

Guidelines for Online Information Maintained by Green Mountain Area of Narcotics Anonymous Public Relations Subcommittee

Purpose:

Our purpose of putting information on the Internet is to inform addicts, the public and professionals about NA, its meetings and other activities in the Green Mountain Area. Since a website is often one of the first points of contact for members of the public and potential NA members, this topic deserves thoughtful attention and planning.

1. Responsibility/Accountability:

Placing information online is a project of the Public Relations Subcommittee, accountable to that committee and the Green Mountain Area Service Committee in accordance with our Twelve Traditions, Green Mountain Area guidelines, and guidelines from the World Committee about online information. Actual work on the webpage is carried out by a webpage coordinator (and/or alternates) appointed by the PR Chairperson and confirmed by the PR subcommittee.

2. Accessibility:

We recognize that online information is currently accessible to an ever-increasing audience in order to “carry the message to the addict who still suffers.” With this in mind the URL address of our webpage is printed on our meeting lists and all event flyers.

3. Non-Affiliation:

Our online NA information will contain links or references only to NA-related information. As guided by our understanding of the Traditions, we will provide the following disclaimer before any links that are not registered service bodies of Narcotics Anonymous: “The Green Mountain Area of Narcotics Anonymous does not endorse and is not affiliated with any of these links but provides them only for the convenience of addicts beyond the Green Mountain Area.” To ensure compliance with copyright laws, we will not place copyrighted material on pages that link to other than registered service bodies of Narcotics Anonymous.

4. Privacy:

Since information made accessible by the Internet can be accessed by anyone we will not include phone numbers, addresses, or photos of any individual NA members, but only published phone numbers of helplines, hotlines and NA service offices.

5. Security:

To ensure that materials remain available in the event of server or personnel problems, the webpage coordinator will disclose to the PR Chairperson a hard copy of all pertinent access and password data. All correspondence received by the webpage coordinator will be treated as confidential and will not be disclosed to anyone outside of the GMANA. Every reply to all correspondence will contain a standard legal disclaimer such as: "This electronic message contains information which may be privileged or confidential. The information is intended to be for the use of the individual(s) or entity named above. If you have received this electronic message in error, we apologize. Please reply to us by email immediately to inform us that an error has occurred and promptly delete this email message."

6. Contents:

The webpage will contain, but is not limited to the following:

- Meeting Schedules for NA groups belonging to the Green Mountain Area Narcotics Anonymous
- An HTTP link to sites for NA World Services (<http://www.na.org/>)
- Links to websites for NA areas and regions that are in close proximity to Vermont and New Hampshire that carry links to other groups, areas and regions of Narcotics Anonymous (see the Non-Affiliated guidelines).
- Upcoming area events, with their related flyers (see privacy guidelines), at the discretion of the PR Chair.
- Graphics that are only pertinent to the material related to the website.

7. Webpage Coordinator:

The webpage coordinator is responsible for maintaining regular operations of the entire webpage.

Duties:

1. A monthly status report should be submitted to the PR Chair prior to each ASC meeting.
2. Regular updates of webpage to ensure:
 - a. Meeting lists are current and accurate.
 - b. A separate "audit trail" written and/or typed log is maintained to record all changes to the meeting lists. The purpose of this is to be accountable to the GMANA Board of Directors for insurance purposes, if needed.
3. The Events link is up to date and accurate
 - a. Events listed are approved by the GMANA Public Relations Subcommittee.
 - b. Events are listed in chronological order.
 - c. When available, event flyers are made available on the web page for visitors to download
 - d. All flyers should be posted in Adobe PDF or Microsoft Word format.
4. All webpage URL links are functioning properly, this includes:
 - a. Links to email submission pages
 - b. Links to other area/region/world webpages
 - c. Links to downloadable flyers.

5. Upon any webpage update, the main page “Last Updated” date and time stamp gets changed accordingly.

6. The webpage Coordinator assumes responsibility of the Email Coordinator in the event that position is not filled by a trusted servant.

7. Producing and keeping up to date technical documentation related to the “How to’s” of webpage maintenance. The PR Chair and Secretary should also have hard copies of the documents on file.

8. Coordination of learning days or training other NA members interested in serving in any capacity to assist with webpage functions.

8. Webpage Email Coordinator:

The webpage receives solicited requests from individuals on a regular basis. The webpage Email coordinator must handle responses to such requests responsibly and effectively.

Duties:

1. A monthly status report should be submitted to both the Webpage Coordinator and the PR Chair prior to each ASC meeting.
2. A generic, non-personal email box should be used in handling all email. Email from the webpage will be forwarded to this mailbox.
 - a. Use a free mailbox such as gmail or yahoo (preferably a site with the least amount of advertising attached to all messages sent.)
 - b. The username and password of this mailbox should be made known to the PR Chair.
 - c. Refer to the section on security regarding the email “signature” which should be included in all emails. Never disclose the name, email address, or phone number of any NA member.
3. Check email daily and respond to all requests in a timely and professional manner (similar to how phone line responses are handled).

9. Social Media:

1. Social Media as defined by Merriam-Webster, is a form of electronic communication (such as websites for social networking and microblogging) through which users create online communities to share information, ideas, personal messages and other content (such as videos).
2. As with other information technology, Social Media Accounts (SMA) shall be maintained by the Public Relations subcommittee of the Green Mountain Area of Narcotics Anonymous (GMANA) and the responsibility of maintaining such shall be assigned to a member of the PR subcommittee.
3. Any use of commercial social media websites by GMANA shall conform to the Steps, Traditions and Concepts of Narcotics Anonymous (NA) and the policies of the GMANA.

4. The use of SMA maintained by the Public Relations subcommittee shall also adhere in letter and spirit to the preceding guidelines.
5. All use of SMA maintained by the Public Relations subcommittee of the GMANA is for the purpose of information only.

5.1 Posting may only be done by the responsible Public Relations subcommittee member and the purpose is to inform members of the GMANA.

5.2 Discussion Forums shall not be open and available for any posting, the purpose of this is to fulfill the spirit and letter of the 10th Tradition as it reads, "Narcotics Anonymous has no opinion on outside issues; hence the NA name ought never be drawn into public controversy." Furthermore, this reduces internal controversy within the GMANA.

5.3 Types of information that may be posted to the SMA shall be limited to public Information only, names of individual members for any purpose should not be included according to the 11th and 12th Traditions regarding anonymity. Any Contacts for GMANA events shall be to the appropriate GMANA committee email address.

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