

# Public Relations Policy

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## A. Public Relations Subcommittee Policy and Procedures

### 1. Phone Line

- a. Vendor Information: All Star Answering Service located on 4939 Lower Roswell Road, Suite 107A, Marietta, Georgia 30060. The main contact is Courtney.
- b. Schedules are developed monthly with committee members assigned weekly on-call duties. These schedules should be delivered to the vendor each month.
- b. On-Call Duties**
  - i. Record monthly incoming calls, outgoing calls and percentage of non-area incoming calls.
  - ii. All public information calls should be recorded monthly in a log book, to be passed to each person responsible for the phone line.
  - iii. Calls backs should occur within 24 hours. If unable to contact, try more than once.
- c. On-Call Procedures**
  - i. Introduce yourself by your first name as a representative of the NA Public Information committee, then find out the purpose of the call.
  - ii. If the caller is an addict:
    - (a) Ask if they are using at the moment. If using, get their phone number and ask when you can speak when they are not using. Call back the next day.
    - (b) If they are not using, ask for their phone number. Next, ask if they want to go to a meeting. Give whatever assistance you deem safe to make arrangements for the addict's meeting attendance.
    - (c) **Do not go meet a caller for anything whatsoever unless accompanied by another addict, preferably your sponsor.**
  - iii. **Disposition of calls for other purposes**
    - (a) Calls for meeting location: generally handled by the answering service.
    - (b) Calls for speakers: refer to PR Chair
    - (c) Requests for literature: initial PR contact
    - (d) Calls from family members: be compassionate, refer to NARANON. Phone number is in Atlanta white pages. Make it clear that it is the addict's responsibility to contact NA should they want help.
    - (e) Calls from professionals and institutions: refer to PR Chair
    - (f) Calls from media: refer to PR Chair
    - (g) Calls for other fellowships: refer as necessary
    - (h) **Crises Calls:** verify nature of crises, then refer to 911 or sponsor. *\*We are not professionals. If someone is threatening bodily harm, ask if they want you to contact a doctor. If this is a medical or psychiatric emergency, then instruct them to please dial 911 or visit the nearest emergency facility.\**

## **2. Meeting Schedules**

- a. Meeting schedules will be published at least quarterly.
- b. Per area policy, groups will be included on the schedule after two consecutive times attending area.
- c. After two consecutive un-notified ASC absences, the PR Chair will contact a trusted servant of that group, encourage ASC attendance, and report back to the ASC. The ASC will then determine whether to keep the group on the meeting schedule. A notified absence is defined as a GSR/GSR-A contacting a member of the Administrative Subcommittee to report their absence.
- d. Distribution**
  - i. Hospitals & Institutions Subcommittee
  - ii. Area Group Service Representatives (GSRs)
  - iii. Ridgeview Institute
  - iv. Probation Facilities

## **3. Committee Meetings**

- a. Meetings are generally scheduled to coincide with a regularly scheduled Area meeting, generally one hour before.
- b. Actions are taken based on a written agenda provided by the chairperson and then written as a report to be turned in to the Area.
- c. Meetings begin with the 12 Traditions.
- d. Suggested Agenda Format**
  - i. Attendance
  - ii. Read 12 Traditions
  - iii. Recite serenity prayer
  - iv. Read previous meeting's minutes
  - v. Old business
  - vi. New business
  - vii. Miscellaneous business
  - viii. Task assignment
  - ix. Closing

## **1. Hospitals & Institutions / Public Relations Coordination**

- a. PR should communicate with H&I committee monthly for goal setting.
- b. Refer any H&I meeting request information to the PR committee.
- c. Coordinate H&I/PR Learning Days on a biannual basis.
- d. A liaison should be appointed to the H&I committee.

2. Coordination with Region web site – The PR committee shall update the meeting information on a monthly basis with World and Regional websites per the procedures of the Region and World.

## **6. Budget**

- a. The committee produces a budget annually per Area policy for expected expenditures for the committee to fulfill the duties described herein and other activities it deems necessary to provide public information per the 12 Traditions

of NA and *A Guide to Local Services in Narcotics Anonymous*. All budget expenditures must be submitted by the PR Chair, or Vice Chair in their absence, prior to reimbursement by the Area.

- b.** The committee shall adhere to the budget as approved and shall be held accountable to keep records of expenditures and shall notify area when costs are expected to exceed annual line items.
7. Any contradictions between PR policy and Area policy shall defer to Area policy until such amendments can be made to resolve the contradiction.

### **Public Relations(PR):**

**a.** Chair Qualifications:

- i.** One (1) year clean time.
- ii.** Six months of service experience.
- iii.** **Willingness to serve for one (1) year.**

**b.** Chair Duties:

- i.** Maintains and updates Area meeting schedules.
- ii.** Coordinates with the H&I Chair on the starting of new H&I meetings.
- ii.** Coordinates responses by the ASC to contacts in the local (non-NA) community.
- iv.** Organizes outreach efforts by the ASC to the local community.
- v.** Attends the H&I/PR Chair meeting that occurs during GRSCNA meeting weekends.
- vi.** Communicates with phone line vendor bi-annually to ensure efficient service.

Vice Chair Qualifications:

- i.** Six (6) months clean time.
- ii.** Active PR member for at least 3 months.
- iii.** Willingness to serve for two (2) years; one (1) year as Vice Chair and one (1) year as chair.

Vice Chair Duties:

- i.** Assists with Chair duties.
  - ii.** Attends at least one (1) GRSCNA meeting during term.
- Facilitates Phone Line duties.  
Maintains open communication with phone line vendor to ensure efficient service.

Secretary Qualifications:

- i.** Six (6) months clean time.
- ii.** Active PR member for at least 3 months.
- iii.** Willingness to serve for one (1) year.

Secretary Duties

- i.** Records minutes for each PR subcommittee meeting.
- ii.** Maintains/records financial expenditures.

- iii.** Organizes and maintains PR subcommittee group information.
  
- g.** Specific subcommittee policies:
  - i.** Meeting schedules will be published at least quarterly. They will include all NA meetings and groups in the Area who meet the six points describing an NA group in the Guide to Local Services (p. 26). They will include all relevant information on each group (ie – time, location, group name, type of meeting). The schedule should not include H&I meetings.
  - ii.** After two consecutive un-notified ASC absences, the PR Chair will contact a trusted servant of that group, encourage ASC attendance, and report back to the ASC. The ASC will then determine whether to keep the group on the meeting schedule. A notified absence is defined as a GSR/GSR-A contacting a member of the Administrative Subcommittee to report their absence.
  - iii.** The Area Phone Line functions as an information line, as well as a response line to return calls to any addict needing help or information. It gives a brief description of Narcotics Anonymous. It also gives the location of each meeting in the Area, including directions or nearby landmarks to help people find the meeting. The PR Chair submits updated monthly schedules to the phone line. If there is no PR Chair, the ASC Chair will bring the matter to the attention of the ASC and make arrangements for updating the phone line.