



# Quad Cities Area of Narcotics Anonymous

## Guidelines for Area Service



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## **Introduction to the Guidelines**

### Welcome

- Welcome to the Quad Cities Area Service Committee (QCASC) of Narcotics Anonymous (NA)! If you are like most of us, you will find that NA service through QCASC involvement is often a challenging yet rewarding experience. Any member of the fellowship is welcome to attend any service meeting. As a participating member of the QCASC, you will be directly involved in developing, coordinating and maintaining the services of Narcotics Anonymous offered in the greater Quad Cities area and worldwide.

When we decide to serve NA, we decide to help ourselves and other addicts find and maintain recovery. We believe that NA Service is a critical element of our recovery. Our primary goal through service is to successfully carry the NA message that an addict, any addict, can stop using drugs, lose the desire to use, and find a new way to live.

Thank you for being of service. We are grateful you are here!

### Statement of Purpose

- The primary purpose of the QCASC is to support and serve the needs of the NA area Groups, Group activities, and common Group needs. Our fellowship's service boards and committees exist to help Groups share their experience with one another, provide tools which help Groups function, attract new members and carry the NA message to the addict who still suffers.

### Background & Overview

- Born out of a growing need for Area unity and following our First Tradition, which states, "Our common welfare should come first, personal recovery depends on NA unity," the QCASC was created to support and develop unified NA service. In short, to fulfill our fellowship's primary purpose, the individual NA Groups joined together to create a structure which develops, coordinates and maintains services on behalf of NA as a whole.

The final responsibility and authority for QCASC activity rests with these autonomous NA Groups. Because the Groups have created this service structure, they have the final authority over all its affairs, including this document. Therefore, it is extremely important that area Groups take an active role in the QCASC.

Together, we are able to carry the NA message further than any single Group could carry it alone.

## Article One – Basic Area Information

- A. The Area Service Committee (ASC) consists of:
  - 1. Group Service Representatives (GSRs) and their Alternates
  - 2. Area Service Committee Officers
  - 3. Subcommittee and Workgroup Facilitators
- B. We are known as the Quad Cities Area of Narcotics Anonymous.
- C. Our mailing address is P.O. Box 37, Davenport, Iowa 52805-0037.
- D. We participate in the Regional Helpline: (800) 897-6242 and maintain a website at <www.qcana.org>.
- E. We currently serve Groups in Scott and Rock Island counties. Any Group from our service area announcing their desire to join our Area during roll call of an Area meeting is immediately accepted as a voting Group.
- F. We are an active Area of the Iowa Regional Service Conference of NA (IRSCNA).
- G. Our Area Service Committee (ASC) meetings are held on the second Sunday of each month, unless a vote of the GSRs decides otherwise. We usually meet at the location for Life After Drugs.
- H. Any merchandise produced by the Area shall be in accordance with World guidelines.
- I. The Area printer shall be used for Group and Area business only.
- J. Annual Area Calendar
  - 1. P.O. Box to be paid (*during April*)
  - 2. Area Inventory every odd year in July
  - 3. Storage unit fee to be paid every December
  - 4. Review for possible website charges due.

## Article Two – The ASC Meeting

- A. Procedures
  - 1. The Facilitator guides all Area meetings according to the Facilitator's job description and according to the agreed-upon agenda for the Area meeting.
    - o In the absence of the Facilitator, the suggested order of trusted servants responsible to facilitate the Area will be: Co-Facilitator, RCM, RCMA, treasurer, and then recorder.
  - 2. No quorum is needed for Area to conduct regular business. It is each Group's responsibility to send representation.
  - 3. Quorum is not affected by Groups with GSR positions which are vacant or chronically absent from the Area. While we may remove Groups from the quorum count, Groups that are members of the QCANA always have full voting privileges.
  - 4. The Seventh Tradition basket passed at Area goes to the Group hosting the Area meeting.
  - 5. The QCASC uses consensus-based decision making (CBDM) for most Area business.
- B. Who gets to vote at Area meetings?
  - 1. Any NA member can make a proposal (excluding the Facilitator). However, only GSR/As may vote at Area meetings (one vote per Group).
  - 2. The other standard exception is during elections, during which all persons in attendance (from QCANA) may vote.
- C. Area participants will be given 10 days' notice of unscheduled or special meetings.
  - o If notice cannot be given, executive officers will manage the issue in good faith and report their actions at the next Area.
- D. When it's time to examine the minutes from the previous month, it is suggested we review Open Forum, Unfinished Service, and New Service.
- E. We review the treasurer's report(s) before moving on to any further business.
- F. It is suggested that an annual Area calendar be made at the beginning of the year stating when & where the ASC will meet.
- G. All official ASC events or ASC meetings must be held in a handicapped accessible location.
- H. The December ASC meeting should be held at the Life After Drugs meeting space to best facilitate elections.

## Article Three – Trusted Servants

- A. General Qualifications: QCANA trusted servants should demonstrate the following
  1. Humility - a modest view of one's importance, taking accountability and responsibility for one's actions
  2. Trustworthiness - integrity and the ability to provide leadership (as discussed in our Fourth Concept)
  3. Ability to organize, direct, and motivate
  4. Discretion - the assurance that confidential information will be protected
  5. Experience - members should possess service experience
  6. Willingness to communicate, including electronically
  7. History of commitment
  8. Working knowledge of the steps, traditions, and concepts of Narcotics Anonymous
  9. Time and resources needed to serve in their role
  10. It is suggested that Area officers attend an average of one (1) NA meeting per week, unless physically unable to do so.
  11. Elected Area trusted servants are the "Serenity Keepers" at Area functions.
  12. Outgoing officers mentor their replacements two months past election of their successors.
- B. Executive Officers
  1. Facilitator
    - a. Qualifications
      - i. Suggested minimum clean time of three (3) years
      - ii. Previous service experience on the QCASC
    - b. Responsibilities
      - i. Oversees the QCASC in a fair and impartial manner
      - ii. Assists the Co-Facilitator with oversight of the activities of QCANA subcommittees and workgroups
      - iii. Responds to questions about our guidelines
      - iv. Potential signer on Area bank accounts
      - v. Represents the Area when neither the RCM/A are able to attend the Iowa Regional Service Conference (IRSC)
      - vi. Contacts the next officer in line if unable to attend the Area meeting
      - vii. Possesses a key for the PO Box
      - viii. Checks the PO Box on a monthly basis (just before ASC)
  2. Co-Facilitator
    - a. Qualifications
      - i. Suggested minimum clean time of two (2) years
      - ii. Previous service experience on the QCASC
    - b. Responsibilities
      - i. With the assistance of Facilitator provides oversight of the activities of QCANA subcommittees and workgroups
      - ii. Potential signer on Area bank accounts
      - iii. Fills in when a **subcommittee** facilitator is absent or the position is vacant, including ad hoc **subcommittees**
      - iv. Acts as Facilitator for the Guidelines Review Subcommittee
      - v. Ensures all trusted servants of the Area are provided current copies of the Guidelines for Area Service
      - vi. Facilitates the Area in the absence of the Facilitator
      - vii. Possesses a key for the PO Box
      - viii. Checks the PO Box (just before ASC) when the Facilitator is unable to

3. Regional Committee Member (RCM)
  - a. Qualifications
    - i. Suggested minimum clean time of two (2) years
    - ii. Previous service experience on the QCASC
  - b. Responsibilities
    - i. Represent the Area by carrying its conscience to the Iowa Regional Service Conference (IRSC)
    - ii. Attend all Area & regional meetings
    - iii. Collects feedback on current regional issues following the oral report to the Area
    - iv. Supplies the Area with a copy of the regional minutes
    - v. Keeps the Region and the World Service Office (WSO) updated on our current roster of officers
    - vi. Files insurance claims from the Quad Cities Area with the Iowa Region.
    - vii. Facilitates the ASC meeting in the absence of the Facilitator and Co-Facilitator
4. Regional Committee Member Alternate (RCMA)
  - a. Qualifications
    - i. Suggested minimum clean time of one (1) year
    - ii. Previous service experience on the QCASC
  - b. Responsibilities
    - i. Serves as RCM if the RCM is absent or resigns
    - ii. Attends all Area & regional meetings
    - iii. Facilitates the ASC meeting in the absence of the Facilitator, Co-Facilitator, and RCM
5. Treasurer
  - a. Qualifications
    - i. Required minimum clean time of four (4) years
    - ii. Basic bookkeeping and accounting skills, and be able to balance a checkbook
  - b. Responsibilities
    - i. Takes care of all Area funds not entrusted to other trusted servants
    - ii. Purchases literature for the Area
    - iii. Disburses funds in accordance with the Area's wishes
    - iv. Requires receipts/itemized statements for all reimbursements & disbursements
    - v. Distributes a written report of all receipts & disbursements at each regular ASC meeting (this report must be included in the minutes)
    - vi. Maintains financial records
    - vii. Is a cosigner on the Area's bank accounts
    - viii. Ensures that an audit of the Area treasury is done with the help of at least one other trusted servant annually
    - ix. Facilitates the ASC meeting in the absence of Facilitator, Co-Facilitator, RCM, and RCMA
6. Recorder
  - a. Qualifications
    - o Suggested minimum clean time of eighteen (18) months
  - b. Responsibilities
    - i. Keeps accurate minutes of the QCASC meeting
    - ii. Shall read Unfinished Service, New Service, and Open Forum from previous minutes
    - iii. Supplies the QCASC minutes and treasurer's report to all QCANA participants and other interested members no later than ten (10) days following the QCASC meeting
    - iv. Keeps an archive of records, including:
      - Minutes of all ASC meetings & any amendments to those minutes
      - The current Guidelines for Area Service
      - Reports made to the region, if submitted to the archives
      - Any other records the Area wants saved
    - v. Assists the Facilitator in correspondence, including registering new officers with Region & World

- vi. Keeps a copy of the current World Service Office-approved service manual on hand for Area use
  - vii. Ensures that the roll call recorded in the minutes reflects all offices and officers, attendance and vacancies, if any
  - viii. Maintains the Area roster
  - ix. Maintains the Area archives
  - x. Facilitates the ASC meeting in absence of Facilitator, Co-Facilitator, RCM, RCMA, and treasurer
- C. Subcommittee Facilitators
- 1. Clean Time
    - a. Activities Facilitator: suggested minimum clean time of two (2) years
    - b. Public Relations Facilitator: suggested minimum clean time of two (2) years
    - c. H&I Facilitator: suggested minimum clean time of two (2) years
  - 2. Qualifications
    - o Service experience within the scope of the committee they shall facilitate
  - 3. Responsibilities
    - a. Reviews their Guidelines Supplements
    - b. Facilitates the subcommittee meeting
    - c. Coordinates and is responsible for the subcommittee's activity
    - d. Attends the QCASC meetings
    - e. Provides a written report of the activities of their subcommittee at each QCASC meeting
- D. Removal of Trusted Servants
- 1. Misappropriation of NA funds
  - 2. Failure to attend service meetings without notification
  - 3. Failure to fulfill duties of trusted servant position

#### **Article Four – Subcommittees and Workgroups**

- A. The ASC may create whatever service committees it needs to help the addict who still suffers:
  - 1. Subcommittee facilitators are elected for a one-year term by the Area
  - 2. Co-facilitators & other trusted servants are elected by their respective subcommittees
  - 3. Service committees may set up whatever kind of structure best serves their needs
  - 4. Annual inventories of materials and service effectiveness will be submitted in writing to the ASC each December
  - 5. Regional functions hosted by the Area will be coordinated by Activities
- B. We maintain subcommittees for Activities, Hospitals and Institutions (H&I), and Public Relations (PR)
- C. Subcommittee facilitators are expected to attend all ASC meetings
- D. Ad-Hoc Subcommittees - Sometimes the Area may want to create a special committee to study or work on a specific issue. These are appointed by the Area Facilitator & are usually made up of volunteers.

#### **Article Five – Fiscal Guidelines**

- A. If a trusted servant handles money, they are responsible for it. Misappropriation of funds is grounds for immediate removal from any position. In this event, the ASC is urged to review "Bulletin #30" from NAWs.
- B. In the absence of the Area treasurer, the acting facilitator of that ASC meeting is responsible for ensuring all monies received reach the treasurer.
- C. The Federal Employer Identification Number (EIN) assigned to the Area by the Internal Revenue Service is 42-1366748.
- D. We do not accept earmarked cash donations.
- E. We only write checks for which sufficient money is already in the Area checking account.
- F. The treasurer can write checks for which money is in the working reserves; it takes a vote of the GSRs at an Area meeting to authorize expenditures which draw money from somewhere else.
- G. The following are the authorized signers for Area accounts:
  - 1. No one having less than four years clean shall be authorized to be a signer on any Area account.
  - 2. Main account: Treasurer, Area Facilitator, & Co-Facilitator
  - 3. Activities account: Area Treasurer, Area Facilitator, Activities Facilitator, Activities Co-Facilitator

4. Signers living in the same household may not be on the same account.
- H. Requests for reimbursements should be submitted to the Area treasurer at or before the next Area Service Committee meeting.
- I. Receipts/itemized statements must accompany any and all requests for reimbursement from a working reserve.
- J. We pay \$10.00 to rent space for meetings of the Area and \$5.00 for subcommittees.
- K. Regional travel
  1. Funding of travel to Region (RCM, RCMA, subcommittee chairs, or any trusted servants of the Area) may be advanced at the Area meeting immediately before the scheduled region and is limited to the funds reflected in the 'Travel to Region' reserve. Receipts and leftover funds are due back to the treasurer within five (5) working days of return from travel. Trusted servants are free to travel if they accept that they will not be funded beyond the funds available. The RCM or designated representative is first in line for reimbursement.
  2. Available Area funds may be used for one nights' hotel stay when the Regional meeting is between 50 and 125 miles from the Life After Drugs meeting location, and we will provide up to \$100 for a second night's stay for Regional meetings beyond 125 miles. Funds for the second night's stay are on top of what was available in the travel reserve, are drawn from the Area Administrative Reserve, and require advance approval of the GSRs in the last Area before traveling, each and every time. Travel & two nights' stay are authorized for the Conference Agenda Review, if funds in the RCM Working Reserve allows.
  3. If the Travel to Region reserve is below \$100 in the Area prior to Region, the RCM/A may request the GSRs approve shifting up to \$50 out of the default donation to Region for addition to the Travel Reserve.
- L. Audits of the treasury (Area and Activities) are to be presented to the Area each February.
- M. The Area default donation to the Iowa Region of Narcotics Anonymous (IRNA) is \$150 per quarter, but the GSRs can adjust or stop it at any time.
- N. Fund raising
  1. Ad hoc (Secured) funds must be applied to their purpose, unless a 2/3 vote of the GSRs in attendance grant otherwise.
  2. We no longer allow secured funds for general use by subcommittees. A temporary fund may be established but is dissolved when the special project is completed. If subcommittees receive monies from fundraising, these resources may be stored in a temporary secured fund, but those funds are first to go as the subcommittee spends anything.
- O. Reserves are based on a quarterly dollar amount.
- P. If the Area treasury is below reserves, available funds are ONLY available top-down; funds may not be moved out of order, as GSRs already control whether an expense outside normal reserves may be authorized.
- Q. Strongly encourage feedback from the Treasurer prior to approval of expenditures that exceed the reserves.
- R. If the treasury is below reserves, the Administrative reserve is filled first and then the GSRs will decide which reserve will receive the Area's monthly income or split it among them based on input from the treasurer and other Area officers. Reserves are secured so that funds will stay in them until they are spent or shifted by the GSRs.
- S. The Activities Checking Account
  1. The account is a depository through which all activity deposits and invoiced expenses are routed.
  2. Subject to all fiscal procedures in place for our treasury.
  3. Records are handled by the Activities Facilitator & the Area treasurer.
  4. Clean time standard for Area treasurer is the guideline for all account signers.
  5. Funds above the activity reserve are passed to the Area following an event (unless the ASC designates otherwise).
  6. Proceeds from Area activities will be turned over to the Area treasury by the following Friday.

T. Treasury Reserves

Funds to be held from general use	Amount
Area Administrative Working Reserve	\$500.00
Area Public Relations Working Reserve	\$200.00
Travel to Region	\$150.00
Total Area Reserves:	\$850.00
Activities Reserves:	\$750.00

**Article Six – Open Forum**

- The purpose of the Open Forum is to provide an opportunity for discussion of any service related items of interest to any member of the fellowship. This is a good time for any member seeking to explore solutions to a problem. Discussions during Open Forum may result in a new proposal to be placed on the agenda under New Service or at a later date. Open Forum is a great place for members to exercise the 9th Concept regarding having their viewpoints considered, and the 10th Concept regarding the redress of a personal grievance.

**Article Seven – Consensus-Based Decision-Making (CBDM)**

A. General Description:

- As a spiritual body, we try to reach all decisions by consensus. We believe that a loving God’s will is expressed through our Group conscience (2nd Tradition). One of the reasons we try to achieve consensus is that it ensures we follow our 7th Concept: "All members of a service body bear substantial responsibility for that body's decisions and should be allowed to fully participate in its decision-making processes." Our 9th Concept states: "All elements of our service structure have the responsibility to carefully consider all viewpoints in their decision-making process." By carefully discussing and respectfully listening to all points of view, we try to make sure this happens at the QCASC. All QCASC proposals and decisions, except elections, will be considered using CBDM.

B. Decision Making Process

1. Presentation - A proposal is presented to the QCASC by any NA member except the Facilitator.
2. Clarification - The maker of the proposal answers questions about the proposal. Only questions and/or clarification will be allowed during this step of the process.
3. Straw Poll.
  - a. The five (5) color cards will be utilized.
  - b. 100% Agree, the proposal is accepted.
  - c. 100% Block, the proposal is rejected.
  - d. Anything less than 100%, the proposal moves to discussion.
4. Discussion Phase.
  - a. The Facilitator shall guide discussion utilizing the five (5) color cards.
  - b. Changes to the proposal can be made during this time.
  - c. The facilitation of discussion should be to offer solutions to create compromise.
  - d. All objections should be heard or compromise made.
5. Consensus.
  - a. The five (5) color cards will be utilized.
  - b. If 60% of cards are: accept, accept with reservations, stand aside, or surrender, the consensus is that the proposal is accepted.
  - c. If all cards are not "accept," the Facilitator may ask for further explanation from those members.
  - d. Final proposals should be read out loud by the recorder before a final consensus is sought.
  - e. If 60% consensus is not reached, the Facilitator will review what cards are held up to determine the next step. Those steps are:
    - i. Place on the agenda for the next meeting and QCANA members may take the proposal back to discuss with their Groups.
    - ii. Return to the discussion phase.
    - iii. Declare that the proposal is rejected.

## Article Eight – Elections

- A. Nominations
  1. Officers & subcommittee facilitators are opened at the November ASC meeting
  2. Any NA member from the QCANA may make, and/or vote on a nomination.
  3. A member must be present to make or accept a nomination.
- B. Elections
  1. General elections are held at the December ASC, or as necessary.
  2. The December ASC meeting should be held at the Life After Drugs meeting space to best facilitate elections.
  3. The job description for each position will be read at the time of each election.
  4. No quorum is required.
  5. Members must be present to vote.
  6. Candidates must be present to accept a nomination and answer questions on the day of elections.
  7. After discussion and questions, candidates for office must step out of the room during the voting process. There will be no further discussion once candidates leave the room.
  8. Only the green and red cards shall be used to express a yes or no vote.
  9. All NA members present must vote, except the Facilitator, who only votes in the event of a tie.
  10. For a nominee to be elected, they must receive a majority of votes.
  11. New officers assume their responsibilities at the end of the meeting in which they are elected.
  12. Outgoing officers are asked to help their replacements at least through February of the new year.
- C. Suggested Interview Questions
  - What is your current clean date?
  - Do you consider yourself humble?
  - Do you consider yourself teachable?
  - Are you actively working the steps with an NA sponsor?
  - Is NA your primary fellowship, and do you have an NA home Group?
  - How do you currently serve your home Group?
  - Which NA meetings do you attend on a weekly basis?
  - Have you read the Guidelines for Area Service?
  - What relevant previous service positions have you held?
  - Have you ever failed to complete, or been removed, from a position?
  - What is your understanding of the position for which you are nominated?
  - What skills or training do you have that you would bring to this position?
  - How much time do you think this position requires?
  - Do you have the resources necessary to fulfill this position?
  - Financial Questions (for anyone joining a signature card)
    - Are you in good standing with the IRS?
    - Do you have a dependable source of income?
    - Do you have a checking account?
    - Have you overdrawn any kind of account in the last four years?
    - Have you ever misappropriated funds or property since your current clean date? If yes, please elaborate.

## Article Nine – Amending This Document

- A. Amending Articles
  1. Articles are restrictive in order to ensure that the Area stays “within the margins” of the collective conscience of its Groups. Changing articles is a two-part process. First, a proposal must be approved and sent back to the Groups. Second, the proposal must be adopted by a quorum of the Groups.
  2. Procedures
    - a. The recorder identifies the proposal in the Area minutes as an amendment to the Guidelines.
    - b. Quorum must be met. The proposal is adopted if at least 2/3 of the Groups at the meeting approve it.

3. Quorum

- a. Quorum is met, and articles/proposals can receive final consideration if at least half the average of Group representatives attending the previous two ASC meetings are represented at the current ASC meeting.
- b. To determine if quorum is met:
  - i. Number of Groups (GSRs) at last month's Area was \_\_\_\_\_.
  - ii. Number of Groups (GSRs) at the month before was \_\_\_\_\_.
  - iii. Half of the total of these two (2) months divided by two (2) is quorum.
- B. Supplements may be changed by a quorum of the GSRs by a two thirds majority vote.
- C. Resources may be changed by a consensus of the GSRs of the Area.

**Article Ten – Dissolution**

- In the event the Area ever disbands, if our assets have not already been assigned (by the GSRs), all cash resources shall be forwarded without delay to:
  - o The Iowa Region of Narcotics Anonymous, 4425 Fleur Drive #107, Des Moines, Iowa 50321

**Supplement One – Activities Subcommittee Guidelines**

**A. Overview**

1. Activities seeks to strengthen personal recovery through fellowship with other members of Narcotics Anonymous. We are guided by the twelve steps, traditions and concepts of NA in seeking that all aspects of our functions remain consistent with recovery from addiction.
2. Fund raising is *not* the primary reason for our activities. There is nothing wrong with making an honest profit, but to remain consistent with our mission, the primary purpose of this subcommittee is to encourage fellowship.
3. Meets on an as-needed basis, as decided by the subcommittee.

**B. Activities Officers**

**1. Activities Facilitator**

- a. Qualifications
  - o Suggested minimum clean time of two (2) years
- b. Responsibilities
  - i. Prepare agenda for Activities Subcommittee
  - ii. Give oral & written reports at ASC meetings
  - iii. Network with the local fellowship & neighboring Areas
  - iv. Keep subcommittee records (including financial), merchandise, and inventories
  - v. Ensure Guidelines & traditions are upheld during events.
  - vi. Reserves and secures venues for events, ensuring no conflict with neighboring events.
  - vii. Schedules event itinerary, i.e. workshops, speakers, meetings, meals, dances, etc.
  - viii. Contracts services and purchases supplies at reasonable costs.
  - ix. Coordinates volunteers, including a function treasurer.
  - x. Sets a budget for the event, merchandise, and its fees.
  - xi. Responsible for opening, closing, setting up, and tearing down events.
  - xii. Plans for pre-sale tickets and flyer distribution.
  - xiii. Conducts an annual audit of supplies, etc.
  - xiv. May be a potential signer on the Activities checking account  
(requires four (4) years cleantime)

**2. Activities Co-Facilitator**

- a. Qualifications
  - o Suggested minimum clean time of one (1) year
- b. Responsibilities
  - i. Ensure the Area & Activities Guidelines are followed
  - ii. Facilitates the Activities meetings in absence of the Activities Facilitator
  - iii. May be a potential signer on the Activities checking account (requires four (4) years cleantime)

**3. Activities Recorder**

- a. Qualifications
  - o Suggested minimum clean time of six (6) months
- b. Responsibilities:
  - i. Record the minutes of each subcommittee meeting
  - ii. Prepare the calendar of nearby functions & planning meetings
  - iii. Create and maintain a subcommittee mailing list
  - iv. Handle all correspondence as delegated by the Activities Facilitator
  - v. Maintains an archive of minutes, fliers, etc.

**4. Event Coordinator (Optional)**

- a. Qualifications
  - o Suggested minimum clean time of two (2) years clean time
- b. Responsibilities
  - i. May be used to coordinate Area functions, as needed by Activities or the ASC
  - ii. May be called upon if there is no functioning Activities committee
  - iii. Assumes Activities Facilitator responsibilities over the specified event

C. Suggested Activities Subcommittee meeting format

1. Open with Serenity Prayer, Twelve Traditions, Twelve Concepts, and Service Motivational
2. Roll call
3. Review previous minutes
4. Officer's reports
5. Old Service
6. New Service
7. Announcements
8. Close with My Gratitude Speaks

D. Annual Events

1. Area Birthday Bash - first or second Saturday in May
2. Fall event - August, September, or October
3. New Year's Eve Celebration - Should include GSR Orientation

E. Finances

1. The Area must approve any event before money is spent.
2. DJs are hired from within the fellowship, when possible.
  - a. DJ bids must be submitted in writing.
  - b. DJs will be selected based on entertainment, professionalism, and price.
3. Activities account is managed by the Area treasurer.
4. Subcommittee members and volunteers are not entitled to free admission, food, or drink.
5. Members must have at least one (1) year clean to handle money, preferably in pairs.
6. Trusted servants in possession of any funds are responsible for those funds.
7. All funds taken in at events will be tracked under its specific category (pop, raffle, shirts, etc.)
8. Activities Facilitator and at least one other trusted servant who meets the clean time requirement will count and record all monies taken in at the close of each event.
9. Proceeds from Area activities will be turned over to the Area treasurer within 3 business days.
10. All reimbursements should be submitted to the Area treasurer within 5 days after function, or before next month's ASC.

F. Marketing

1. Flyer must contain "QCANA," and should also contain "NA" or "Narcotics Anonymous".
2. If NA logo is used, must include trademark symbol.
3. Flyer must be easy to read & informative, containing all details & contact info for event.
4. No addict turned away for lack of funds, but service will be encouraged.
5. Flyers must be approved by subcommittee officers before distribution.
6. T-shirts are suggested to be produced at milestone events/years (i.e. 35<sup>th</sup>, 40<sup>th</sup>, 45<sup>th</sup> anniversaries, etc.)

G. Further Information

1. All trusted servants, DJs, and volunteers, etc., are expected to act in accordance with spiritual principles, as well as the steps, traditions, and concepts.
2. It is suggested to hold a clean-time countdown at each event.
3. Regional functions hosted by the Area will be coordinated by the Activities Facilitator.
4. All facility rules and applicable laws apply at all Area functions.
5. In the spirit of anonymity and hospitality, we do not host auctions at our events.
6. All Activities supplies and property must be returned to the Area storage unit within 72 hours following an event or function.

## Supplement Two - Public Relations (PR) Subcommittee Guidelines

### A. Overview

1. Carries the NA message to the public and community via workgroups (see below).
2. Each workgroup should have a Workgroup Coordinator as a single point of accountability to that specific workgroup.
3. Maintains workgroups
  - a. Booths/Presentations
  - b. Flyer Flood/Pull Tab Flyers
  - c. Letters & Mailings
  - d. Literature/Meeting lists
  - e. Phonenumber
  - f. PSA's
  - g. Website
  - h. Any other ad-hoc workgroups
3. Meets at least monthly.
4. Everything done within the course of public relations (PR) should be done in pairs.
5. All representatives of public relations will dress and conduct themselves in a respectable manner in the course of PR service.
6. We never give out our personal numbers in the course of PR service.

### B. PR Officers

1. Public Relations Facilitator
  - a. Qualifications
    - o Suggested minimum clean time of two (2) years
  - b. Responsibilities
    - i. Facilitates the PR Subcommittee meetings.
    - ii. Give oral and written reports to the ASC monthly, including inventories, volunteer and service changes, etc. and quarterly reports for the Iowa Region.
    - iii. Maintains all records including roster of volunteers, facilities, facility contacts, and all service related materials.
    - iv. Coordinates with Area treasurer to order literature.
    - v. Assists as a moderator between the subcommittee and facilities.
    - vi. May restructure PR workgroups as needed.
    - vii. Ensures Traditions are upheld in all endeavors, and consults the *Public Relations Handbook* as needed.
2. Public Relations Co-Facilitator
  - a. Qualifications
    - o Suggested minimum clean time of 18 months
  - b. Responsibilities
    - i. Organize and carry out tasks specific to subcommittee
    - ii. Report to the PR Subcommittee
    - iii. Facilitates the PR meetings in absence of the PR Facilitator
3. Recorder
  - a. Qualifications
    - o Suggested minimum clean time of one (1) year.
  - b. Responsibilities
    - i. Record and distribute the minutes of the PR Subcommittee meetings.
    - ii. Maintain an archive of minutes, flyers, etc.

- C. Suggested PR Subcommittee meeting format
  1. Open with Serenity Prayer, Twelve Traditions, Twelve Concepts, & Service Motivational
  2. Roll call
  3. Review previous minutes
  4. Officers reports
  5. Old Service
  6. New Service
  7. Announcements
  8. Close with My Gratitude Speaks
- D. Volunteers
  1. Relapse is automatic removal from any position.
  2. All volunteers must go through PR orientation before public contact.
  3. Should be reoriented every twelve (12) months.
  4. Should attend a minimum average of one (1) NA meeting per week.
  5. Should do everything in pairs.
- E. Orientations
  1. The PR Facilitator, PR Co-Facilitator, PR Recorder, and PR Workgroup Coordinators are the ones authorized to do PR Orientations.
  2. Orientations should be done by two oriented PR volunteers, one of which must be an officer or a Workgroup Coordinator.
- F. In the Media
  1. Before engaging with the media, please review the *Public Relations Handbook*.
  2. Voices, faces, and tattoos need to be altered (per World PR Guidelines)
  3. Avoid disclosing meeting locations.
  4. Requests for contact will be handled by the PR Facilitator.
- G. PR Workgroups
  1. Workgroup Coordinators
    - Suggested minimum clean time of one (1) year
  2. Booths/Presentations
    - a. Should be done by a pair of volunteers or more, but no more than three (3) members at a time.
    - b. Only volunteers who meet the PR Subcommittee criteria may represent us.
    - c. Criteria
      - i. Six (6) months clean time
      - ii. Active Volunteer (undergone PR Orientation)
      - iii. Familiar with the Twelve Steps and Twelve Traditions of NA
      - iv. Presents a positive image of NA
    - d. New presentations will be scheduled with an outside group only by a PR officer
    - e. We never give out a personal phone number. Collect their number and give it to the PR Facilitator and direct them to the 1-800 number / a meeting.
  3. Flyer Flood/Pull Tab Flyers/Poster Drives
    - a. Placement to be recorded in sufficient detail for follow up purposes
    - b. Placement will be reviewed by an active PR volunteer
  4. Letters & Mailings
    - Handled on an as needed basis
  5. Literature
    - a. Assists in communicating between subcommittee and facilities.
    - b. Distributes literature to approved facilities on an as needed basis.
    - c. Maintain list of facilities and inventories of literature.
    - d. New commitments to be approved by PR Subcommittee.

6. Meeting Lists
  - a. Distributes meeting lists to approved facilities and Groups on an as needed basis.
  - b. New meetings hosted by new Groups are added to the Area meeting list after ninety days. New meetings by existing Groups are added within sixty days after the meeting is announced at Area, and posted to the website immediately as requested.
  - c. Meetings are removed from the Area meeting list if a scheduled meeting is found closed two times in thirty (30) days. Meetings can be re-added after sixty (60) days of staying open.
7. Phoneline
  - a. Workgroup Coordinator recruits and arranges training for volunteers.
  - b. Workgroup Coordinator communicates roster and activity to regional phoneline workgroup.
  - c. Workgroup acts as liaison between Public Relations and the regional phoneline workgroup.
8. Public Service Announcements (PSAs)
  - o Handled on an as needed basis
9. Web
  - a. No outside advertisements or external links should appear on the Area website [www.qcana.org](http://www.qcana.org).
  - b. All incoming contact should be forwarded to the PR Facilitator.
  - c. Manage permissions of documents and online storage.
  - d. Update and maintain the Area website (technical updates).
  - e. Grant/maintain access permissions to appropriate platforms per the Area's wishes.
  - f. Coordinate with Regional Web Servant to facilitate the hosting of our Area's online web services: hosting of our Area's website, QCANA email addresses, etc.
  - g. Manage email addresses for Area Officers.
  - h. Maintain and update our flyers & Quad City Area meetings, and coordinate these with Region.
  - i. Respond to emails from website contact form or convey these to the PR Facilitator.
  - j. Adhere to the 12 Traditions of NA in all postings.
10. Ad-hoc workgroups
  - a. Temporary workgroups may be created as needed.
  - b. Once the workgroup is complete, it disbands.
  - c. Any monies collected from that ad-hoc will go into the PR line.

## Supplement Three - Hospitals & Institutions (H&I) Subcommittee Guidelines

- A. Overview
  - 1. Carries the NA message to addicts in jails, rehabs, and other facilities
  - 2. Closed facilities take priority in order of service
- B. Officers
  - 1. H&I Facilitator
    - a. Qualifications
      - Suggested minimum clean time of two (2) years
    - b. Responsibilities
      - i. Facilitates the H&I subcommittee meetings
      - ii. Give oral and written reports to ASC including volunteer status
      - iii. Maintain all records
      - iv. Maintains rosters and schedules of volunteers, facilities, and facility contacts
      - v. Recruits new H&I volunteers and arranges training of all H&I volunteers
      - vi. Assists as a moderator between the subcommittee and facilities
      - vii. Tracks inventory of literature & supplies, and manages distribution
      - viii. Represents Area H&I subcommittee at Regional PR meetings when able to attend
  - 2. H&I Co-Facilitator
    - c. Qualifications
      - Suggested minimum clean time of one (1) year
    - d. Responsibilities
      - iv. Organize and carry out tasks specific to subcommittee
      - v. Report to the H&I subcommittee
      - vi. Facilitates the H&I subcommittee meetings in absence of the H&I Facilitator
  - 3. H&I Recorder
    - a. Qualifications
      - Suggested minimum clean time of six (6) months
    - b. Responsibilities
      - i. Record the minutes of the H&I subcommittee meetings including facility reports
      - ii. Maintains an archive of minutes, materials, etc.
  - 4. H&I Facility Coordinators (Optional)
    - a. Qualifications
      - Suggested minimum service experience of 1 (one) year within H&I
    - b. Responsibilities
      - i. Coordinate H&I functions at their assigned facility
      - ii. Schedule volunteers & keep records of service
      - iii. Assist as a moderator between volunteers and their facility
      - iv. Attends all H&I subcommittee meetings
- C. Suggested H&I subcommittee meeting format
  - 1. Open with Serenity Prayer, Twelve Traditions, Twelve Concepts, and Service Motivational
  - 2. Roll call
  - 3. Review previous minutes
  - 4. Officers reports
  - 5. Old Service
  - 6. New Service
  - 7. Announcements
  - 8. Close with My Gratitude Speaks
- D. H&I Volunteers
  - 1. Relapse is automatic removal from any position.
  - 2. Should attend a minimum average of one (1) NA meeting per week.
  - 3. All volunteers must go through H&I orientation before public contact.
  - 4. Should be reoriented every twelve (12) months.
  - 5. New volunteers must observe two H&I presentations at a facility and have six (6) months clean time to share at H&I presentations.

6. Any H&I member becoming inappropriately involved with patients or inmates will be banned from H&I for at least three (3) years.
  7. Members who have difficulty being good representatives of NA (as described in the *Hospitals & Institutions Handbook of Narcotics Anonymous*) will be counseled by an H&I officer and another subcommittee member; if that does not solve the problem, the volunteer will have to re-qualify.
  8. No H&I volunteers may serve at a facility where they represent any other interest.
- E. H&I Orientations
1. The H&I Facilitator, H&I Co-Facilitator, H&I Recorder, and H&I Facility Coordinators are the ones authorized to do H&I Orientations.
  2. Orientations should be performed by two oriented PR volunteers, one of which must be an officer.
- F. H&I Facility Information
1. New facilities must be visited by the H&I Facilitator and another active H&I volunteer before making an H&I commitment.
  2. Facilities should be contacted by the H&I Facilitator annually.
  3. H&I presentations held at secured facilities (see below) may be handled by one active H&I volunteer, if absolutely necessary.
  4. Cancelling H&I presentations
    - a. Cancellations will only be decided by the Facility Coordinators.
      - i. All alternatives will be explored before cancellation.
      - ii. All qualified volunteers will be contacted.
    - b. Cancellations will be communicated by the H&I Facilitator to the facility.
      - i. The facility will be contacted as soon as possible.
- G. H&I Secured Facilities
1. Facilities that do not fall under the World H&I Guidelines may be categorized here
  2. The same rules apply to these facilities as any H&I facility

## Supplement Four – Guidelines Review Subcommittee Guidelines

### A. Overview

1. To ensure intent is preserved when importing proposals passed by the ASC since last review
2. Suggests edits to avoid conflicts in the Guidelines package
3. Subcommittee meets once a year to review the package following Area Audit, or as needed
4. Provides an opportunity to brainstorm current issues while seeking solutions

### B. Officers

1. Area Co-Facilitator serves as the Guidelines Review Subcommittee Facilitator
  - a. Responsibilities
    - i. Schedule and facilitate the Guidelines Review Subcommittee meetings
    - ii. Provide insight when needed to the committee for clarifications where needed
    - iii. Reviews previous minutes for proposals
    - iv. Provide final report to the ASC body
2. Guidelines Review Committee Recorder
  - a. Recorder will be a volunteer in attendance
  - b. Responsibilities
    - i. Record the minutes of the meeting
    - ii. Further responsibilities to be determined at the meeting

### C. The Meeting

1. This workgroup will meet as needed to facilitate a well-rounded review
2. Attendance & Participation
  - a. All members are welcome to attend
  - b. No clean time requirements or previous service experience necessary to attend
  - c. All in attendance have a right to participate in the conversations, decisions being made, and all voting processes

### D. The Review Process

1. Incorporate approved guideline changes to the package by providing simple language to the Guidelines for clarity
2. Review the package for conflicts resulting from new additions or simply overlooked in previous versions
3. Take suggestions from the review participants for consideration by the Area, in case anything has been identified as needing refinement

## Resource One - ASC Meeting

### A. Agenda

1. Open with a moment of silence, Serenity Prayer, 12 Traditions, 12 Concepts, & consensus reading
  - a. Roll Call:
  - b. Facilitator
  - c. Co-Facilitator
  - d. RCM
  - e. RCM Alternate
  - f. Treasurer
  - g. Recorder
2. Subcommittees (Activities, Public Relations, H&I, Guidelines, any ad-hocs)
3. GSRs
4. Initial Reports:
  - a. Recorder
  - b. Treasurer
5. Continued Reports:
  - a. Group Reports
  - b. Officers'/Subcommittee Reports
6. Unfinished Service
7. Open Forum
8. New Service
9. Reimbursements & Disbursements
10. Donation to IRSCNA
11. Announcements
12. Seventh Tradition basket
13. Close with "My Gratitude Speaks"

### B. Glossary

- QCANA - Quad Cities Area of Narcotics Anonymous
- QCASC/ASC - Quad Cities Area Service Committee
- CBDM - Consensus-Based Decision Making
- GSR - Group Service Representative
- GSRA - Group Service Representative Alternate
- PR - Public Relations
- H&I - Hospitals & Institutions
- RCM - Regional Committee Member
- RCMA - Regional Committee Member Alternate
- IRSC/IRSCNA - Iowa Regional Service Conference of Narcotics Anonymous
- IRNA - Iowa Region of Narcotics Anonymous

## Resource Two - Readings

### The Twelve Traditions of Narcotics Anonymous

1. Our common welfare should come first; personal recovery depends on NA unity.
2. 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.
3. The only requirement for membership is a desire to stop using.
4. Each group should be autonomous except in matters affecting other groups or NA as a whole.
5. Each group has but one primary purpose—to carry the message to the addict who still suffers.
6. An NA group ought never endorse, finance, or lend the NA name to any related facility or outside enterprise, lest problems of money, property, or prestige divert us from our primary purpose.
7. Every NA group ought to be fully self-supporting, declining outside contributions.
8. Narcotics Anonymous should remain forever nonprofessional, but our service centers may employ special workers.
9. NA, as such, ought never be organized, but we may create service boards or committees directly responsible to those they serve.
10. Narcotics Anonymous has no opinion on outside issues; hence the NA name ought never be drawn into public controversy.
11. 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.
12. Anonymity is the spiritual foundation of all our Traditions, ever reminding us to place principles before personalities.

### The Twelve Concepts of NA Service

1. To fulfill our fellowship's primary purpose, the NA groups have joined together to create a structure which develops, coordinates, and maintains service on behalf of NA as a whole.
2. The final responsibility and authority for NA services rests with the NA groups.
3. The NA groups delegate to the service structure the authority necessary to fulfill the responsibilities assigned to it.
4. Effective leadership is highly valued in Narcotics Anonymous. Leadership qualities should be carefully considered when selecting trusted servants.
5. For each responsibility assigned to the service structure, a single point of decision and accountability should be clearly defined.
6. Group conscience is the spiritual means by which we invite a loving God to influence our decisions.
7. All members of a service body bear substantial responsibility for that body's decisions and should be allowed to fully participate in its decision making processes.
8. Our service structure depends on the integrity and effectiveness of our communications.
9. All elements of our service structure have the responsibility to carefully consider all viewpoints in their decision making processes.
10. Any member of a service body can petition that body for the redress of a personal grievance, without fear of reprisal.
11. NA funds are to be used to further our primary purpose, and must be managed responsibly.
12. In keeping with the spiritual nature of Narcotics Anonymous, our structure should always be one of service, never government.

### Service Motivational

Everything that occurs in the course of NA service must be motivated by the desire to more successfully carry the message to the addict who still suffers. It was for this reason that we began this work. We must always remember that as individual members, groups and service committees, we are not and should never be in competition with each other. We work separately and together to help the newcomer and for our common good. We have learned, painfully, that internal strife cripples our fellowship; it prevents us from providing the services that are necessary for growth.

### Consensus Reading

We believe that consensus is based on the belief that each person has some part of the truth and no one person has all of it, despite temptations to the contrary. The consensus process is what a Group goes through to reach an agreement. It is how we manifest the idea "together we can do what we cannot do alone" in a service setting.

## Resource Three - Color Card Descriptions

### A. WHITE CARD:

1. For Discussion
  - “I’ve heard enough, let’s have a consensus or straw poll.”
2. For Consensus
  - “I go with the group conscience.”
  - Raise this white card when you have no opinion or to SURRENDER.

### B. GREEN CARD:

1. For Discussion
  - “I have something to say”
  - Raise this green card to make a comment or give your opinion.
2. For Consensus
  - “I agree with the decision at hand, all things considered.”
  - Raise this green card to AGREE if you are generally in support of the proposal. Agree does not mean that you agree with every aspect of a proposal, but that you have heard the discussion, have had a chance to participate in the process of finalizing the proposal, and are prepared to support the decision.

### C. YELLOW CARD:

1. For Discussion
  - “I have a question” or “I need clarification on what was just said.”
  - Raise this yellow card for clarification.
2. For Consensus
  - “I have concerns, but I can live with it.”
  - Raise this yellow card to AGREE with RESERVATIONS if you are willing to let a proposal pass but want to register your concerns.

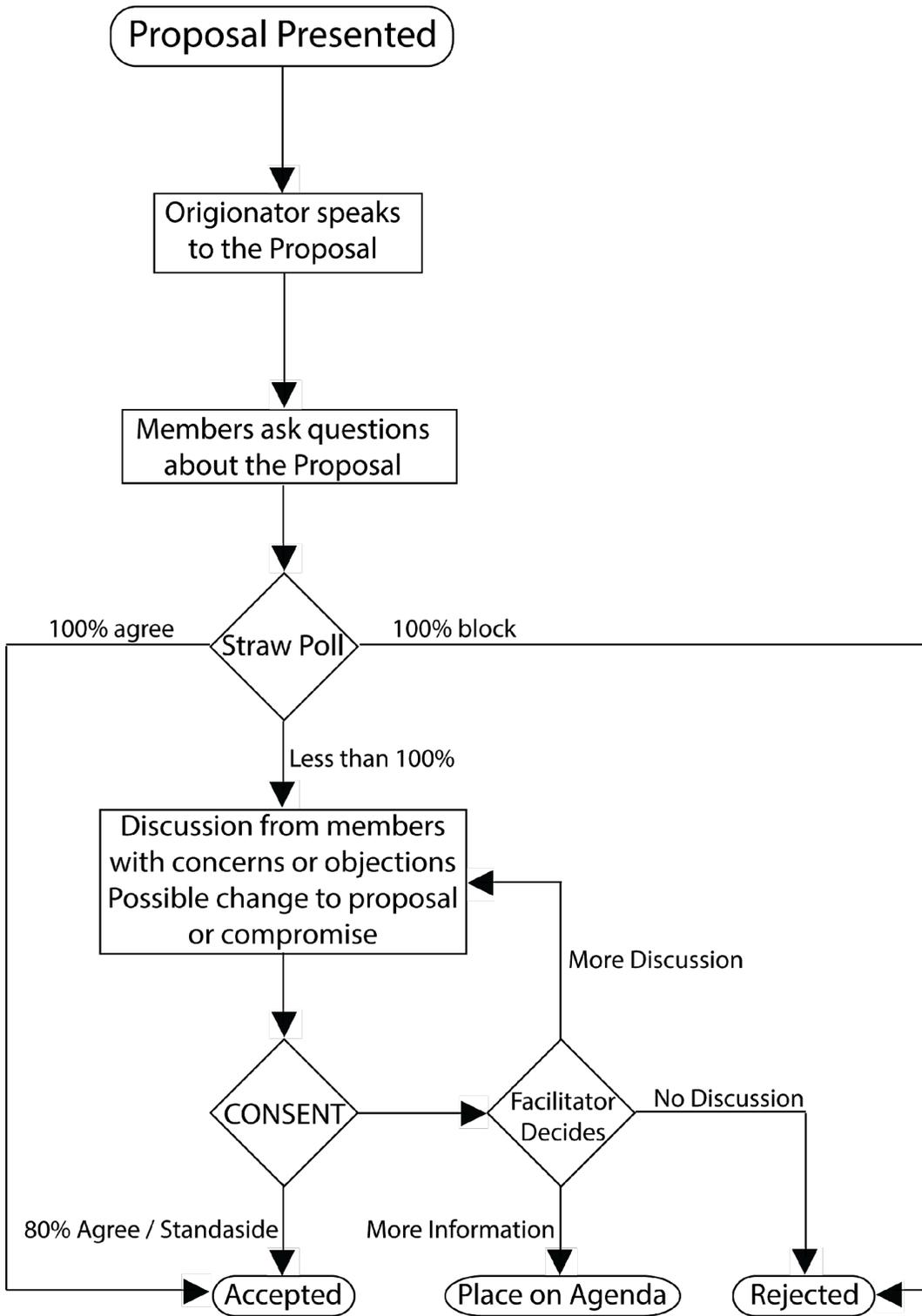
### D. ORANGE CARD:

1. For Discussion
  - “I can clarify on what was just said.”
  - Raise this orange card if you can help answer or clarify on the topic.
2. For Consensus
  - “I personally can’t do this, but I won’t stop others from doing it.”
  - Raise this orange card to STAND ASIDE if you have a serious personal disagreement with a proposal but are willing to let the proposal pass.

### E. RED CARD:

1. For Discussion
  - “Stop!”
  - Raise your red card to indicate problems with the process such as when...
    - our agreed upon procedures are not being followed
    - the discussion has gone off topic & needs to refocus
    - a member is dominating the discussion or being otherwise inconsiderate
    - you’d like to suggest a break
2. For Consensus
  - “I cannot support this or allow the group to support this. It is against our principles.” Raise the red card to BLOCK -- it means you strongly disagree.
  - Blocking members will be asked to explain their objections.

# Resource Four - Consensus-Based Decision-Making (CBDM) Flow Chart



**Resource Five - Bulletin #30 Theft of NA Funds****WHEN SAFEGUARDS FAIL**

If we develop and follow these procedures, we will make it almost impossible for anyone to misappropriate or steal NA funds. If someone does steal from us, the first question we should ask is one of ourselves: Did we adhere to all of our accounting procedures and safeguards? If the answer is no, we as a service committee also bear substantial responsibility for the theft. We will want to review our procedures to ensure that they are complete and resolve to adhere to them in the future. But suppose the answer is yes, we followed our guidelines to the letter. We did everything in our power to prevent a theft, and someone stole from us anyway. When this happens, there is often a mixture of reactions, ranging from, "Let's forgive and forget; after all, we're addicts who are prone to acting out on our disease. We don't want to run the individual out of meetings and into a possible relapse, "to" Let's throw the thief in jail!" But whatever it is, we don't want our initial emotional reaction to dictate the outcome of the situation. Our program of recovery provides every member with an opportunity to behave responsibly in difficult situations and make amends. We are closest to the spiritual principles of our program when we begin to deal with a theft by encouraging the member who has stolen funds to make amends, which can then provide healing for all, involved. This is not to say that the disappearance of NA funds should be taken lightly or that a service committee should sit and passively wait for a member who has stolen funds to be moved to make amends. We instead encourage a process that is both responsible and spiritual; taking steps of increasing severity should they prove necessary. First of all, a thorough review of all books and financial records should be conducted to make sure the funds were actually misappropriated. How much? By whom? What failing in the accounting procedures and safeguards allowed this to happen? If it becomes clear that money has indeed been taken, the group or service committee should then schedule a meeting, making absolutely sure the individual(s) who took the money is informed of the meeting and given the opportunity to present his or her point of view. At this meeting, there should be a format that allows time for everyone involved to express their feelings and concerns. This allows everyone to give their input and may also allow a "defusing process" to occur. After all sides have been heard, a break in the meeting format is encouraged to allow all present enough time to get in touch with their own Higher Power and focus on spiritual principles, before coming back to decide the best course of action. If the individual admits to the theft and agrees to pay back the missing funds, a restitution agreement can be developed. Such an agreement can include regular payments at any interval acceptable to all involved, though it is best not to drag out the process unnecessarily. Most agreements specify regular weekly or monthly payments until the full amount is repaid. We strongly suggest drafting a legally binding document, utilizing legal advice if possible, and having it signed and witnessed. Let the individual know that if the restitution agreement is not adhered to, you intend to take legal action based on the signed and witnessed restitution agreement. A report about the situation should be published, and regular reports on the status of the restitution agreement should be published until the agreement is satisfied. Protecting the identity of the person involved is secondary to being accountable to the fellowship for its funds and ensuring that the person is not put in a position where he or she may do further harm. Again balancing spirituality with responsibility, we have found that it is best to remove the individual from his or her service position and not consider the person for another position until he or she has dealt with the issue through the process of the steps. If the individual does not appear at the special meeting, you will need to ensure that every effort to contact the person has been made. Use registered mail to send a letter explaining that an audit of financial records has been performed, that facts show the individual is

**Resource Five - Bulletin #30 Theft of NA Funds (Continued)**

responsible for missing money, that repayment is expected, and what the consequences will be if the individual does not respond to the letter. Copies of the letter should be put in a safe place for further reference. This may seem severe, but if the previous steps have been taken without result, sometimes something this harsh is the impetus that encourages the individual to make restitution. If the individual refuses to repay the money, or agrees to a plan but does not follow through with the agreement, or if the person has disappeared, it may be appropriate to take legal action. The decision to take legal action is an option that does not compromise traditions or spiritual principles, but it should be our last resort, opted for only when everything else has been tried. We strongly suggest that the decision to prosecute be thoroughly explored before going ahead, using area and regional service committees and world services as resources.

**RESOLUTION AND RECOVERY**

Even if a successful resolution is reached, many of us will still be angry and hurt and may want to shun the person involved. Although this is understandable, we have to remind ourselves that NA's primary purpose is to carry the message to the addict who still suffers. We also need to remember that our disease will surface if we are not diligently working a program of recovery. As NA members practicing spiritual principles, we should all support the individual in continuing his or her recovery, utilizing meetings, a sponsor, and the Twelve Steps. We should offer the same love and support we would to someone who has relapsed by using drugs. The misappropriation of NA funds affects groups, service committees, and world services in their efforts to carry the message to the still suffering addict. The process necessary to deal with such incidents typically has long-term effects--conflict between members, disunity, disillusioned members--on any NA community, directly affecting the newcomer. The safeguards recommended in this bulletin not only protect our funds, but protect us from our disease. We implore NA communities worldwide to develop and follow procedures that protect NA funds; doing so will keep our future secure.

**Resource Six - Activities Check List**

- LOCATION
  - Confirm date, location, and date with neighboring Areas
  - Get contract or record verbal expectations
  - Return signed contract with deposit
  - Get keys
- SPEAKER(S)
  - List speaker possibilities
  - Prioritize preferences & conduct vote
  - Secure speaker(s)
- FOOD
  - Plan main dish & arrange for equipment;
  - Plates, bowls, coffee cups, utensils, napkins, paper towels, etc.
  - Condiments
  - Pop/soda, water; coffee, sugar, creamer
- VOLUNTEERS
  - Recruit volunteers
  - Designate responsibilities
- T-SHIRTS, BANNER, & DECORATIONS
  - Banner? Decorations, Tablecloths, Centerpieces, Jail “bars”
  - T-shirts – Inconspicuous NA design. Embroidered? Silkscreen?
  - Size suggestions: 12 L, 12 XL, 6 2X, 6 3x (total of 36); order in advance
- SPECIAL EVENTS
  - Raffle tickets, signage, admission tickets
  - Ask Groups/individuals to make donation
  - Jail sign, sheriff & deputy, warrants, grand prize raffle, recovery bingo?
  - DJ special needs
- AGENDA
  - Schedule of planning meetings
- FLYER
  - Initial flyer to "save the date"
  - Distribute fliers to individuals, Groups, treatment facilities, and surrounding Areas

## Resource Seven – Public Relations + H&I Orientation Package

### This Orientation Package Contains:

1. Common Orientation (Both PR + H&I).
2. PR Specific Orientation.
3. H&I Specific Orientation.

*Note: Both PR and H&I orientations need to cover the common section.*

### QCANA PR + H&I Service Structure

- The PR subcommittee in the QCANA manages all aspects of directly carrying our message outside of the fellowship. The PR subcommittee, led by the PR facilitator, meets monthly to plan, organize, and record the services being delivered.
- The H&I subcommittee in the QCANA manages the carrying of the NA message to addicts in jails, rehabs, and other facilities. The H&I subcommittee, led by the H&I Facilitator meets monthly to plan, organize, and record the services being delivered.

### Service Requirements

All PR + H&I Service must be conducted by at least two (2) oriented volunteers. The only exception is when they are held in restricted facilities at which we may not have additional members who have been cleared by the facility, i.e., jails, prisons, etc.

### Orientation Requirements

#### To perform this orientation:

- Orientations should be performed by two oriented PR volunteers, one of which must be an officer. The PR Facilitator, PR Co-Facilitator, H&I Facilitator, H&I Co-Facilitator, and H&I Facility Coordinators are authorized PR Officers.
- Orientations may be done specifically for one subcommittee. E.g. you may be oriented for only H&I.

To get oriented: Must have at least 90 days clean

### Volunteer Requirements:

To silently observe PR + H&I service:

- Must have at least 90 days clean

To actively participate in PR + H&I service:

- Must have at least 6 months clean
- Must have silently observed at least twice
- Should attend at least one NA meeting per week
- Must attend an orientation at least once every twelve (12) months
- Must follow QCANA PR guidelines

### Volunteer Restrictions

- When performing PR + H&I service, any violence, drug use, prohibited substances (including alcohol & tobacco in the facility), prostitution, selling of bootleg merchandise, or intimate relationships with residents will be banned from PR + H&I service commitments for a minimum of three (3) years.
- Members who miss two (2) PR or H&I service commitments without following the cancellation policy, within a six (6) month span, will be suspended for six (6) months and need to re-qualify.
- Members who have difficulty being good representatives of NA (as described in the Public Relations Handbook of Narcotics Anonymous) will be counseled by a PR or H&I officer and another subcommittee member. If that does not solve the problem, the volunteer will have to re-qualify.

### Volunteer Cancellation Policy:

If a volunteer needs to cancel their scheduled PR or H&I service commitment, tell the PR Facilitator or H&I Facilitator **at least forty-eight (48) hours ahead of time. DO NOT** ask someone to take your place, or even to come with you. The PR Facilitator and H&I Facilitator are the only people that are allowed to invite members to a PR/H&I service commitment.

### Volunteer Do's

- **DO...** Start and end the service commitment on time. Arrive at least 15 minutes early.
- Share meeting lists & NA helpline numbers.
- Share a clear NA message: experience, strength, and hope.
- Emphasize that the only requirement for membership is a desire to stop using.
- Emphasize the importance of meetings, a sponsor, the 12 steps, and service.
- Consider what you would need to hear early on
- Share early experiences in recovery.
- Specify that NA is separate and distinct from the facility and from other fellowships.
- Try to get residents involved (readings, etc.)
- Dress appropriately.
- Follow the security rules of the facility.
- Explain NA language (addict, clean, recovery, clean time) and why we use it (the first step, sixth tradition, etc.)
- Use NA World Services / fellowship-approved literature.
- Keep staff aware of your whereabouts.
- Remember that an addict is an addict, regardless of age, drug(s) used, etc.
- Tell them that there is fun in recovery.

### Sponsorship

PR/H&I volunteers may accept requests for sponsorship; we ask that they have the integrity to limit themselves from such involvement until they have at least one year clean (with a strong preference for two), that they have completed a Fifth Step, and that they engage with no more than two addicts at the same time from the same facility.

### About the Facilities

Always remember we are GUESTS of these facilities and MUST comply with their wishes, as long as we don't violate our traditions or guidelines. Any situations or problems that may arise should be discussed with the PR or H&I Facilitator, who will take steps to get clarification & resolution from the facility.

Individual members of PR/H&I should not attempt to discuss any problems encountered in a panel/presentation with the facility. The PR Facilitator and the H&I Facilitator are our points of accountability. Adherence to these guidelines will minimize confusion and misunderstanding within the PR/H&I membership itself, and with the facilities we are allowed to serve.

Failure to comply with any facility's rules could result in the cancellation of NA's access to that facility. Remember, our actions reflect not only on ourselves, but also on NA, as a whole. Our adverse actions could deprive an addict of the life-saving message of recovery in NA that we share as volunteers.

### One Final Reminder

Our personal conduct is a direct reflection of the NA program, our program, in action. This affects Narcotics Anonymous as we present ourselves to the public in an attempt to carry the message of recovery to the still suffering addict. Remember, you might be someone's first and only exposure to Narcotics Anonymous.

### Volunteer Don'ts

- **DON'T...** do PR/H&I service commitments alone.
- Bring in anyone who is not supposed to be there (sponsees, guests, friends, etc.)
- Share war stories, glorify the past, or dump.
- Debate which drugs are acceptable. NA is a program of complete abstinence from all drugs.
- Patronize or compare to their bottom. (i.e., do not say things like, "You remind me of my kid," or, "You're lucky you got clean at your age instead of having to go through what I did.")
- Preach or give advice. Remember anonymity & that this is a "we" program.
- Debate or discuss any issues involving facility rules or regulations.
- Discuss conditions within the facility, or opinions about staff members.
- Carry excessive cash or wear expensive jewelry.
- Get involved in discussions on outside issues - remember why we are there.
- Break anyone's anonymity or tell their story.
- Use excessive profanity.
- Discuss anyone's criminal history or current court cases.
- Be drug specific.

## QCANA Public Relations (PR) Orientation

To learn more about PR in NA, please refer to the QCANA guidelines and the PR Handbook.

### **Purpose of Public Relations in Narcotics Anonymous**

The purpose of Public Relations is to carry the NA message to addicts who may have never heard it before. Our 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 freedom from active addiction. (Tradition Five)

### **PR Workgroups**

PR has many different functions, and each of these functions is referred to as a “workgroup.” All these workgroups do what their name suggests. They all reach outside of the internal fellowship and out into the public and community in one way or another.

Each workgroup should have a Workgroup Coordinator as a single point of accountability to that specific workgroup. Some workgroups are small enough that one person, or one small group, could handle more than one workgroup at a time. Some workgroups are large enough and demand enough of one’s time that it would be suggested that a single person only take on one workgroup at a time. The specific PR Workgroups are listed below.

### **Booths/Presentations**

Informational Booths are organized during local social services fairs, veterans outreach programs, or other social gatherings of the kind. Currently, there is between 2-4 booths that are held throughout the year. Each booth should be manned by at least two (2) PR Volunteers, but no more than three (3) members at a time. To sit in on an Info Booth, there is a clean time requirement of six (6) months, as well as have a working knowledge and understanding of the Twelve Steps & Traditions of Narcotics Anonymous. A volunteer with a lower amount of clean time will be paired with a more experienced member with more clean time.

As with any other PR service, we never give out our personal phone numbers. We direct them to the Regional 1-800 number, or the Area website/email. (qcana.org / info@qcana.org). The tables at the booths will be populated with items in the “Booth Bag/Box”. The items that should be in the bag/box are as follows:

- 1 Basic Text, 1 How It Works and Why, 1 Just For Today, 1 Step Working Guides, 1 Living Clean, 1 Miracles Happen Book
- IP’s: #6: Recovery and Relapse, #7: Am I an Addict, #11: Sponsorship (rev.), #12: Triangle of Self- Obsession, #13 By Young Addicts For Young Addicts, #16: For The Newcomer, #22: Welcome to NA, #27: For Parents of Young Addicts, #1604: NA a Resource in Your Community
- Welcome key tag, 30-day key tag, 60-day key tag, 90-day key tag, 6 mo. key tag, 9 mo. key tag, one year key tag, multiyear key tag, key tags of different languages
- Table Cloth. • Rack for IP’s • Meeting Lists

### **Flyer Floods/Pull Tab Flyers/Poster Drives**

Flyer flood days are small gatherings of volunteers that get together to post pull-tab flyers and posters around town at specific public locations. Some of these locations are already documented in a list. Most of the places that literature is delivered, we may also post pull-tab flyers there. New placement of the flyers must be cleared with the Flyer Flood Workgroup Coordinator. The placement will be documented so that later a pair of volunteers can check in on it to see how it’s doing within sixty (60) days. If that location is getting a lot of hits and many pull-tabs have been taken, then the flyer may need to be replaced sooner than sixty (60) days. If none of them have been pulled, then perhaps that location may

be reviewed and considered to be removed from the placement list. That will be determined by the Public Relations Subcommittee. It is worth noting that when posting new pull-tab flyers, that one of the tabs be pulled. It may help someone else find the courage to take one if they're not the first and only.

### **Letters & Mailings**

Letters and mailings are handled on an as-needed basis. Usually, we need someone to take care of writing something to professions, which doesn't happen very often. The letters that are sent out should be written in a concise and professional manner, as with any dealings with those outside of the internal NA fellowship. Final proofing will be done by the PR Subcommittee.

### **Literature**

The Literature workgroup is a sizable workgroup. We currently supply over 15 locations in the Quad Cities with pamphlets, meeting lists, and sometimes other literature. Some of these locations include local health departments, rehabs, clinics, doctor's offices, probation offices, libraries to name a few. Some are public spaces, others more closed. Most of these locations are open 9-5, so whomever is tasked with servicing these places must be available during those times.

### **Phoneline**

There is a 1-800 Regional Helpline number that has been distributed throughout the state of Iowa. Still suffering addicts will call the number looking for help. When they call in, they will relate to a PR volunteer that will help them get connected to recovering addicts in their Area, as well as supply them with information about local meetings. The number one priority and purpose of the Regional Helpline is to get an addict to a meeting. We are not there to act as crisis counselors.

Although we are discussing the Phoneline here at the QCANA PR subcommittee, the Phoneline is managed by the Phoneline Workgroup within the PR Committee of the Iowa Region. There is a clean time requirement for becoming a volunteer on the Iowa Regional Phoneline. The requirement may change. Clean time requirements will be covered in the Regional orientation.

The Area Phoneline Coordinator will be the liaison between the local Area PR subcommittee and the Iowa Region. The Coordinator will update the Regional Phoneline Workgroup with updated volunteer rosters, 12-step callers, and local area contacts.

Phoneline Volunteers must have internet connection and dedicate a three (3) hour window to answering the phone. The Regional number will port over to your cell or home phone. You need an internet connect to be able to look up the Iowa Regional Meeting List, as well as maps to help get addicts to meetings.

Area contacts are people who have volunteered to help local addicts. Say a call comes into the Regional helpline and you answer it. They are on the other side of the state. You would call an Area contact to try to put them in direct contact with local addicts. A 12-step volunteer would be someone that was called to not only talk to someone locally, but to help callers get to meetings by physically picking them up and taking them.

Volunteers can choose to be on one or all of these lists. All Phoneline volunteers must go through a Regional Phoneline Orientation, which may be done by a QCANA PR volunteer. The only position that is filled at the Area level is the Area Phoneline Coordinator who manages the lists of these local volunteers.

### **Public Service Announcements (PSAs)**

Public Service Announcements are handled on an as-needed basis. This would include contacting the local television stations and making sure our ad was running. Usually, PSAs will be run on public access channels. We currently have a PSA running on the local Mediacom channel 11.

## **Website**

QCANA has a website: [qcana.org](http://qcana.org). It is managed and maintained by the Quad Cities PR Web Team. This team can consist of one or several people. Most of the tasks of this position would be updating flyers and communicating our local events to the Regional Web Team. There should be no external advertisements or links to groups/companies/entities outside of the NA fellowship on the website. Major changes to the website must be made through the PR Subcommittee or the Area Service Committee (ASC).

## **Ad-hoc Workgroups**

The workgroups listed in this orientation package are just the established and long-standing workgroups that PR has been working on. This is not a limited list. Things come up and new ideas can be brought to the table. Temporary workgroups and workgroup coordinators can be created to fulfill that function or purpose. Once the workgroup ends, the temporary committee will disband. Any funds or materials collected by the committee will go back to the PR Subcommittee. If a temporary workgroup gets a lot of traction and is well received, PR may vote that workgroup into a longer-term situation, and may even becoming a regular part of PR. No new ideas are bad ideas!

## **Handling the Media**

When dealing with the media, the World Public Relations Handbook has made it pretty clear how we are to conduct ourselves to maintain the anonymity of ourselves, as well as the fellowship. If we do interviews via camera, we always avoid face shots of real recovering addicts. We will request that our voices be altered and faces blurred. Again, this not only protects the individual, but also the fellowship. If someone sees “John” or “Sue” on the TV interview talking about Narcotics Anonymous, they are now the poster child for our fellowship. What happens when later they relapse? One might say, “Oh, they were in Narcotics Anonymous. See! It didn’t work for them, so it probably won’t work for me!” By remaining anonymous, we can avoid situations like these.

It is permitted that video/pictures be taken inside our meeting spaces, but never of the buildings outside. In one situation, it may be mistaken that we are members of the church or club we meet in. There also may be people angry or resentful against the fellowship and showing where we meet could result in vandalism.

All requests for contact must be handled directly by the PR Facilitator who will notify the Area Facilitator of what is happening. Never should one member acting on their own agree to any kind of contact with the media. It is at the discretion of the PR Facilitator to postpone making a decision on the issue until the matter has been discussed with the PR Subcommittee.

## QCANA Hospitals & Institutions (H&I) Orientation

The purpose of an H&I meeting is to carry the NA message of recovery to addicts who do not have full access to regular Narcotics Anonymous meetings. H&I meetings/presentations, except for those in longer-term facilities, are intended to simply introduce those attending to some of the basics of the NA program.

### H&I Meeting/Presentation Formats

The format of any H&I meeting/presentation may vary. In short-term facilities, the format will focus on panel members carrying the NA message to the residents. At long-term facilities, we may encourage more participation from the residents. We are carrying our message, we are not there to dump our problems, but rather to help addicts become aware of what NA is and how it works in our lives. In effect, an H&I meeting is an introduction to our fellowship for addicts. At the facilities we do H&I at, we use a written format.

#### **Speaker Presentation (Appropriate for both long- and short-term facilities)**

In a speaker meeting, one or more NA members share their experience, strength, and hope. That tends to lay out some basic symptoms and characteristics of the disease and shows how NA has brought about recovery. A narrative of events accomplishes little, but a sharing of feelings, self-image, turning points, new awareness, etc., carries a powerful message of recovery and the fact that our disease is progressive, incurable, and fatal.

#### **Panel Presentation (Appropriate for both long- and short-term facilities)**

This is like a speaker presentation. Rather than all sharing on the same topic, panel members usually take one aspect of recovery in NA each and share on that subject. This way topics that supply a variety of relevant information and experience on different subjects can be selected in advance.

#### **Literature Discussion (Appropriate for both long- and short-term facilities)**

For a literature discussion meeting, parts of the Basic Text or other conference approved literature are read and discussed. Passing the literature around and allowing everyone a chance to read can be an easy way to get the residents involved. If you do that, though, be sure to include in the format a statement like, "Feel free to pass the literature along if you'd rather not read." Not everyone is willing or able to read out loud.

#### **Topic Discussion (Appropriate only in long-term facilities)**

This type of meeting/presentation allows for the participation of the residents. This format differs from open participation in that more structure is provided for the discussion. One or two members from the outside should share first to set the tone and direction of the meeting. It is a good idea to keep another experienced member in reserve to call on if the discussion gets away from recovery from addiction. The leader, or chairperson, should call on speakers one at a time rather than letting the discussion go spontaneously. This will allow for more control in keeping the meeting recovery-oriented.

#### **Step Study (Appropriate for long-term facilities)**

A step study meeting may be held in an H&I setting. The Basic Text, Narcotics Anonymous, or other conference-approved literature is used to read the step and then the material is discussed. It is important to have members on the panel who have practiced the step being studied. This type of meeting/presentation usually works well in longer-term facilities where the residents have had some previous exposure to the Narcotics Anonymous program of recovery. This format allows the residents of the facility to have more participation.

### **Secured Facilities**

There are some facilities that are set up a little differently than H&I meetings. Some secure facilities, like prisons, have actual NA meetings inside of them. These meetings are run and maintained by the residents of these facilities but require an outside member of the fellowship to be there to allow the residents to meet. We invite QCANA H&I volunteers into these facilities just like an H&I meeting, but

they don't give presentation of H&I. Although this is not technically an H&I, it would make the most sense for our H&I volunteers to service facilities, meetings, and groups like this.

### H&I Questions and Answers:

It's often a good idea to encourage questions concerning what was presented at the panel/presentation or general questions about NA. Please remember that NA has no opinion on outside issues. Occasionally during the Q&A session, or when talking after the meeting/presentation, residents will ask us to give an opinion on outside issues (that do not pertain to NA) such as:

- Other recovery programs or fellowships
- The facility, i.e. "Do I need to stay in treatment?"
- Other issues that do not pertain to recovery from addiction in Narcotics Anonymous

It is **very** important that we are not drawn into these types of discussions! Always remember to only share your experience, strength, and hope about your recovery in Narcotics Anonymous. Don't hesitate to say, for example, "I'm sorry, I can't comment on that," or "I have no personal experience that I can share with you on that subject." Even if you do have personal experience on such outside issues, it is essential that we remain consistent with the tenth tradition and not discuss it in an H&I setting. We may not have all the answers to their questions, but we can always convey a feeling of acceptance and interest in the person who asked. That may do more than the information contained in the answers to such questions.

### Additional H&I Don'ts:

Don't take messages in or out of the facility.  
Don't bring phones into the facility.  
Don't carry in any contraband items, such as cigarettes, lighters, or weapons.

Don't discuss residents with the facility staff unless regarding violence or disruptive behavior.  
Don't accept/give money or gifts to/from residents.  
Don't show favoritism to any resident(s).

### Suggested H&I Topics:

Topics should be chosen carefully, with our Twelve Steps and Twelve Traditions in mind. There are many topics that relate to our personal recovery in NA. There are also many topics that have nothing to do with recovery. It is important to remember in H&I panels/presentations that we are dealing with addicts who are often new to recovery. When we select the topic for an H&I meeting, their needs should be considered first. The following list is not complete, but you will find a number of topics that are appropriate for most H&I settings. You are not necessarily restricted to this list. It is only presented as a resource.

1. Any IP or the Basic Text (Chapters 1-3)
2. Honesty, Open mindedness, Willingness
3. Surrender
4. Acceptance
5. The Basics (Don't use, meetings, phone numbers, literature, sponsorship, the steps, service)
6. Responsible for our own recovery
7. Freedom from active addiction
8. Identify rather than compare
9. Spiritual, not religious, program
10. Going to any lengths to recover
11. Transition from facilities to the fellowship
12. Tools of the fellowship
13. Life on life's terms
14. Learning to trust
15. Giving up playmates, playgrounds, & playthings
16. Living just for today
17. The first three steps
18. Denial
19. Reservations