

GOLD COAST AREA SERVICE COMMITTEE POLICY MANUAL

Correct pages and dates through ASC Meeting, June, 2008

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Please circle those pages that you need for a complete, updated Policy Manual. Turn this list in to the Policy Chairperson at Area.

Group: _____

GSR: _____ Phone: _____

Treasurer (continued)

Responsible for the management of ASC funds. Maintains checkbook; should not be signature on bank account. Responsible for all incoming and outgoing monies through the ASC. Presents a detailed report of finance at each ASC meeting. Includes a monthly income statement showing fixed and all other expenses of the Gold Coast Area. Keeps a running balance during the ASC so that an accurate, current report on finances can be made during the Treasurer's report. During this report, he/she should encourage the GSRs to remind their groups of the importance of the Seventh Tradition at every level of service, beginning with the member and then the group. Explains briefly what this money goes to provide. Maintains fiscal yearly budget from September through August. The treasurer maintains accurate balances of the ASC bank account and is responsible for confirming the monthly balances of the Subcommittees with their Chairpersons. He/She will report these monthly balances with accumulated year-to-date totals, as well as the ASC's general fund, prudent reserve and operating expenses as part of the Treasurer's report. All monies must be turned in to the ASC Treasurer within Forty-Eight (48) hours of the event: i.e., dance, merchandise sales, special events, etc. In turn, the Treasurer must deposit these received funds within Twenty-Four (24) hours. All funds are under one set of books. The Treasurer makes disbursements upon direction of the ASC. Must attend the meeting with the ASC Vice-Chairperson prior to the ASC. Should acquaint him/herself with the Gold Coast Area Service Policy. Any request made to the Area for payment or reimbursement must be accompanied by an itemized receipt. Treasure will pay invoices only after OK'd by appropriate chairperson. The treasure oversees a prudent reserve of five thousand dollars (5,000) and informs the ASC. The treasurer to donate up to 20% of the gross income received at area to the region after expenses have been paid. This donation should be made monthly for the income received last month. The treasurer will make a motion monthly at the ASC as to what money is available to be sent to the next level of service. The GSRs will vote on how much money will be sent to the RSC. Prudent reserve: Funds kept available and set aside to meet liabilities and for unforeseen emergency needs. Operating expenses: Funds as outlined in our policy, allocated for planned budgets shall be held above and beyond our prudent reserve. Incorporates a system for cash receipt verification requiring two (2) signatures with a receipt issued. No cash disbursements for payments or reimbursements will be made. All payments will be made by check only. The Treasurer shall include his /her report in the ASC minutes.

In August, the Treasurer will pull a report on each Sub-Committee from the Area's computer on monies spent from August through July and distribute to all new Sub-committee Chairs at the August ASC which will also include last years budget so a comparison will be available for voting procedures. The budgets will have a simple breakdown on expenses with a total bottom line figure for comparison

F. Assistant Treasurer: Nominated and elected by the ASC

1. Three (3) years clean time
2. An example of living recovery through the application of the Twelve Steps and Twelve Traditions of Narcotics Anonymous
3. Bookkeeping or accounting experience suggested
4. Six (6) months prior experience * as a group treasurer and prior participation in the ASC **

Assists the Treasurer. There is a two year (2) commitment for this position. The first year is spent as Assistant Treasurer, becoming familiar with the job, attending all ASC meetings and

ASC-7 (06/08)

43. Tickets for all banquet events (I.E.: Gold Coast Anniversary and New Years Eve Banquet) be available for purchase at least 2 months prior the events.
44. All area's flyers and posters must contain web address (www.goldcoastna.org) and the NA Logo.
45. That no person hold the same position on more that one ASC subcommittee that handles money or literature.
46. All contracts committing the Gold Coast ASC or its subcommittees (except convention) to amounts greater than \$500 are to be reviewed by the ASC Chair, ASC Vice Chair, and the ASC Treasure, in conjunction with representatives from the committee wishing to enter into the contract. All such contracts are to be signed by the ASC chair or the ASC treasure in the Chair's absence. This policy would cover all Gold coast subcommittees (present and future) with the exception of the convention committee.
47. When a new meeting list is created with additions or deletions, 10 of these meeting list to be distributed free of charge to each group.
48. Any new motions creating new policy must state where in policy it should be added (page#,etc).
49. The area obtain and keep an office with a cost of up to \$300 (Three Hundred Dollars) per month for subcommittee meeting, Literature storage distribution and area storage. Group that preorder can have there literature available at area service upon request.
50. The Admin Committee shall submit a budget each year, allowing for payment of all fixed and recurring expenses as are known to the Committee. Any expenditure's by the Admin Committee outside this budget shall require a motion on the floor and consent of GSR'S.

**GOLD COAST AREA
HELPLINE SUBCOMMITTEE GUIDELINES**

I. PURPOSE:

To establish, maintain and coordinate an effective 24-hour/7-day a week answering service. Through our volunteers we form a link between Narcotics Anonymous and the general public seeking help and/or information. The service will also provide the appropriate referrals.

II. MEMBERSHIP:

Chairperson, Vice-Chairperson, Secretary Orientation Person and Volunteers.

III. QUALIFICATIONS AND RESPONSIBILITIES: (ONE YEAR COMMITMENT)

A. Chairperson: Nominated and elected by the ASC

1. Two (2) years clean time
2. Six (6) months prior involvement in the Helpline Subcommittee
3. An example of living recovery through the application of the Twelve Steps and Twelve Traditions of Narcotics Anonymous

Sees that all shifts are covered, and makes monthly schedule. Acts as liaison between the Area, the Helpline Subcommittee and the answering service. Must attend all ASC meetings and attend the meeting with the ASC Vice-Chairperson prior to the ASC. Must follow up on all Helpline related problems and issues. Keeps current listing of all Helpline Volunteers and Twelve Step list. Sees that all persons listed have the necessary qualifications. Is responsible for all money transactions. Must attend all Regional Helpline Subcommittee meetings. Should acquaint him/herself with the Gold Coast Area Service Policy.

B. Vice-Chairperson: Nominated and elected by the Helpline Subcommittee from its voting members

1. One (1) year clean time
2. Three (3) months prior involvement in the Helpline Subcommittee
3. An example of living recovery through the application of the Twelve Steps and Twelve Traditions of Narcotics Anonymous.

Fills in for Chairperson when needed. Maintains order in Subcommittee meetings. Takes roll call and establishes voting membership.

C. Secretary: Nominated and elected by the Helpline Subcommittee from its voting members

1. Six (6) months clean time
2. Secretarial experience and some organizational ability
3. An example of living recovery through the application of the Twelve Steps and Twelve Traditions of Narcotics Anonymous

Takes accurate minutes at Subcommittee meetings and will make copies available upon request. Maintains the Subcommittee's records. Is responsible for all necessary correspondence. Assists the Chairperson in recording and distributing all lists and schedules.

D. Orientation Person: Nominated and elected by the Helpline Subcommittee from its voting members

1. One (1) year clean time.
2. Six (6) months prior involvement in the Helpline Subcommittee.
3. An example of living recovery through the application of the Twelve Steps and Twelve Traditions of Narcotics Anonymous.
4. Ability to convey the Helpline Guidelines and requirements to new volunteers

E. Helpline Volunteers:

1. Six (6) months clean time
2. Knowledge of the Twelve Steps and Twelve Traditions of Narcotics Anonymous
3. Willingness to fulfill the commitment

It is required that you attend the monthly Subcommittee meetings. If you are unable to attend, you must call Chairperson or the Vice-Chairperson to confirm that you want to keep your shift. Failure to comply will result in the loss of shifts, pager and voting membership.

You must call voice mail when your shift begins to make sure voice mailbox is clear. All volunteers without beepers are required to check answering service every ½ hour and answer all calls accordingly, during 8 a.m. to 12 a.m. shifts only. At the end of your shift, contact the volunteer covering the next shift as a reminder. Also, if you cannot cover your shift, for any reason, you must make sure your shift is covered by SOMEONE ON THE HELPLINE SUBCOMMITTEE. THIS IS YOUR RESPONSIBILITY! Failure to comply will result in the loss of shifts, pager and voting membership.

IV. AGENDA FOR MEETING:

- A. Opening the Meeting
- B. Reading the Twelve Traditions
- C. Read additional guideline
- D. Establish voting membership
- E. Accept minutes from last meeting
- F. New Members
- G. Old Business
- H. Shift Sheets
- I. New Business
- J. Review Business of the day
- K. Announcements
- L. Establish Next Meeting Time and Place
- M. Close Meeting With Prayer of Choice
- N. Orientation

V. MOTIONS AND VOTING PROCEDURES:

A. Motions:

May be made and seconded only by voting members

B. Voting:

1. Voting members of the Subcommittee shall be all Helpline Volunteers who have participated for a period of two (2) consecutive meetings.- Failure to attend for a period of two (2) consecutive meetings without contacting Chair or Vice-Chair will result in the loss of voting membership.
2. In the event of a tie, the Chairperson will exercise his/her right to break such tie.
3. A quorum is the simple majority of the voting members, Once a quorum is established at each meeting, it stays throughout the meeting.

VI. BUDGET:

General operating expenses; these might include copies of minutes, guidelines, or policies, postage, meeting hall fees, etc. This budget should also include projected expenses for the answering service, expenses for twenty-four (24) beepers and seed money for regional functions.

The Chairperson or Vice-Chairperson, in his/her absence, are reimbursed up to One Hundred Dollars (\$100.00) for travel and hotel expenses per RSC. Monies can be obtained in advance upon request.

VII. ADDITIONAL GUIDELINES:

If a shift goes uncovered:

1. The person will be called by the backup.
2. If necessary, the chair person will be notified.
3. The chair person will attempt to contact the volunteer before the next shift.
4. If no contact is made by the volunteer before the next shift, the chair person will reassign the shift.

You are performing a valuable service when you answer the phone for Narcotics Anonymous. Your job requires compassion and RELIABILITY. You can express your compassion when addicts, or their loved ones, call NA and ask for help.

It will require patience to effectively listen to the needs of the caller and to provide the appropriate referral. Your commitment is vitally important to the still suffering addicts.

Addiction is a disease that affects the whole family, and for that reason we can expect to receive calls from the family and friends of active addicts. We need to treat all callers with respect, and to talk to anyone who reaches out for help. Families and friends of addicts often feel isolated and ashamed. It is important to take a little time with these people because they may be reaching out for the first time. They need and deserve encouragement. REMEMBER, WE ARE NOT COUNSELORS and we should refer people to the appropriate service (such as Naranon and Hospital Referral Services).

It is important to determine if the caller is in immediate physical danger, or in need of immediate medical assistance. If you feel a life threatening situation is happening, get the caller's name and address, and then call 911.

Our primary purpose is to stay CLEAN and to carry the message of NARCOTICS ANONYMOUS to the addict who still suffers. Our Helpline has been set up at an answering service and is listed in the phone book.

Answering Helpline Calls:

1. ANSWER CALLS STATING THAT YOU ARE AN ADDICT.
2. Try to find out if the person is in immediate danger, (i.e.: overdose, seizure, suicide, etc.) If so, get their name, address and call 911.
3. If the caller is in no immediate danger, give information about NA, answer basic questions providing Narcotics Anonymous meeting locations and times, etc. (Quoting NA literature is a good source of information.)
4. Refer family and friends of addicts to open NA meetings.

5. DO NOT GIVE OUT OTHER PEOPLE'S NAMES OR PHONE NUMBERS.
6. If a person wants to go to treatment, refer them to the Hospital Referral Services. REMEMBER WE DO NOT ENDORSE OUTSIDE INSTITUTIONS.
7. DO NOT CALL PEOPLE COLLECT - EVER.
8. Contact Helpline Chairperson, or Vice-Chairperson in his/her absence if any problem arises
9. It is suggested that Volunteers ask the following questions:
 - a. Has the caller ever been to a Narcotics Anonymous meeting?
 - b. What Area are they calling from?
 - c. Do they have transportation?

SPECIAL NOTE: You can be reimbursed for long distance phone calls by presenting your phone bill to the Helpline Chairperson.

REMEMBER: KEEP IT SIMPLE!!!

1. Give meeting location.
2. Give meeting time.
3. Don't WAR STORY.
4. Refer if necessary.

BEEPER GUIDELINES:

1. Beepers are assigned to voting members only.
2. All voting members must submit name, address and phone number to subcommittee before receiving beepers.

DO'S AND DON'TS FOR HELPLINE VOLUNTEERS

1. When you are returning a call, do make sure you have the person requesting help on the line before identifying yourself or mentioning Narcotics Anonymous.
2. When you have the right person on the line, do say "My name is and I'm a recovering addict calling from the NA Helpline."
3. Find out what the caller needs and how you can help, If the person is in immediate danger (suicidal, overdose, seizure) get their name and address and call 911.
4. Don't try to persuade the caller to stop using if they don't really want to.
5. Don't refer treatment centers, detox centers, or other programs of any kind. If the caller wants treatment, do give the Hospital Referral Service numbers. Do not endorse outside institutions.
6. Do give basic information about NA. Quoting from our literature is a good source. Give

- meeting times and locations.
7. Refer family and friends to an open meeting. Do not spend too much time with callers who are not addicts.
 8. Don't give out other peoples names or phone numbers. Business for subcommittee chairpeople may be taken and referred to them yourself.
 9. Don't call people collect. Ever!
 10. If you have any problems or questions, contact Helpline chairperson or vice-chair.
 11. Do call back even if the call is long distance. Bring the phone bill to the next meeting and Helpline will reimburse you if necessary,
 12. Remember, do keep it simple. The main objective is to get the addict to a meeting. "Do not war-story!!"

ADDITIONAL GUIDELINES :

1. All contracts committing the GOLD COAST ASC or it's subcommittees (except CONVENTION) to amounts larger than \$500 are to be reviewed by the ASC CHAIR, ASC VICE-CHAIR and ASC TREASURER in conjunction with representatives from the committee wishing to enter into the contract. All such contracts are to be signed by the ASC CHAIR or the ASC TREASURER in the CHAIR'S absence.