

WESTSIDE AREA PHONE LINES SUBCOMMITTEE GUIDELINES (2016)

I. DEFINITION

This body shall be known as the Westside Area Phone Lines Subcommittee of Narcotics Anonymous (WAPHL). The Subcommittee is made up of interested N.A. members. WAPHL is a Subcommittee of the Westside Area Service Subcommittee of Narcotics Anonymous (WASC).

II. PURPOSE

To provide a link between addicts and the Narcotics Anonymous Fellowship through a 24-hour Helpline. Our goal is to fulfill our purpose in a manner consistent with the *Twelve Traditions of Narcotics Anonymous, Twelve Steps of Narcotics Anonymous, and Twelve Concepts for NA Service.*

III. WAPHL MEMBERS: QUALIFICATIONS AND DUTIES

A. Qualifications for WAPHL Membership

WAPHL shall be comprised of interested NA members and trusted servants. Membership shall be limited to active NA members (those who regularly attend NA meetings), who have a regular phone lines slot or who are willing to cover slots as alternates. It is suggested that each member have at least six (6) months continuous clean time and a willingness to serve.

B. Duties of WAPHL Members:

- 1. Provide WAPHL with a working phone number, and promptly notify WAPHL of any changes to their contact information.**
- 2. Be available at the number they have provided for the duration of their time slot.**
- 3. Utilize Westside Area Meeting Directory, Westside Area website, and So. Cal. NA Meeting app for up to date meeting information.**
- 4. Notify a WAPHL Executive Body member if the member will be unable to fulfill their phone lines slot(s) at any time, whether this be temporary (i.e. going out of town) or permanent (i.e. new work schedule).**
- 5. Maintain clean time.**

6. Attend at least two (2) WAPHL meetings every six months to retain voting membership status.
7. **Communicate with the Chairperson as needed about any issues that may come up, such as questions, problems, or the inability to fulfill duties.**

IV. ELECTIONS

At the regular WAPHL meeting the WAPHL shall annually elect the following officers from the membership of the WAPHL. All elected officers shall assume their duties immediately:

- A. Chairperson**
- B. Vice-Chairperson**
- C. Secretary**
- D. Training Coordinator**
- E. Phone System Administrator**

V. WAPHL EXECUTIVE BODY: QUALIFICATIONS AND DUTIES

A. Chairperson

1. Qualifications:

- a. **Meet the Qualifications for WAPHL Membership (Section III, Item A)**
- b. **Two (2) years of continuous clean time.**
- c. **One (1) year of current experience on an Area Phone Lines Subcommittee.**

2. Duties:

- a. **Preside over all WAPHL meetings.**
- b. **Provide an agenda for the WAPHL meeting.**
- c. **Vote only in case of a tie.**
- d. **Attend monthly WASC meetings and report on any issues concerning WAPHL, or designate a member of the WAPHL Executive Body as a representative to attend in his or her absence.**
- e. **Make certain the Secretary's written minutes of WAPHL's bi-monthly meetings are made available for the next WAPHL meeting.**
- f. **Represent WAPHL at the Southern California Regional Phonelines Committee (SCRPLC) meeting, or designate a member of the WAPHL Executive Body as a representative.**

- g. Ensure all duties of the Officers, phone lines slots, and other necessary tasks are performed by the WAPHL Subcommittee and communicate with Officers and members to that effect.**
- h. Submit receipts for any phone lines training manual expenses to Area Treasurer for reimbursement.**
- i. Receive a calendar of phone lines slots from Phone System Administrator and distribute at regular WAPHL meetings.**

B. Vice-Chairperson

1. Qualifications :

- a. Meet the Qualifications for WAPHL Membership (Section III, Item A)**
- b. One (1) year of continuous clean time.**
- c. One (1) year of current experience on an Area Phone Lines Subcommittee.**

2. Duties:

- a. Perform any and all duties of the Chairperson in their absence.**
- b. Assist the Chairperson in coordination and distribution of up-to-date information to WAPHL members.**

C. Secretary

1. Qualifications:

- a. Meet the Qualifications for WAPHL Membership (Section III, Item A)**
- b. Six (6) months of continuous clean time.**
- c. Six (6) months of current experience on an Area Phone Lines Subcommittee.**

2. Duties:

- a. Record minutes at each Phone lines Subcommittee Meeting.**
- b. Submit and distribute minutes for approval at subsequent meetings.**
- c. Provide a written report of the WAPHL minutes to the WAPHL Chairperson.**
- d. Act as custodian of WAPHL files.**

- e. **Maintain a roster of all members telephone numbers and email addresses.**

D. Training Coordinator

1. Qualifications:

- a. **Meet the Qualifications for WAPHL Membership (Section III, Item A)**
- b. **Two (2) years of continuous clean time.**
- c. **One (1) year of current experience on an Area Phone Lines Subcommittee.**

2. Duties:

- a. **Hold orientation and train new members.**
- b. **Maintain and provide training binder (including Area and Regional meeting directories).**
- c. **Provide training to WAPHL members.**

F. Phone Line System Administrator

1. Qualifications:

- a. **Meet the Qualifications for WAPHL Membership (Section III, Item A)**
- b. **One (1) year of continuous clean time.**
- c. **One (1) year of current experience on an Area Phone Lines Subcommittee.**

2. Duties:

- a. **Adhere to protocol for administration of Freedom Voice VOIP system.**
- b. **Be the main point of contact for WAPHL members who need coverage for their time slot due to a temporary absence.**
- c. **Assign and coordinate coverage of the phone lines time slots.**
- d. **Maintain a calendar of WAPHL members time slots and distribute at regular WAPHL meetings.**

VI. OPERATIONAL GUIDELINES

- A. Subcommittee officers shall serve for a term of one (1) year. All WAPHL officers may succeed themselves in office, but none may serve for more than two (2) consecutive terms in any particular office.**
- B. Any WAPHL officer may be removed during his or her term in office by a two-thirds (2/3) majority vote of WAPHL.**
- C. WAPHL shall hold regular bi-monthly meetings. Special meetings may be called by a simple majority vote at the Chairperson's request.**
- D. Each WAPHL member shall have one (1) vote, except the Chairperson, who votes only in the case of a tie.**
- E. WAPHL shall hold a special group inventory meeting annually at least one month prior to the election of officers.**
- F. WAPHL Subcommittee has no treasury or prudent reserve. Expenses incurred under \$25.00 per month by WAPHL shall be duly receipted and bills given the WASC Treasurer. Amounts over \$25.00 per month require WASC group conscience for approval prior to incurring expenses.**
- G. WAPHL shifts shall be covered by Phone Line members first or voicemail in case of an unassigned slot. Each member of WAPHL shall make a commitment to one or more slots, and/or be an alternate for slot coverage. Phone lines slots are a suggested minimum of three (3) hours to a maximum of twelve (12) hours.**
- H. Any member or officer of the WAPHL Subcommittee who does not maintain their clean time automatically relinquishes their duties.**
- I. Anyone who has a regular phone lines slot commitment or is an alternate must have a current WAPHL binder, given to them by the WAPHL Chairperson, Vice Chair, or Training Coordinator in order to be of service through WAPHL.**
- J. Due to the nature of this commitment, it is imperative that members maintain a working phone number, and that they remain**

reachable at that number during their assigned time slot. If there is a change in a member's contact information, it is the member's responsibility to provide WAPHL with their correct, updated contact information. Three (3) unsuccessful attempts to reach a volunteer, will result in the forfeiture of their time slot.

- K. If a WAPHL officer verifies (by test calling a member's slot) that a WAPHL member has missed a slot without notification, WAPHL Chair will contact the member to determine if there were technical problems involved. If there were no technical problems and the WAPHL member misses two slots in a six (6) month period without notifying the WAPHL Chair in advance, the member relinquishes their slot. A removed member must wait six (6) months before being assigned another slot.**

- L. Abusive callers may be blocked at the Chairperson's or Vice-Chairperson's discretion. These blocks may be reversed by a simple majority vote of the WAPHL Executive Body.