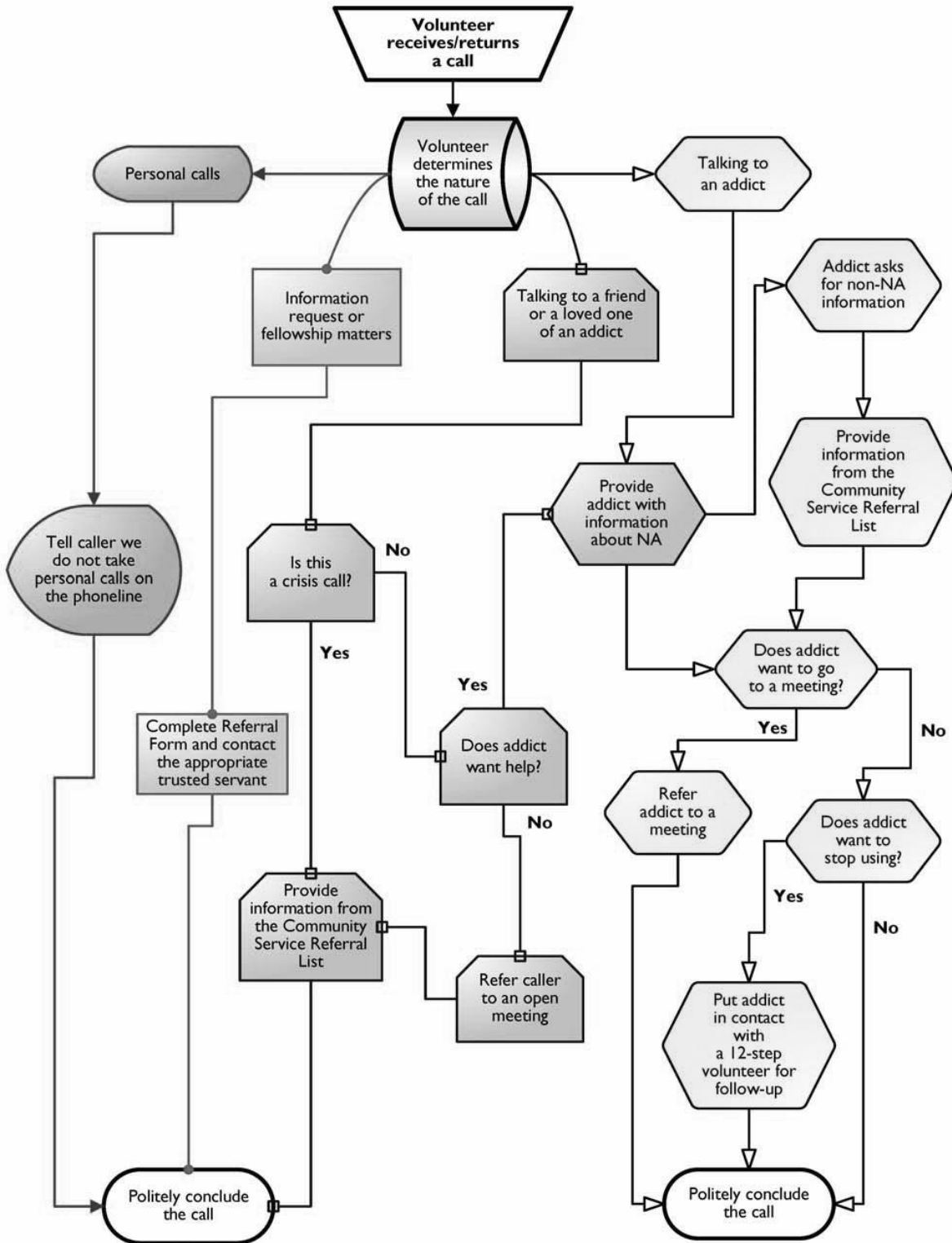


APPENDIX B
PHONELINE FLOWCHART and SAMPLE CALLS

Phoneline Flowchart



The following are possible answers to questions frequently asked by callers:

Questions asked by potential members

I've been smoking pot for three years and I am not sure if I am an addict. Can NA help?

We suggest attending an NA meeting and speaking with some of the members there. Because NA meetings are a safe place, newcomers are encouraged to ask questions. Also, we read some of our literature, which is available at most NA meetings, and decide for yourself. The informational pamphlet (IP): "Am I An Addict?" may help you in your decision making.

I am getting drug tested by my parole officer: how long does cocaine stay in your system?

Narcotics Anonymous is a twelve step fellowship for those who think they may have a problem with drugs. We are a self help, recovery oriented organization and employ no medical professionals. We do not give any medical advice or opinions, but we do help addicts find recovery through the NA program.

What should I expect when I go to my first NA meeting? Do I have to talk?

Typically a leader or chair person will lead the meeting. There is usually time for participation in which members share about their experience, strength, and hope about staying clean. You do not have to speak during the meeting if you don't want to. We encourage you to get there a little early so that you can speak with some of the members and pick up some literature before the meeting starts.

How much does NA cost? Are you counselors?

There are no fees or dues to be a member of NA. The only requirement for membership is the desire to stop using. We are not professional counselors, we are recovering addicts who share our experience to help each other stay clean.

I'm suicidal and I don't want to live anymore. What should I do?

We strongly suggest contacting the suicide prevention number, which is 1-800-784-2433, or 911 to get immediate assistance.

Questions asked by loved ones

My boyfriend is using drugs, stealing, and cheating. What can I do to help him? Will you call him?

Because Narcotics Anonymous is a self help program, addicts must have the desire to stop using. Once he is ready to stop using drugs, please have him call us so we can direct him to an NA meeting in his area. In the meantime, you may want to attend an Nar-Anon meeting or call *Families Anonymous* or the *Alcohol and Drug Helpline*. Although we are not affiliated with these organizations, we are happy to provide their telephone numbers.

My son/daughter is using drugs and wants to stop taking drugs. Can I go with him or her to the first meeting?

You may attend an “open” NA meeting with your son or daughter. Open meetings welcome family members and the community at large. Closed meetings are for addicts only. Let me check our meetings list, so I can give you several choices of open meetings.

Will you call me if my son/daughter does not show up to meetings regularly?

No we are not able to do this. Because this is an anonymous program, it is not our position to monitor an addict’s willingness to attend meetings.

I hear that my old friend Jane Smith is in NA. Can I have her phone number?

Because we are an anonymous organization, we are not at liberty to give out contact information for individuals who may or may not be members.

Drugs are being sold at my apartment complex. Can you come arrest them?

Narcotics Anonymous is a twelve step fellowship for those who think they may have a problem with drugs. We are a self help, recovery oriented organization and employ no law enforcement professionals.