

Do's and Don'ts for Phonenumber and Twelfth Step Volunteers

Do

- Call the answering service when you go on or off duty.
- Call the phonenumber when you are going to be out and cannot receive calls, or when you are going to be at a different phone number.
- Have the alternate volunteer call after the start of the shift to confirm that you are on duty. (During the shift, the alternate volunteer can be contacted if the primary volunteer's line is busy.)
- Answer the phone, "Narcotics Anonymous, this is (first name) and I am an addict."
- If returning a call, be certain that the person requesting help is on the line before identifying yourself as an addict or mentioning Narcotics Anonymous.
- Find out what the caller needs.
- Make appropriate referrals when necessary (see pages 17 and 18).
- Keep a log of all the calls you answer.
- Use the Twelfth Step list.
- Keep calls brief.
- Refer the information from your shift to the next volunteer.
- Contact the phonenumber chairperson if any problems arise.

Don't

- Don't try to persuade the caller to stop using if the caller doesn't want to.
- Don't spend too much time with people who are not addicts.
- Don't try to handle calls that you are not qualified to handle.
- Don't give out other people's names and/or phone numbers without permission.
- Don't have personal phone calls while on duty.

Note: It is imperative that a volunteer always remember to keep calls as brief as possible. Tying up a line for long periods of time prevents other calls from coming in.