

**S.A.S.N.A. Helpline Subcommittee Policy**  
**Revised 7/8/10**

**Helpline Purpose:**

The Helpline Subcommittee is an information service for Narcotics Anonymous that helps addicts and others in the community find us easily and quickly. Addicts can call us to talk anonymously with a recovering addict. **WE ARE NOT** qualified to handle emergencies or crises.

**Voting Procedure:**

- Majority vote is needed for all matters except for policy changes, which require a two-thirds majority

**Helpline Trusted Servants Committee Requirements:**

At the beginning of every Helpline Subcommittee meeting, the Tradition and Concept corresponding to the month must be read, followed by a brief discussion of same.

**Chairperson:**

- One year NA clean time
- Six months prior Helpline service
- Six months prior service at the Suffolk Area level
- Required to attend monthly Suffolk Area Service meeting
- Required to orientate new Helpline members
- Required to facilitate monthly Helpline meetings
- Required to attend monthly Regional Helpline meeting
- Responsible for maintaining Helpline phone service schedule
- Responsible for answering all incoming Helpline emails
- For requirements and duties of the Helpline Chair, please consult the Suffolk Area Service Policy.

**Vice Chairperson:**

- One year NA clean time
- Six months prior Helpline service
- Six months prior service at the Suffolk Area level
- Required to attend monthly Helpline meetings
- Required to facilitate monthly Helpline meetings in absence of the Chairperson
- Required to attend Suffolk Area Service meeting in absence of the Chairperson
- Required to orientate new Helpline members in absence of the Chairperson
- Serves as Chairperson if the Chairperson position becomes vacant until confirmation from Suffolk Area Service or until a new Chairperson is elected
- Must learn the responsibilities of the Chairperson.

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**Helpline Phone Volunteers:**

- Six months NA clean time
- Required to have an NA sponsor
- Required to attend monthly Helpline meetings
- Required to adhere to all requirements covered at orientation

**Helpline Subcommittee Member Requirements:**

- Must be a member of Narcotics Anonymous
- To be a voting member, you must attend two Subcommittee meetings

**Length of Commitments:**

- Chairperson.....One Year
  - Vice Chairperson.....One Year
  - Secretary.....One Year
  - Volunteers.....No Limit
- (Commitments run from January through December)

**Guidelines for Removal:**

- Relapse
- Taking physical, emotional, sexual or financial advantage of a caller
- Failure to attend more than two monthly Helpline meetings consecutively without contacting Chairperson or Vice Chairperson
- Refusing to adhere to Helpline policy

**Policy Review**

The Helpline's policy is to be reviewed every other year in May.