



# EASC Phonenumber Volunteer Training



# SOME WARM-UP STUFF

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- There are no call logs to complete, BUT, Pro-tip - it might be a good idea to keep a journal of the calls for future questions or sharing learnings
- ***ONLY 1 NUMBER TO REMEMBER:***  
888-749-0017 – EASC Phonenumber

(918-747-0017 – currently forwards to 888 number with a message of the change.)

# SOME WARM-UP STUFF

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- There is an indescribable feeling of making contact with a past caller at a meeting and hearing when they recognize a voice and make that connection. That is one addict helping another!!!
- Our goal is that volunteering for the phonenumber should be a pleasurable and stress-free service opportunity

# PHONE LINE OBJECTIVES & VOLUNTEER REQUIREMENTS

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# PHONELINE OBJECTIVES

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- ① Your primary objective is to get them to a meeting
- ① Convey that the NA program works
- ① We care and are willing to help

# NA Does Not

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- **Affiliate with detox units, recovery or halfway houses**
- **Crusade, solicit or try to persuade anyone to join**
- **Engage in or sponsor research**
- **Keep membership records or case histories**
- **Make medical or psychological diagnosis or provide counseling**
- **Provide welfare or other social services**
- **Conduct religious services of any kind**
- **Engage in education or propaganda about drugs**
- **Accept money for its services**

# NA Phonenumber Do's

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- **Do carry an NA message, remember that you are likely to be the first contact the person has with NA.**
- **Do encourage the addict to attend a meeting by giving them day, time, location and directions.**
- **Do remember to refer the disclaimer before making any referrals. “NA is not affiliated with, nor endorses any related facility or outside enterprise. But, in the spirit of cooperation, I will refer...” (Refer from list of “Suggested Emergency numbers on the last page of these guidelines).**
- **Do keep an open mind and have the willingness to learn the guidelines of the EASC NA Phonenumber.**

# NA Phonenumber Don'ts

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- **Don't suggest names of hospitals, detox centers, etc – as NA does not endorse any facility.**
- **Don't give medical advice.**
- **Don't have long conversations on the Helpline.**
- **Don't give personal opinions as you are representing Narcotics Anonymous.**
- **Don't take abuse; you do have the right to hang up.**
- **Don't try to persuade the caller to stop using.**
- **Don't break anyone's anonymity.**



# NA Phonenumber Don'ts

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- **Don't give out anyone's personal phone number!**
- **Don't make promises to addicts calling in about rides to a meeting, a place to stay or any other services**
- **Don't accept collect calls (e.g., calls from penal institutions)**
- **Don't answer the Phonenumber if you are driving or otherwise unable to focus on responding to the caller.**
- **DON'T TAKE YOURSELF TOO SERIOUSLY!**  
It is not your responsibility to solve personal problems.

# VOLUNTEER REQUIREMENTS

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- 6 months of continuous clean time
- Read the [EASC Phonenumber Guidelines](#)
- Attend the EASC Phonenumber Orientation
- Knowledge of the 12 Steps of Narcotics Anonymous
- Knowledge of the 12 Traditions of Narcotics Anonymous (e.g., the only requirement..., our primary purpose..., never endorse related facilities..., non-professional..., no opinion on outside issues..., attraction rather than promotion..., anonymity..., etc.)
- Willingness to contribute personal time during your agreed upon schedule
- Sign up for at least one 3-hour shift per week

# VOLUNTEER REQUIREMENTS

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- You must have access to the most recent Area meeting schedule or be able to search on the [EASC website meeting search](#)
- Be willing to contact the Phonenumber Coordinator ([phone@eascna.org](mailto:phone@eascna.org)) if your schedule changes
- Be willing to communicate monthly via email reconfirming your schedule and sharing basic information about your experiences
- Be willing to give accurate information about our Fellowship — but you can always say "I don't know" if you don't know. You can take the number of the caller if they wish and have another member call them back if necessary

# Crisis Situation

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- If you have a crisis situation.....

## ***STAY CALM***

- **We are an information service only, and are not qualified to handle emergency or crisis situations. We do not give medical advice.**
- **As soon as you suspect a crisis (medical, domestic or other), find out if it is an emergency situation and, if so, what is the nature of the emergency. Has the caller overdosed? Try to get the caller's phone number and address, urge them to call 911 for medical assistance. If you feel that further follow up is necessary you may call 911 to verify that a call has been made.**
- **If the call is from a family or friend, and the addict has overdosed, have the caller call 911 for assistance. Ask the caller to please call back after the crisis has passed so that we may direct them to a meeting**

# Drug Identification

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- **Do not attempt to identify any drugs over the telephone; if you make a mistake somebody could be hurt and you or NA could be held responsible.**



# Media or Professionals

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- **Calls from media or other professional should be referred to Public Relations (PR) Chair.**
- **You can take info:**
  - What is the call about?**
  - Name of the person calling?**
  - Place the person is affiliated with?**
  - Phone number?**

**Do not give out PR Chair's contact or personal info!**
- **You can give [PR@eascna.org](mailto:PR@eascna.org)**

# ANSWERING CALLS

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- ④ Once a volunteer receives a call from phonenumber, Press 1 to accept
- ④ You can Press 1 before the system tells you too
- ④ Answer by saying: “Hi, I’m \_\_\_\_\_ and I am an addict.”
- ④ It is not necessary to say: “NARCOTICS ANONYMOUS”
- ④ The most important thing is to identify yourself
- ④ The caller will not see your personal phone #

# ANSWERING CALLS

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- Ⓢ **Be professional and courteous when answering calls**
- Ⓢ **If caller becomes verbally abusive/argumentative**
  - Ⓢ **Ask them to please calm down**
- Ⓢ **If they continue, it is OK to end the call**
- Ⓢ **Do not try to argue or give advice**
- Ⓢ **It is our responsibility to be a positive example of what NA has done for us**



# RIDES & 12 STEP CALLS

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- Ⓢ The EASC Area does not try to manage rides or 12 Step calls with our phonenumber
- Ⓢ This is something that groups or individuals within EASC may choose to do.
- Ⓢ If a phonenumber volunteer wishes to participate in giving rides or making 12 Step visits, please do so separately from your EASC Phonenumber commitment.
- Ⓢ Again, our primary phonenumber goal is to help them find a meeting

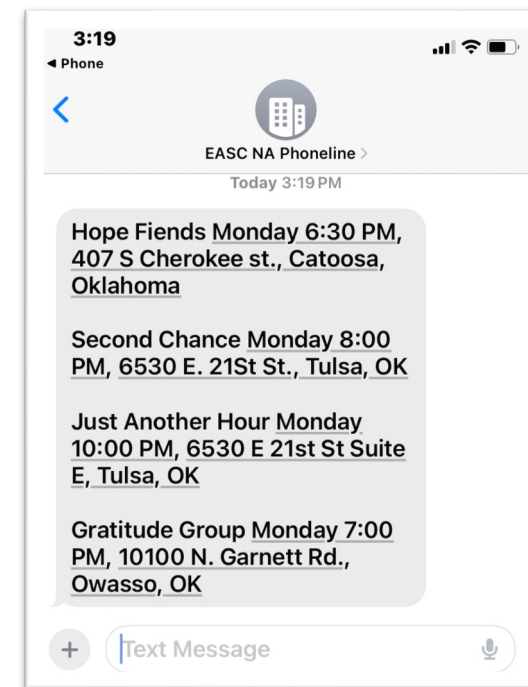
# FAQ Answer Discussion

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- Please review in [EASC Phonenumber Guidelines](#)
- Questions???

# How Does the EASC Phonenumber Work?

- **Someone calls EASC phonenumber -**
  - **Option 1 to speak to live addict**
  - **Option 2 to search for meeting by city or zip**
    - **If select 1 - they may talk to you!!!**
    - **If select 2**
      - **Option 1 to search by City/County**
      - **Option 2 to search by Zip**
- **Response of next four meetings is provided by voice on phone and sent as text**
  - ***No longer gives recording of full week of meetings***



**YAP**

# How Does the EASC Phonenumber Work?

- **Phonenumber grab data from the BMLT (Basic Meeting List Toolbox)**
- **BMLT powers our eascna.org web search**
- **Phonenumber ONLY returns next four meetings within 50 miles**
  - **If caller wants something different, they must call back or speak to addict**
- **In a bigger city (i.e. Tulsa), zip code may be more accurate than city**
- **Meeting will only return if within 15 minutes of meeting start**
  - **Meeting starting at 7 PM will NOT be listed after 7:15 PM**

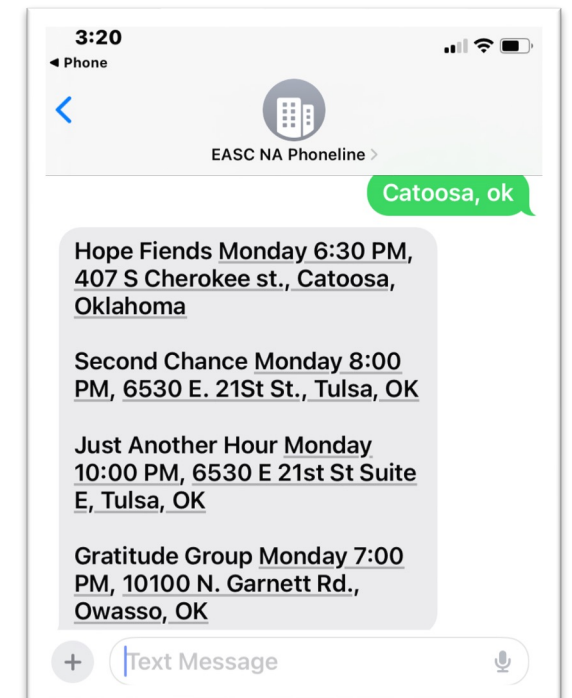
**YAP**

# How Does the EASC Phonenumber Work?

- Anyone can text a city OR zip to phonenumber to receive text of next four meetings

888-749-0017

- It is a good idea to include state with text search
  - (i.e. Liberty vs Liberty, OK vs Liberty MO vs Liberty tx)
- If you do not receive a response, it does not mean the system is broken; there may not be a meeting with the 50 mile search radius
- EASC has increased the search radius to prevent 'no response'
- Since the phonenumber is listening for a voice response, background noise can be a problem (especially when 'on speaker')



# EASCNA.ORG Meeting Search

## Two Flavors - Tabbed List and Map Search

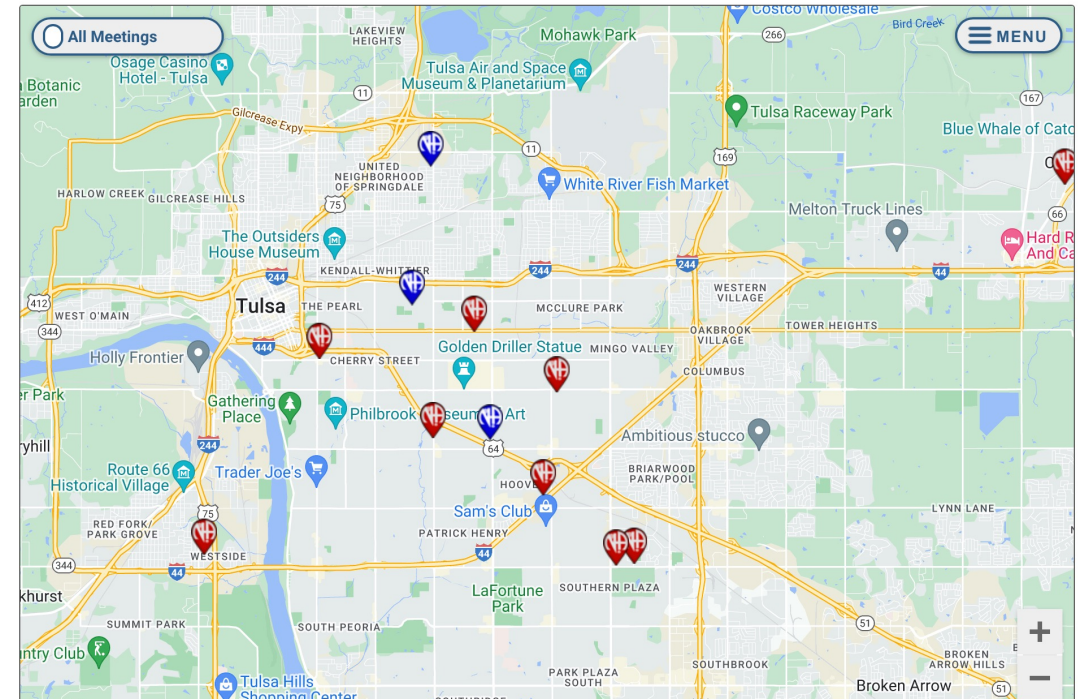
### EASC Tabbed Meeting List

[EASC Meeting Map](#)

Weekday	City	Cities	Groups	Venue Types	Locations	Zips	Formats
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
Sunday 6:30 am - 7:30 am Q O,BT,IV,JT,BK			<b>NA-A-Risin'</b> 2900 S. Harvard Ave., Tulsa, OK, 74114 MAP SHARE				
Sunday 10:00 am - 11:00 am Q O,JT			<b>Spiritual Connection</b> Suite E 6530 E. 21st St., Tulsa, OK, 74129 MAP SHARE				
Sunday 1:00 pm - 2:00 pm Q O			<b>New Day Group of NA</b> 403 Goingsnake street, Tahlequah, OK, 74464 MAP SHARE				
Sunday 3:00 pm - 4:00 pm Q O			<b>Freedom From Addiction</b> 340 W 6th St, Chelsea, OK, 74016 MAP SHARE				
Sunday 4:30 pm - 5:30 pm Q O,D			<b>Blind Faith</b> Suite E 6530 E. 21st, Tulsa, OK, 74129 MAP SHARE				

### EASC Meeting Map

[Switch to Tabbed Meeting List](#)



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## Tabbed List

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Easy to Search by

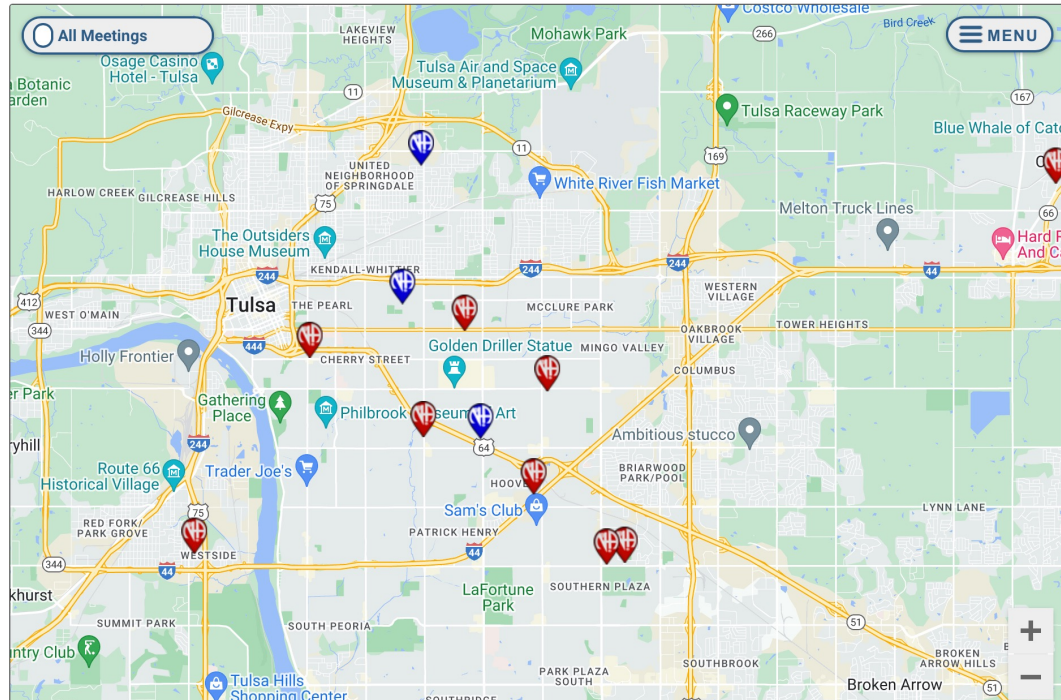
- City, Day, Group
- Quick click to Map or Share

# EASCNA.Org Meeting Search

## Map Search

### EASC Meeting Map

[Switch to Tabbed Meeting List](#)



- **Quick click to limit to today's meetings**
- **“Find Meeting Near” is useful on mobile device**
- **Click location “NA” for more info**



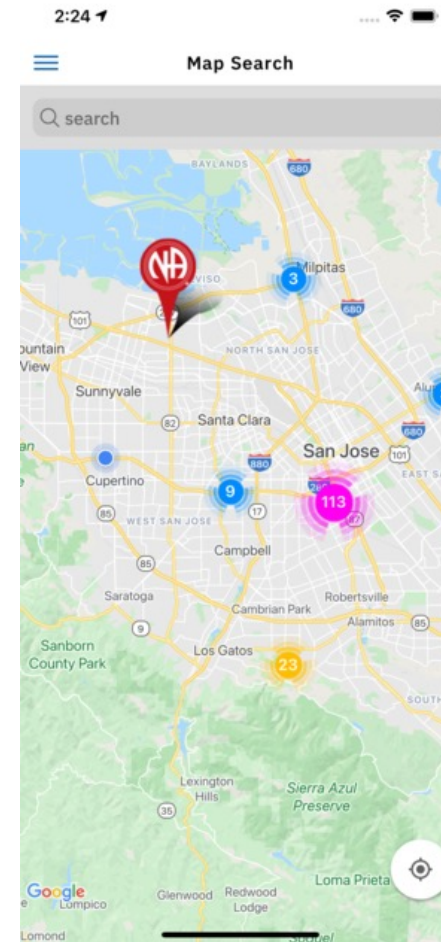
# EASCNA.ORG Meeting Search

## IMPORTANT NOTE

- eascna.org search **ONLY** shows meeting in the Plains States Zone (because that is the BMLT database it uses)
- ***WHY SHOULD YOU CARE? - meetings in Arkansas and Missouri do not show up***
- **EASC Phonenumber search returns more options (uses [BMLT Tomato database – all meetings using BMLT](#))**
  - This is why you need to include state with city text search
  - Three different results - ‘Liberty’; ‘Liberty, TX’; ‘Liberty, OK’

# BMLT Phone App

## BMLT Search



# Are Virtual Meetings an Option?

- For remote areas
- For crazy life schedules
- [Virtual-na.org](http://Virtual-na.org)

## Virtual NA

### NA Meetings Online & by Phone

Bringing Narcotics Anonymous Meetings to Remote or Isolated Addicts from around the world who may, for whatever reason, be unable to attend local face to face meetings.

[To Find a Meeting Click Here](#)



# Final Thoughts

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- ④ Add the EASC Phonenumber number in your contacts.....so you know when an addict needs you....
- ④ EASC Phonenumber Guidelines and Phonenumber Training are posted on [EASCNA.ORG](http://EASCNA.ORG)
- ④ Do not be afraid to reach out for help
- ④ Thank you, thank you, thank you.....for your service

