

QUIZ FOR PHONELINE VOLUNTEERS

The following multiple choice quiz has been carefully designed to stress some very important principals of phonline service in the Narcotics Anonymous fellowship. Even though some of the questions may get a laugh or two, the point that the question makes is not at all funny. We must remember that being a phonline volunteer is a position of trust.

Read each question carefully and then choose the answer that you feel best answers the question. (One answer per question.) The answers are on the last page. (No Peeking!)

Please take the quiz with you. Once you have finished, score yourself using the answers on the last page. Keep the quiz and take it again from time to time.

If you have any comments or questions about this quiz, feel free to contact any member of the "Public Information / Phonline Subcommittee". These questions have varying applications depending on how each P.I./PL subcommittee chooses to deal with different situations.

This quiz was adapted for you by the "Green Mountain Public Information Subcommittee". Any area P.I./PL subcommittee is welcome to adapt this quiz as they need.

The Green Mountain Area of N.A.
Meets in Springfield VT at the Springfield Hospital at
1:00 PM on the last sunday of each month
Any N.A. member is welcome.

TURN THE PAGE AND START !

Quiz for phonline volunteers

1. You are a Helpline volunteer who receives a call from a member of Narcotics Anonymous who tells you they are taking a prescription medication and they ask you if this is OK. You should:

- ☐ A: Tell them " Yes, it's OK. "
- ☐ B: Tell them " No, it's not OK. N.A. is a program of complete abstinence from all drugs. "
- ☐ C: Ask if you can have some.
- ☐ D: Tell them to call their sponser.
- ☐ E: Tell them to call their doctor.
- ☐ F: A & C (above)
- ☐ G: D & E (above)

2. You receive a call from a person who wants to make their friend stop using. You should:

- ☐ A: Tell them that they cannot make anyone stop using if they don't want to stop.
- ☐ B: Get their adress and immediately go over to stop the addict from using.
- ☐ C: Suggest that they give the addict the Helpline phone number.
- ☐ D: Give them the Nar-Anon phone number.
- ☐ E: A, C & D (above)
- ☐ F: None of the above.

3. The main reason that the Helpline is in operation is:

- ☐ A: To provide information about recovery in Narcotics Anonymous to the still suffering addict. (Carry the Message.)
- ☐ B: To provide members of the fellowship with an alternative to attending meetings.
- ☐ C: To give the members of the fellowship a place to call and talk at great length about anything they want.
- ☐ D: All of the above.
- ☐ E: None of the above.
- ☐ F: A & B (above)

4. You receive a call from a member of the opposite sex who has been in N.A. for 90 days. They say that they understand how important it is to give up old playmates, but they are so lonely. You should:

- ☐ A: Suggest that they get involved in service work.
- ☐ B: Suggest that they reach out to people during and after meetings.
- ☐ C: Get their home address and phone number, and arrange to meet them at the next N.A. dance.
- ☐ D: Have a 12-step volunteer, of the same sex as the caller, get in touch with the caller.
- ☐ E: All of the above.
- ☐ F: None of the above.
- ☐ G: B & D (above)

5. You receive a call from someone who tells you that a meeting on the newest meeting list is no longer there. You should:

- ☐ A: Say "Oh well, shit happens."
- ☐ B: Tell them that you're sorry, and get all the information to pass on to the Area Service Committee for the P.I. subcommittee.
- ☐ C: Tell them that you're sorry, but the Helpline does not print the meeting list.
- ☐ D: Tell them to call the chair of the meeting list committee.
- ☐ E: None of the above.

6. The correct way to identify yourself, after making sure that you have the right person on the line, is----" My name is and I'm (below):

- ☐ A: --a dope fiend!
- ☐ B: --a cross addicted alcoholic.
- ☐ C: --an addict.
- ☐ D: --a cross addicted addict.
- ☐ E: --anything you want.
- ☐ F: --cross addicted.
- ☐ G: --polly-addicted.
- ☐ H: --an addict and an alcoholic.
- ☐ I: --an alcoholic and an addict.
- ☐ J: --a toxic waste dump.

7. You receive a message from the answering service that Fred Johnson called and you are to call him back. You should:

- ☐ A: Forget about it. If he really wants help, he'll call back.
- ☐ B: Call the number you were given, and when someone answers say: "May I speak with Fred. This is _____ from Narcotics Anonymous, and I'm returning his call."
- ☐ C: Call the number you were given and make sure you have Fred on the phone before you mention anything about Narcotics Anonymous.
- ☐ D: None of the above.

8. While you are working the Helpline, you receive a call from a teacher at a local school who wants someone to speak to students about Narcotics Anonymous. You should:

- ☐ A: Agree to talk to the students yourself.
- ☐ B: Tell the teacher that this is an anonymous program and we do not do things like that.
- ☐ C: Refer the teacher to the Area P.I. Chairperson.
- ☐ D: Agree to have your sponsor speak to the students.
- ☐ E: A & D (above)

9. A using addict calls the Helpline and asks for the phone number for a local treatment center. You should:

- ☐ A: Ask them if they know anything about N.A.. If they don't, then tell them something about the program and suggest that they try going to a meeting.
- ☐ B: Tell them to look in the Yellow Pages.
- ☐ C: Ask them what county they live in, and give them the correct number from the list of referral numbers.
- ☐ D: Tell them that N.A. is not affiliated with any other organization.
- ☐ E: A, C & D (above)
- ☐ F: B&D (above)
- ☐ G: All of the above.

10. A reporter for a local newspaper calls the Helpline requesting information about Narcotics Anonymous. You should:

- ☐ A: Give the reporter all the information asked for, including your name, number and home address.
- ☐ B: Tell them that you will have someone contact them. Get their name, number and any other information. Then call the Area P.I. Chairperson.
- ☐ C: Refer the reporter to the World Service Office at _____.
- ☐ D: Refer the reporter to any local meeting where a lot of addicts will all be glad to tell their stories and have their pictures taken.
- ☐ E: None of the above.

11. You receive a call from someone who says they would like to know what can be done for someone with a drug problem. The first thing you should do is:

- ☐ A: Ask the sex of the person with the drug problem.
- ☐ B: Determine if you are speaking to the person with the problem, or a friend of that person.
- ☐ C: Tell the caller your entire life story, before and after you came into Narcotics Anonymous.
- ☐ D: A & C (above)
- ☐ E: None of the above.

12. A member of the fellowship calls to get meeting information for Ft. Lauderdale FL. They are going to be vacationing there shortly, and will want to go to some meetings while they are there. You should:

- ☐ A: Tell them that you have no information about meetings in Florida.
- ☐ B: Tell them that you do not think there are any meetings in Florida, so they should not leave town. Nobody is "clean" in Florida, everyone there uses.
- ☐ C: Look up the Helpline number for Ft. Lauderdale in the phoneline directory, and tell the caller to contact N.A. when they arrive there.
- ☐ D: Put the caller on hold for a long time, and hope that they get "pissed off" and hang up.
- ☐ E: None of the above.

13. It's Friday night, and you get a call from someone who wants to know if there is an N.A. dance this weekend. If so they want to know where it is being held. You should inform the caller that:

- ☐ A: You are waiting by the phone to save someones life, and you don't have time to spend on "dumb stuff" like a dance. Then hang up.
- ☐ B: They should call the local Alano Club.
- ☐ C: The Helpline does not have activity information.
- ☐ D: They should go to a meeting and look for dance flyers.
- ☐ E: A & D (above)
- ☐ F: B & C (above)

14. If you receive a call from someone who asks; " How long does cocaine stay in the body?". You should:

- ☐ A: Give them your opinion.
- ☐ B: Tell them that you think it's about 12 years.
- ☐ C: Ask them why they want to know.
- ☐ D: Tell them that they should direct medical questions to a " well informed health care professional".
- ☐ E: Have them look it up in an encyclopedia, and call you back with the correct answer so you can give the information out to future callers.
- ☐ F: B & E (above)

15. One afternoon you get a call from a person who tells you that there is a Dope House down the block, and they want you to come over and arrest everyone in the place. You should:

- ☐ A: Get the adress from the caller, and inform a local law enforcement agency.
- ☐ B: Tell the caller that they have the wrong number.
- ☐ C: Tell the caller to call the local law enforcement agency; they can get the number from information.
- ☐ D: Get the adress, go right over there to pass out some N.A. literature, and tell the people not to use.
- ☐ E: None of the above.
- ☐ F: B & D (above)

16. You receive a call from someone who wants to stop using, and they want you to tell them how to handle the withdrawals from all the drugs that they have been using for the past 45 years. You should:

- ☐ A: Tell them to stop using drugs, and that they should drink huge amounts of alcohol for the next 14 days.
- ☐ B: Tell them to take lots of hot baths, and eat ice cream until the withdrawals stop.
- ☐ C: Tell them about N.A. and what it has done for you.
- ☐ D: Tell them that if they have a medical emergency they should contact their doctor or the local hospital.
- ☐ E: Give them your sponsor's phone number.
- ☐ F: C & D (above)
- ☐ G: None of the above.

17. You are talking to a caller who tells you that they use both drugs and alcohol, but the alcohol is not a problem because they can control it. It's the drugs that are kicking their ass. You should:

- ☐ A: Call them an asshole, and hang up the phone.
- ☐ B: Tell them that alcohol is a drug, and that you have been clean and sober for a few "24 hours".
- ☐ C: Tell them (since alcohol isn't their problem) it's OK to use it, as long as they don't take any drugs.
- ☐ D: Tell them N. A. is a program of complete abstinence from all drugs, and that "alcohol is a drug".
- ☐ E: Suggest that they start attending N.A. meetings.
- ☐ F: B & C (above)
- ☐ G: D & E (above)
- ☐ H: None of the above.

18. You get a call requesting a ride to a meeting. You should:

- ☐ A: Make sure you know what sex the caller is.
- ☐ B: Make sure that this is their first N.A. meeting.
- ☐ C: Get their address, phone number and directions to their home.
- ☐ D: Have a 12th Step volunteer of the same sex as the caller contact them.
- ☐ E: Follow up on the call by checking to see if the 12th Step volunteer contacted the caller.
- ☐ F: B & D (above)
- ☐ G: All of the above.

19. You receive a call from someone looking for a meeting of Cocaine

Anonymous. You should:

- ☐ A: Start an argument about the merits of going to any fellowship other than Narcotics Anonymous.
- ☐ B: Explain that our Helpline only has information pertaining to Narcotics Anonymous.
- ☐ C: Suggest that they try a Narcotics Anonymous meeting.
- ☐ D: Have the caller check with Directory Assistance to see if there is a local listing for Cocaine Anonymous.
- ☐ E: B & D (above)
- ☐ F: B, C & D (above)

20. Someone calls the Helpline who is a member of the fellowship. They have been "clean" for 60 days. They tell you that everyone they live with is still using, and they need a place to stay. You should:

- ☐ A: Tell that they do not have to use, no matter what is going on where they live.
- ☐ B: Give them your sponsor's address, and tell them that they can stay there for as long as they need.
- ☐ C: Give them the phone number for the Crisis Center for the county where they live, to see if it can be of help.
- ☐ D: Tell them that the Helpline does not handle their type of problem.
- ☐ E: B & D (above)
- ☐ F: A & E (above)
- ☐ G: A, C & D (above)

YOUR SCORE _____

End of quiz !

QUIZ FOR PHONELINE VOLUNTEERS
Answers

1. G

6. C

11. B

16. F

2. E

7. C

12. C

17. G

3. A

8. C

13. C

18. G

4. D

9. G

14. D

19. F

5. B

10. B

15. C

20. G