “What happens at a meeting?” respond, *“We are a group of clean addicts who meet regularly to help each other stay clean. Addicts share about what it was like and what life is like today. You aren’t required to do or say anything.”*

If the caller **presents obstacles**, “My car doesn’t work, etc.” respond, *“Does this problem have a solution?”*

If the caller uses his/her **children as an excuse**, “I don’t have anyone to take care of my children,” respond, *“If you have to, you can bring them to an open meeting. If they are school age, you can attend daytime meetings.”*

Tradition Eight

Narcotics Anonymous should remain forever nonprofessional, but our service centers may employ special workers.

“We recognize and admire the professionals. Many of our members are professionals in their own right, but there is no room for professionalism in N.A.”

Basic Text, page 69

If the caller says they are **too scared**, respond, “*You’re not alone. During my first meeting, I felt so self-conscious I was afraid to say anything. You don’t need to worry, we’re all pretty friendly.*” Try to arrange for someone to meet them at the meeting.

If the caller says he/she is **still using**, “I can’t stay clean long enough to go to a meeting.” Respond, “*If you want to stop using, then you are welcome. We ask that you not have any drugs or paraphernalia with you during the meeting.*”

If the caller says they are **too hopeless**, “It won’t work for me. I’m too far gone.” Respond, “*I felt that way too; however, with the help of NA, I have a choice. I don’t have to use today.*”

If the caller has **other excuses**, “I can’t go because: I have family or work obligations; my wife/husband doesn’t approve; etc.” respond, “*It sounds like if you don’t get help, you may not be able to keep your job, family, etc.*”

After discussing the caller’s reasons for not going to a meeting and some possible solutions, ask the caller, “*Do you want to go to a meeting?*” For a response, refer to the appropriate heading within this section.

How to Handle Special Calls

A Narcotics Anonymous phonenumber is strictly for dispensing information about the NA Fellowship, NA meetings and recovery. A volunteer must always remember that he/she is only a recovering addict sharing their experience, strength, and hope. As volunteers, we are not professional crisis counselors, doctors, or psychologists, etc., and **we do not have the right to give professional advice.** Callers with issues that, in the volunteer’s opinion, are beyond the boundaries of Narcotics Anonymous should be quickly and politely given an appropriate referral number from the Community Service Referral List (included in packet).

Before providing any other referral number, always explain that Narcotics Anonymous is not affiliated with, not recommends, any other organizations, institutions, emergency services, agencies, or programs. We simply provide alternate telephone numbers for those callers who need services other than NA.

Tradition Nine

N.A., as such, ought never be organized, but we may create service boards or committees directly responsible to those they serve.

“Narcotics Anonymous is addicts who have the desire to stop using and have joined together to do so. Our meetings are a gathering of members for the purpose of staying clean and carrying the message of recovery. Our steps and traditions are set down in a specific order.”

Basic Text, page 70

Handling Crisis Calls

Although most of the calls taken by the phonenumber volunteer are routine in nature, occasionally a crisis call may arise. Always take these calls seriously. When the volunteer has established that a caller is in a crisis, the volunteer can quickly refer the caller to the appropriate telephone number from the Community Service Referral List (included in packet). After taking a crisis call, immediately notify the Volunteer Coordinator.

Calls from a Suffering Addict

As a volunteer, our first concern is with the welfare of the person who is using drugs. If someone calls and is suicidal, refer them to either 911 or the Suicide and Crisis Hotline. If someone calls and is afraid they have taken an overdose or otherwise life-threatening dose, refer them to 911 or the Poison Control or Medical Advice lines.

We are **not** professionals; therefore, we are not trained to give medical or crisis advice. We must refer callers in crisis to the appropriate agencies. Do **not** try to handle crisis calls by yourself. You are only an addict, regardless of what you do for a living (i.e., doctor, nurse, counselor, therapist, etc.). In this situation, you are simply a member of NA, and you are representing the Fellowship.

Remember: We deal with suffering addicts. If we were to call the police (or 911) without their permission, we are most likely setting someone up for an arrest. Encourage them to get the appropriate help they need.

Call from Friends and Family Members

Many calls come from family members or friends who are concerned with the welfare of the person who is using drugs. We must remember that our primary purpose is to carry the message to the addict who still suffers. If the addict is there and willing to talk with the volunteer, great; if not, suggest that the family member attend an open meeting to find out more about Narcotics Anonymous. It can be suggested that the caller bring along the addict who is still suffering.

Second, the family member can be asked to give the phonenumber to that individual. Family members often want us to talk to an addict who is unwilling to do anything about his/her problem or they want us to call them personally. We cannot do this. Tell them that the addict needs to call us or be willing to get on the telephone. We can only help those who are willing to help themselves.

Tradition Ten

Narcotics Anonymous has no opinion on outside issues, hence the N.A. name ought never be drawn into public controversy.

“Our recovery speaks for itself. Our Tenth Tradition specifically helps protect our reputation. This tradition says that N.A. has no opinion on outside issues. We don’t take sides. We don’t have any recommendations.”

Basic Text, page 71

If family members persist in telling us how they are feeling, refer them to the appropriate telephone number(s) from the Community Service Referral List (included in packet). Remember to treat the family member or friend with kindness and the utmost patience.

Community Service Referral List

Remember, as a phonenumber volunteer, our primary objective is to direct the potential newcomer to an NA meeting or direct questions about our fellowship to the appropriate subcommittee. The 832-DRUG line is not meant to be a community referral line. There are plenty of other numbers to be found in the phonebook under the listings of Drug and Alcohol Abuse.

However, if we are asked, we may provide callers with alternative phone numbers. When providing these numbers, always explain that Narcotics Anonymous is not affiliated with, not does it recommend, any other organizations, institutions, emergency services, agencies or programs. We simply provide alternate telephone numbers for those callers who need services other than what Narcotics Anonymous can provide.

EMERGENCIES.....911

Suicide and Crisis Hotline.....303-860-1200

Poison Control.....303-739-1123

-----Al-

anon.....303-321-8788

Alcohol & Drug Abuse Division.....303-866-7480

Mile High Council on Alcoholism & Drug Abuse

Information & referral line.....303-825-8113

Info & referral/24-hour toll-free number 800-537-8098

Medical Advice Lines

Denver Residents, call.....303-739-1211

St. Anthony’s, ask for a nurse.....303-777-6877

Naranon, meets on Sunday, 7:30-9PM at 4500 Wadsworth (in the Holy Cross Lutheran Church), no phone number available

Physical Abuse

Alternatives to Family Violence.....303-289-4441

Spanish Speaking (and English)

Drug/Alcohol Info & Domestic

Violence..... 303-477-3817

Youth Support Line.....303-894-9000

RTD (bus service, Metro Denver).....303-299-6000

Tradition Eleven

Our public relations policy is based on attraction rather than promotion; we need always maintain personal anonymity at the level of press, radio and films.

“Our attraction is that we are successes in our own right. As groups, we offer recovery. We have found that the success of our program speaks for itself; this is our promotion.”

Basic Text, page 72

COLORADO NARCOTICS ANONYMOUS EMAIL:

www.nacolorado.org

Committee and Volunteer Contact Numbers

These numbers are being provided to help you, as a Phone-Line Volunteer, to contact other members who can provide support and/or answer questions pertaining to this service. These numbers are **NOT** to be given out to anyone (NA member or not) – they are strictly offered for your use alone.

Phone-line Volunteer Coordinator:

Caroline B. Hm: 303-446-8954 Cell: 303-842-9342

E-mail: cjb62984na@yahoo.com

Phone-line Information Coordinator:

Desiree F. Hm: 303-427-2068 Cell: *Open will train next person A.S.A.P.*

Scott F. E-mail: dsfulky2000@yahoo.com

Phone-line Training Coordinator:

Mary L. Hm: 303-932-9221 *Open will train next person A.S.A.P.*
E-mail: maintelite@msn.com

Phone-line Communications and Electronics Subcommittee Chair:

Jeff L. Hm: 303-932-9221 Cell: 303-478-4252 *Open will train next person A.S.A.P.*
E-mail: maintelite@msn.com

Mile High Area Service Committee Chair:

Dan A. Hm: 303-000-0000

Mile High Area Service Committee Vice-Chair:

Mark M. Hm: 720-297-2322
E-mail: curlynoshoesjr@yahoo.com

Web Servant:

Krys G.:

E-mail: krys@kgwatercolors.com

Public Information Chair:

Brian M. Hm: 303-781-5507

Hospitals and Institutions Chair:

Marilou L.. Hm: 720-318-4924

Jay Mc. Hm: 720-333-2934 Vice-Chair

Please add your own support names and numbers:

Tradition Twelve

Anonymity is the spiritual foundation of all our Traditions, ever reminding us to place principles before personalities.

“Throughout our Traditions, we speak in terms of “we” and “our” rather than “me” and “mine.” By working together for our common welfare, we achieve the true spirit of anonymity.”

Basic Text, page 73

NOTES

1. Volunteers have a responsibility to honor the clarity of the NA message: We are addicts, and we are clean.
2. Throughout this handbook, you are directed to give a brief description of NA. There are excellent examples of the definition of NA in the notes under Traditions 4 & 9 (page 5 & 10, respectively, in this booklet).
3. If you get a call from a current NA member who wants you to look up meeting information for them, let them know that the Help line function of the phonenumber needs to be kept available for the addict who still suffers and that meeting information is available on the Information portion of the phonenumber.
4. Our primary purpose as Help line volunteers is to get the suffering addict to a meeting. Many callers will want to chatter on and on. Do not spend longer than 15 minutes on any one call. We are not set up at this point to spend a long time with a caller. Let the caller know that you must keep the line open for other callers. If they want a longer conversation, they can go to a meeting and get phone numbers of other recovering addicts.
5. If you take a crisis call, it is critical that you immediately alert the Volunteer Coordinator. This simply establishes a paper trail in case of complications.
6. Just as in recovery, we must rely on each other to keep the Phonenumber running smoothly. It will help if you can set up your own support team for your shift. For example, if you get an overwhelming number of calls during your shift, you will have a list of other trained phonenumber volunteers who can help you return some of those calls. As we grow, hopefully, we will set up a pool of trained volunteers who can act as backup for specific shifts. Until then, try to establish your own pool.
7. Other NA areas' phonenumber numbers are printed on the front of the current area meeting lists.

Remember: All calls will stay forwarded to the previous phone number until you sign on for your shift and switch it to your number. Be considerate of other phonenumber volunteers and sign on promptly.

Phoneline Coordinators/Duties

All coordinators are required to attend regular monthly Electronic Communications Committee meetings and to submit a written report to the committee each month. Coordinators will also be responsible for helping to develop written job descriptions, duties and procedures for their position. The reports and descriptions of duties should include enough information (such as successful strategies and not so successful ones) to help ensure continuity of service.

Coordinators should have a minimum of TWO years clean time and are directly responsible to the Electronic Communications Chair. Coordinators are responsible for staying in close touch with the Communications Chair to make sure flow of info is current and correct.

1. Volunteer Coordinator/Vice Chair

Duties: Schedule and maintain list of all active phoneline volunteers, coordinate all back-up help line volunteers and pagers (assuming we have them), collect phoneline volunteer logs,

maintain volunteer morale (either through thank you notes, bi-annual party for volunteers [see WSO phonenumber guide], etc.), keep current list of outside contacts and referral numbers.

Also, this person would be responsible for monthly newsletter to phonenumber committee members/volunteers/coordinators (to update volunteers of any changes, include phone numbers of all coordinators and new volunteers, training dates, meeting list updates, some good news (such as thank you's or testimonials from people who have been helped by the phonenumber), etc.

2. Volunteer Training Coordinator

Duties: Recruit help line volunteers. Set up training sessions, orientations, training materials. Work with MHASC Training Committee to teach new help line volunteers.

3. Information Line Coordinator

Duties: Update the information line weekly with changes, info, etc., as directed by the Communications Chair. Responsible for keeping up with new services/technology offered by the Phone Service Provider. Will collect and analyze phone service logs to determine if the Phonenumber is offering effective service, and/or make suggestions as to how to improve service.

Phone-line Volunteers

Phone-line Volunteers (minimum clean time requirement of 1 year) will follow the Phoneline Flow Chart as outlined in the WSO Guide to Phoneline Service [see attached]. Volunteers will sign on to the help line at the beginning of their shifts.

Backup Volunteers (minimum clean time requirement of 1 year) WILL BE PAGED OR FORWARDED TO BY THE PHONE SERVICE IF CALLS TO 832-DRUG ARE NOT ANSWERED WITHIN 15 MINUTES. They will first try to contact the help line volunteer scheduled for that shift. If unsuccessful, they will then return the call and follow the Phoneline Flow Chart as outlined in the WSO Guide to Phoneline Service.

Note: To block your home number from appearing on someone's caller ID, dial *67 prior to dialing the rest of the phone number.

You must do this for each call. If the number you are calling does not accept blocked calls, call the Volunteer Coordinator.

SIGNING ON

All calls originate with someone calling 832-DRUG. The caller will leave a message and then the service will call to alert you at the number you have entered at the beginning of your shift.

These are the steps to take when signing on:

Message Notify Setup:

1. Dial 303-832-3784 (303-832-DRUG)
2. When greeting starts to play:
 - a. Enter touchtone *1980204#
 - b. Listen to see if there are new messages (if prompted to set up a new mail box, enter * * to skip).
 - c. If no new messages, enter 351, followed by your 10-digit phone number (if there is a message, retrieve it and then follow steps c through e).
 - d. System will say, "Your message Notification # is" and will tell you the number that will be called.
 - e. To exit, just hang up.

Message Notify Notification:

1. When system receives a new message, as soon as the caller hangs up, the system will call the number that has been programmed in.
2. You answer the call by saying "Hello," or however you normally answer your telephone.
3. The Voice Mail system will then say, "I have a message for ___(box #). Press 1 if you can take the call."
 - a. Press 1.
4. System will ask for a password:
 - b. enter 80204#
5. Follow the prompts to hear the new message.

6. Delete the message – NEVER save messages.
7. If you are unable to retrieve the message:
 - c. You can call into the system using the Message Retrieval procedure on the next page.

Message Retrieval:

1. Dial 303-832-3784.
2. When greeting starts to play:
 - a. Enter touchtone *1980204#
 - b. Follow the prompts to hear the new message.
 - c. Delete the message – Never save messages.

Problems:

For support 24 hours a day, call the **Information Line Coordinator:**
Desiree F./Scott F. 303-427-2068

Or call the **Volunteer Training Coordinator:**
Mary L. 303-932-9221

Chair:
Caroline B. Hm. 303-446-8954, cell 303-842-9342