

Hill Country Area of Narcotics Anonymous
Phoneline Guidelines*
Toll Free 855-TO-HCANA
(855-864-2262)

Updated September 2012

Thank you for being of service! The suggested requirements to be a phoneline volunteer are 6 months clean-time, working steps with an NA sponsor, and attending regular NA meetings as well as the ability to carry a clear Narcotics Anonymous message. As an HCA phoneline volunteer you will receive calls from our Toll Free Helpline through the Virtual PBX system.

-What to Expect When You Get a Call-

- The caller ID from the call will show our Toll Free number **855-864-2262** and a recording will announce the call as coming from the NA helpline. An operators voice will then instruct you to **press the “#” key to accept** the call, **press “1” to reject** the call and place the caller back in ACD Queue (automated call distribution queue), Please do not press the star “*” key as this will send the caller to one of my phones.
- **Only accept a call if you have time to devote to the caller AND have a current HCANA meeting schedule.** Rejecting the call will simply send the caller to the next volunteer on the list. When accepting a call, whenever possible, ask them for their call back number or give them yours only if you are comfortable in doing so. We have limited minutes for our toll free number; calls should be kept to a minimum to keep our service affordable. Also do not call the system just to see how it works as this will use up valuable minutes as well!
- After you have pressed the “#” key to accept a call wait a second or two and you will hear a tone or tones signaling that your caller is on the line; then simply state your name and that you are a recovering addict.
- Please carefully read and familiarize yourself with the following simple guidelines and suggestions. Remember that a call to our NA phoneline may be someone’s first interaction with Narcotics Anonymous. These calls are vital; our phoneline can make a major difference in whether or not an addict makes it to an NA meeting. We need to respond to callers in a way that makes them feel like they matter. We encourage you to bring all of your strength, experience, and hope as well as your public relations awareness to this important service opportunity.

Some Important Points:

- **Our toll free number is answered by an automated Virtual PBX or computerized answering/forwarding service. When answering calls please conduct your self in a responsible, respectable manner that reflects recovery and a positive representation of NA as a whole.**
- **Please note that we *are a phoneline helpline* and NOT a *hotline* as such. All emergency calls should be referred to 911 and any treatment or social support needs referred to the Texas helpline 211.**
- **Information about other fellowships, treatment or detox centers must be limited to referring the caller to a phone book or the 411 service. Our primary purpose as an NA**

phoneline is to simply direct the caller to the next available NA meeting and *briefly share our recovery.*

- It is preferred that we only try and give meeting information for meetings in Hill Country Area. However, meeting information for other service areas such as Austin or San Antonio could be given but with the disclaimer that those meetings are not in our service area and always provide the caller with the appropriate helpline or website information for that service area.
- Our phone service has limited monthly minutes. If the call you accept appears to be taking longer than 5-10 minutes, then please either offer your number for the caller to call you back or ask for their number. If neither of you are comfortable with this then by all means, simply continue the call.

Some Suggested Do's:

- If and when doing a call back, make sure you have the person who made the call on the line BEFORE you identify yourself as an addict or being in NA. This helps protect the anonymity of the caller if someone besides that persons answers the call back. Always ask them if they just spoke with you and requested a call back. After verifying the caller; **always identify yourself by first name only and as an addict in Narcotics Anonymous.**
- Keep a meeting schedule, Texas NA numbers (pages 4-7) and some NA literature handy to refer to such as a "Little White Book", or IP "For the Newcomer" etc. You will also find it helpful to print out the NA Texas pages 4 through 7; many of our calls come from outside our service area.
- Keep the caller's identification and yours anonymous. Speak to them only on a first name basis.
- Your primary responsibility is to provide the caller with meeting information.
- Always ask what city they are calling about. You may need to give them phoneline numbers to other areas or regions.
- Only give the information you are sure about. (*see NA in Texas sheet pages 4 through 7*)
- Be ready to answer such questions as "*What time is the next class and how much does it cost?*" Many of our callers will be court sent or on probation and know nothing about our fellowship or recovery. Be patient, loving and caring. They may be very vulnerable and their first impression about NA counts!
- Be ready to explain NA terminology and language. The person calling may not know what a sponsor is or what being clean means other than having taken a recent shower. Keep it simple!
- The phoneline volunteer should use extreme caution and discretion when handling difficult calls, such as calls from addicts who are under the influence of drugs, prank calls, and calls from those who suffer from mental illness. One purpose is to continually bring the conversation back to how the caller can get to an NA meeting and end a problem call before the situation escalates. **Avoid the "war story"!**
- Do offer your own personal experience, strength, and hope about living clean the NA way.
- Contact the phoneline chair for all problems or questions.

Some Suggested Don'ts:

- Do not handle crisis calls! If you receive a call from a person in crisis, you as a volunteer need to clearly understand where your responsibility ends. Phonenumber volunteers are **not** counselors or crisis workers. Threats to commit suicide, a drug overdose, or talk about being a victim of violence are all examples of crisis calls. Refer them immediately to 911 or 211. Do not try to intervene yourself.
- We do not train our volunteers to be crisis counselors! *If you feel that the caller or someone a caller refers to is in eminent danger or physical harm; you may call 911 and give the callers information where available. Failure to do so could possibly lead to legal consequences for yourself or the fellowship. Contact the phonenumber chairperson if in doubt. Our system records caller ID's and we can give them to the authorities.*
- We do not intervene for families or anyone! You may get calls like “I found a bag of stuff in Jimmy's room and need someone to get over here right now to set him straight.” Needless to say that is out of our realm, simply empathize with the person and give them meeting information for their loved one and offer the Texas state helpline 211 or emergency 911.
- We are not a transportation service. We do not offer rides. However, should you deem the situation necessary for a 12-step call, use your best judgment BUT NEVER GO ALONE. Always take at least one other person with you and preferably an experienced member with some substantial clean-time. Talk to your sponsor about such situations. Never, never go it alone!
- Never divulge any kind information about any other NA members; never give out an address or phone number of anyone including yourself unless of course your phone number when returning a call. If a caller wants to know if a particular person attends a particular meeting, invite them to attend.
- Do not get involved in outside issues such as religion, treatment centers, or other fellowships, etc. Refer them to a phone book or 411 services then quickly get the conversation back to NA recovery and direct them to an NA meeting.
- Do not make any commitments on behalf of the area, region, or NA fellowship. If a professional or member of the public contacts an NA phonenumber, provide as much information about NA as you can. Then get their contact information and submit it to the proper person in the service structure such as the appropriate trusted servant; the area's public relations chairperson or the area chair.
- **When in doubt about any call or issue, contact the phonenumber chair!**

**These guidelines were taken in part and in spirit from the Public Relations Handbook of Narcotics Anonymous along with other area's resources and adapted as needed.*

The next pages 4 through 7 offer valuable phonenumber and website information for Narcotics Anonymous in Texas. It is suggested that you print and have access to this information as well as a current meeting schedule.

Narcotics Anonymous Listings in Texas

Helpful Numbers and Information

Please note this is only a partial listing of NA in Texas. Using web resources such as *www.na.org* and our own website *www.hcana.org* can help you in helping others. Please learn how to use the BMLT (Basic Meeting Look-up Tool) meeting locator on the Hill Country website. Our area's website has a very good user manual available if you need help.

Should you find any errors please report them to the phoneline chair. The information here was taken from the NAWS site and the various regional and area websites.

Listings by NA Service Area

<i>Nearby Service Areas</i>	<i>Helpline</i>	<i>Website Area</i>	<i>Area Code</i>
NAWS - Narcotics Anonymous World Service	Fellowship Services 818-773-9999 Ext. 771	www.na.org	The World
Brazos Valley Area- Brenham, Bryan /College Station, Hearne, Navasota	979-822-9094	www.bvana.org	979
Coastal Bend Area- Alice, Aransas Pass, Beeville, CorpusChristi, Kingsville	361-992-2113 866-992-2113	www.cbana.org	361
Heart of Texas Area- Waco, Killeen, Cameron	254-424-5526	www.hot-na.org	254
Houston Area- Houston, Baytown, Rosenberg	713-661-4200	www.hascona.org	713
Northside Area- Conroe, Humble, Huntsville, The Woodlands	866-768-6761	www.nascona.org	713
Esperanza Area- San Antonio, Uvalde, Del Rio, Eagle Pass	210-434-0665 800-221-9091	www.eanaonline.org	210

Listings by Community or Location

<i>Community / Location</i>	<i>Helpline</i>	<i>Website</i>	<i>Area Code</i>
Abilene- <i>Big Country Area</i>	Local 325-691-9209	WARNING VIRUS: { www.bigcountryna.org }	325
Alpine- <i>Unity Area</i>	Local 432- 837-3913	Not working – Best Little Region www.blrna.org	432
Austin- <i>Central Texas Area</i>	Local 512-480-0004 Toll Free 800- 765-1266 Spanish 512-480-0007	www.ctana.org	512
Ballinger <i>(Area Unknown)</i>	Local 325-365-2187 or 325-365-2187	Unknown	325
Beaumont- <i>Southeast Texas Area</i>	Local 409-861-1161	www.setana.org	409
Bryan/College Station- <i>Brazos Valley Area</i>	Local 979-822-9094	www.bvana.org	979
Corpus Christi- <i>Coastal Bend Area</i>	Local 361-992-2113	www.cbana.org	361
Dallas- <i>Dallas Area</i>	Local 972-699-9306 Toll Free 888-629-6657 Spanish 888-600-6229	www.dallasareana.org	214
Fort Worth- <i>Fort Worth Area</i>	Local 817-624-9525 Toll Free 888-629-6757	www.fwana.org	817

<i>Community / Location</i>	<i>Helpline</i>	<i>Website</i>	<i>Area Code</i>
Galveston- <i>Tri-County Area</i>	Toll Free 888-955-8822	www.ttcana.org	409
Hill Country Area	Toll Free Only 855-864-2262	www.hcana.org	210, 512, 830
Houston- <i>Houston Area</i>	Local 713-661-4200	www.hascona.org	713
Lubbock/ <i>Amarillo Panhandle Area</i>	Local 806-331-6262	Unknown	806
McAllen/ Brownsville <i>Rio Grande Area</i>	Local 956-227-0362 Spanish 956- 525-8864	www.riograndena.org	956
Midland / Odessa- <i>Unity Area</i>	Local 432-582-2926	Not working – Best Little Region www.blrna.org	432
San Angelo- <i>Big Country Area</i>	Local 325-657-6646	WARNING VIRUS: {www.bigcountryna.org}	325
San Antonio – <i>Esperanza Area</i>	Local 210-434-0665 Toll Free 800-221-9091	www.eanaonline.org	210
<i>Tejas Bluebonnet Region</i>	None	Regional Site: www.tbrna.org Convention Site: www.tbrcna.org-	numereous

<i>Community / Location</i>	<i>Helpline</i>	<i>Website</i>	<i>Area Code</i>
The Woodlands <i>(North Houston)</i> <i>Northside Area</i>	Local 713-661-4200 Toll Free 866-768-6761	www.nascona.org	713
Victoria- <i>Coastal Bend Area</i>	Local 361-572-5500	www.cbana.org	361
Waco- <i>Heart of Texas</i> <i>Area</i>	Next Local 254-424-5526 or 979-822-9094	Page www.hot-na.org	254
Wichita Falls- <i>North Central TX</i> <i>Area</i>	Toll Free 888-851-1246	www.redriverna.org	940