



www.svgna.org

209.526.1817

1.888.942.9922

Public Information Subcommittee Guidelines

(April 2012)

SVGNA PUBLIC INFORMATION (PI) SUBCOMMITTEE
04/29/12

I. PURPOSE

- A. Operate as a Subcommittee of the SVGNA ASC, financially supported by the ASC and therefore fully accountable to that committee.
- C. Inform and/or present information to community organizations concerning the NA program.
- E. Initiate all necessary correspondence, including communication between area(s), region(s) and maintain Registration with NAWS, Inc.
- G. Serve as a resource and coordinating body for all SVGNA Public Information efforts.
- H. Respond to any request for Public Information within the Area, in cooperation with other area Subcommittees.
- K. Respond to all requests from the media and any other community service organizations, in regards to the NA program.

II. STRUCTURE

- A. Shall consist of a Chairperson, Vice Chairperson, Secretary, Phonenumber Coordinator, Contact Coordinator, Literature Person, Phonenumber Technical Support Person, Presentation Panel Leader, Presentation Panel Member and other Subcommittee members.

III. PARTICIPANTS

- A. Chairperson, Vice Chairperson, Secretary, Phonenumber Coordinator, Contact Coordinator, Literature Person, Phonenumber Technical Support Person
- B. Active PI Subcommittee Members. (*Active Member = At Least Two (2) Consecutive Meetings*)
- C. All Subcommittee meetings are open to any interested members of NA.

IV. VOTING PROCEDURES

- A. Election of trusted servants shall be held at the PI Subcommittee meeting one month after ASC elections.
- B. Only active members shall vote.
- C. A quorum of $2/3^{\text{rds}}$ of all active Subcommittee members is required in order to conduct business.
- D. A simple majority vote is one half plus one of all active Subcommittee members present.
- E. A $2/3^{\text{rds}}$ vote is $2/3^{\text{rds}}$ of all active Subcommittee members present.
- F. A motion can be tabled at any time for further research but not more than once unless special circumstances deem it necessary.
- G. A motion can be made by any member of NA however it must be seconded by an active PI Subcommittee member.
- H. The trusted servant chairing the PI Subcommittee meeting shall only vote in the event of a tie.

V. OPERATIONAL GUIDELINES

- A. Conduct the business of the Subcommittee in accordance with the *Twelve Traditions of NA* and the *Twelve Concepts for NA Service*.
- B. Maintain and operate a 24-hour information/help line.
- C. Maintain a close working relationship with the CMSRSC RIC.
- D. Hold a monthly meeting at a time and place determined by the PI Subcommittee.
- E. Coordinate all Phonenumber volunteers and services.
- F. Create all radio and TV PSAs with the approval of the SVGNA ASC.
- G. Create and maintain all NA Public Information posters in the Stanislaus Valley Area.

52 V. **OPERATIONAL GUIDELINES, (cont.)**

- 53 H. All officers of this Subcommittee, except for the Chairperson, shall be elected from active
54 members of the PI Subcommittee and must be present at the time of nomination and election.
55 The Subcommittee makes a recommendation for Chairperson, who is then elected by the ASC.
56 I. Active Subcommittee members are defined as any person who has attended two consecutive
57 meetings of the Subcommittee. Any member shall be considered inactive if absent two
58 consecutive meetings will regain vote at second consecutive meeting.
59 J. PI Presentation Panel shall consist of a panel leader and at least one other member.
60 K. PI Subcommittee members and Volunteers are encouraged to attend an orientation as well as
61 the next available ASC Learning Day Workshop to enhance their service education and
62 experience.
63 G. In order to become a Panel Presenter, two (2) Panel Presentations as an Observer and one (1)
64 practice presentation at the PI Subcommittee meeting are required..
65

66 VI. **FINANCIAL PROCEDURES**

- 67 A. Money matters that do not fall within the semi-annual budget will be brought to the ASC for
68 approval.
69 B. For PI Subcommittee members handling money, literature or other assets, a MOFR shall be on
70 file in the SVGNA ASC and PI Subcommittee archives
71

72 VII. **REMOVAL OF TRUSTED SERVANTS**

73 **Any trusted servant of the Subcommittee may be removed by a 2/3rds majority vote of**
74 **active Subcommittee members present for the below noted reasons.**

- 75 A. A loss of clean time due to relapse will result in immediate forfeiture of any trusted
76 servant position.
77 B. Additional reasons for removal may include, but are not limited to, the following:
78 1. Failure to follow Subcommittee guidelines.
79 2. Misuse of NA assets.
80 3. Misrepresentation or improper conduct while acting as a representative of the
81 Public Information Subcommittee.
82 4. Abusive and inappropriate behavior or language towards persons within or
83 interacting with the Subcommittee.
84 5. Absence from two or more consecutive Subcommittee meetings.
85

86 VIII. **POSITION REQUIREMENTS AND RESPONSIBILITIES**

87 **A. Chairperson**
88 **Requirements**

- 89 1. Three years continuous clean time.
90 2. Prior service experience at Area and/or ASC level, preferably in Public Information / Public
91 Relations.
92 3. A working knowledge of the *Twelve Steps* and the willingness to learn about the *Twelve*
93 *Traditions of Narcotics Anonymous* and the *Twelve Concepts for NA Service*.
94 4. Attend regularly scheduled meetings of the PI Subcommittee.
95 5. Willingness to carry out responsibilities of the position.
96 6. Ability to organize and give the Subcommittee direction and motivation.
97 7. Willingness to complete a one year term of service.

98 **Responsibilities**

- 99 1. Single point of accountability to the ASC for all information pertaining to the PI Subcommittee.
100 2. Arrange times and agendas for all Subcommittee meetings.
101 3. Conduct Subcommittee Meetings in accordance with SVGNA ASC Guidelines.
102 4. Attends all monthly ASC business meeting. If unable to attend, the Chair shall notify the
103 Vice-Chair and the Subcommittee and a member of the Subcommittee will attend.

104 **VIII. POSITION REQUIREMENTS AND RESPONSIBILITIES**

105 **A. Chairperson Responsibilities (cont.)**

- 106 5. Delivers meeting schedules to the ASC.
- 107 6. May initiate PI Subcommittee phone vote for any necessary business between PI
- 108 Subcommittee meetings.
- 109 7. Initiate all necessary correspondence, including communication between Areas(s), Region(s)
- 110 and NAWS INC.
- 111 8. Ultimately responsible for files, records, archives and overall functioning of the committee.
- 112 9. Turns over past year archives to the ASC on a yearly basis.
- 113 10. Provides a written report at the monthly PI Subcommittee and monthly ASC meeting.

114

115 **B. Vice-Chairperson**

116 **Requirements:**

- 117 1. Three years continuous clean time.
- 118 2. Prior service experience at Area and/or ASC level, preferably in Public Information and/or
- 119 Public Relations.
- 120 3. A working knowledge of the *Twelve Steps* and the willingness to learn about the *Twelve*
- 121 *Traditions of Narcotics Anonymous* and the *Twelve Concepts for NA Service*
- 122 4. Attend regularly scheduled meetings of the PI Subcommittee.
- 123 5. Willingness to carry out responsibilities of the position.
- 124 6. Ability to organize and give the Subcommittee direction and motivation.
- 125 7. Ability and willingness to assume responsibility in the Chairperson's absence.
- 126 8. Willingness to complete a one year term of service.

127 **Responsibilities**

- 128 1. Assume responsibilities of the Chair when necessary.
- 129 2. To work closely with the Administrative committee and assist in all duties of the
- 130 Subcommittee.
- 131 3. Carry out responsibilities delegated by the Chair and/or the Subcommittee.
- 132 4. Provides a written report at the monthly PI Subcommittee meeting as needed in order to
- 133 convey important information, (i.e. verbal report accepted if noteworthy information not
- 134 available.)

135

136 **C. Secretary**

137 **Requirements**

- 138 1. One year continuous clean time.
- 139 2. Prior service experience at Area and/or ASC level, preferably in Public Information and
- 140 Public Relations.
- 141 3. A working knowledge of the *Twelve Steps* and the willingness to learn about the *Twelve*
- 142 *Traditions of Narcotics Anonymous* and the *Twelve Concepts for NA Service*.
- 143 4. Attend regularly scheduled meetings of the PI Subcommittee.
- 144 5. Ability and resources to develop printed material in a clear and concise manner.
- 145 6. Willingness to complete a one year term of service.

146 **Responsibilities**

- 147 1. Records minutes of each meeting.
- 148 2. Maintains current years' archives throughout the term. Turns over archives to current PI
- 149 Chair on a yearly basis. Ensures past year's minutes, reports, etc. provided electronically for
- 150 the ASC and Subcommittee archives.
- 151 3. Creates and distributes copies of minutes to Subcommittee members at the beginning of the
- 152 next meeting.
- 153 4. Maintains contact list of trusted servants and active Subcommittee members.
- 154 5. Maintain attendance record with accurate voting privilege information in monthly meeting
- 155 minutes.

156 **D. Literature Person**

157 **Requirements**

- 158 1. 18 Months continuous clean time
- 159 2. Prior service experience at Area and/or ASC level, preferably in Public Information and
- 160 Public Relations.
- 161 3. A working knowledge of the *Twelve Steps* and the willingness to learn about the *Twelve*
- 162 *Traditions of Narcotics Anonymous* and the *Twelve Concepts for NA Service*.
- 163 4. Attend regularly scheduled meetings of the PI Subcommittee.
- 164 5. Ability to pick up and distribute literature at the direction of the PI Subcommittee.
- 165 6. Willingness to complete a one year term of service.

166 **Responsibilities**

- 167 1. Submits monthly literature order to PI committee for review and approval.
- 168 2. Coordinates distribution of literature.
- 169 3. Provides a written report of the literature distribution and inventory at the monthly PI
- 170 Subcommittee.
- 171 4. Provide Professional Packets to Contact Coordinator for mailings as needed.

172

173 **E. Phonline Coordinator**

174 **Requirements**

- 175 1. Three years continuous clean time.
- 176 2. Prior service experience at Area and/or ASC level, preferably in Public Information / Public
- 177 Relations.
- 178 3. At least one year experience as a Phone line Volunteer.
- 179 4. A working knowledge of the *Twelve Steps* and the willingness to learn about the *Twelve*
- 180 *Traditions of Narcotics Anonymous* and the *Twelve Concepts for NA Service*.
- 181 5. Attend all regularly scheduled meetings of the Area PI Subcommittee
- 182 6. Working knowledge of *A Guide to Phonline Service* and the *Public Relations Handbook*.
- 183 7. Willingness to complete a one year term of service.

184 **Responsibilities**

- 185 1. Coordinate and conduct *Quarterly* orientation for Phonline Volunteers.
- 186 2. Maintain and update Phonline Volunteer information, (*selected time block commitment,*
- 187 *phone numbers, etc.*) as needed and make available to the PI Subcommittee upon request.
- 188 3. Updates and provides the direct dial data files to the Phonline Technical Support Person
- 189 as needed including meeting schedule information, Regional Service Events & Area
- 190 activities and Phonline Volunteer numbers.
- 191 4. Provides a written report containing the inventory of calls received, calls answered by
- 192 volunteers, and number of rollover calls, at the monthly PI Subcommittee.
- 193 5. Provides a written report containing the inventory of calls received, calls answered by
- 194 volunteers, and number of rollover calls to the PI Chair for the SVGNA ASC per 2011
- 195 Inventory item.

196

197 **F. Phonline Volunteer**

198 **Requirements**

- 199 1. Six months continuous clean time.
- 200 2. A working knowledge of the *Twelve Steps* and the willingness to learn about the *Twelve*
- 201 *Traditions of Narcotics Anonymous* and the *Twelve Concepts for NA Service*
- 202 3. Must attend a phone line orientation prior to being scheduled on the Phonline to accept
- 203 calls.
- 204 4. Must attend quarterly phone line workshops annually to maintain volunteer status.
- 205 5. Working knowledge of *A Guide to Phonline Service*.
- 206
- 207

208 **F. Phonline Volunteer (cont.), Responsibilities**

- 209 1. Answer calls that are received in your selected time block to the best of your ability.
210 2. Keep log of calls answered and report to Phonline Coordinator prior to the monthly PI
211 Subcommittee meeting.
212 3. Make arrangements with Contact Coordinator to mail professional packets as necessary.
213 4. Notifies Contact Coordinator in the event that a request for a presentation is received.
214

215 **G. Phonline Technical Support Person**

216 **Requirements**

- 217 1. Three years continuous clean time.
218 2. Prior service experience at Area and/or ASC level, preferable in Public Information / Public
219 Relations.
220 3. A working knowledge of the Twelve Steps and the willingness to learn about the *Twelve*
221 *Traditions of Narcotics Anonymous* and *the Twelve Concepts for NA Service*
222 4. Must have access to computer with internet access for management of phonline software
223 system.
224 5. Experience with setup and troubleshooting of ~~computer~~ software systems is helpful but not
225 required.
226 6. Ability to recognize technical difficulties that exceed personal knowledge and contact
227 Phonline Software tech support as necessary.

228 **Responsibilities:**

- 229 1. Must be willing to learn how to configure and debug phonline answering software with
230 assistance of tech support as necessary.
231 2. Must be willing to troubleshoot problems with software and hardware as needed including
232 hardware driver issues with assistance of tech support as necessary.
233 3. Must be willing to perform updates to Phonline Volunteer numbers and outgoing
234 messages as needed, in a timely manner.
235 4. Verifies phone line functionality on a weekly basis
236 5. Provides a written report at the monthly PI Subcommittee meeting, if necessary.
237 6. Must notify PI Chair upon a recognition of technical difficulties that exceed personal
238 knowledge and status of tech support results.
239

240 **I. Contact Coordinator:**

241 **Requirements:**

- 242 1. Three years continuous clean time.
243 2. Prior service experience at Area and/or ASC level, preferably in Public Information /
244 Public Relations.
245 3. A working knowledge of the *Twelve Steps of NA* and the willingness to learn about the
246 *Twelve Traditions of Narcotics Anonymous* and *The Twelve Concepts for NA Service*.
247 4. Must have sufficient knowledge of written English to communicate effectively with
248 agencies and organizations outside the Fellowship.
249 5. Must have access to necessary means of communication.
250 6. Attend regularly scheduled meetings of the PI Subcommittee.
251 7. Willingness to carry out responsibilities of the position.

252 **Responsibilities:**

- 253 1. Maintain and organize a current list of contacts comprised of facilities or agencies that are
254 likely to come into contact with addicts.
255 2. Coordinate with Literature Person to obtain and distribute assembled literature packets to
256 professionals.
257 3. Submit requests for panel presentations to the PI Subcommittee for approval. Requests
258 made between PI Subcommittee meetings should be directed to the PI Chair.
259

260 **I. Contact Coordinator, Responsibilities (cont.):**

- 261 4. Schedule and coordinate panel presentations with the facility and Presentation Panel
262 Members as directed by the PI subcommittee.
- 263 5. Relay any literature or literature rack requests to Literature Person and the PI
264 Subcommittee.
- 265 6. Keep a log of all contacts made with agencies indicating outcome of call. This includes all
266 requests for literature/presentations.
- 267 7. Send out packets containing information as determined by PI Subcommittee to facilities,
268 agencies or requesting professionals that are likely to come into contact with addicts
269 seeking recovery.
- 270 8. Two and three weeks after mailing contact agency, follow-up to inquire if they received
271 mailing.
- 272 9. Provides a written report at the monthly PI Subcommittee .
- 273 10. Mails literature packets as requested by professionals or newcomers.

274
275 **J. Presentation Panel Leader**

276 *(Note: Any member of the PI Subcommittee may serve in this position as necessary.)*

277 **Requirements:**

- 278 1. Three years continuous clean time.
- 279 2. A working knowledge of the *Twelve Steps* and the willingness to learn about the *Twelve*
280 *Traditions of Narcotics Anonymous* and the *Twelve Concepts for NA Service*.
- 281 3. Attend a PI orientation prior to attending a presentation.
- 282 4. Attend two (2) PI Panel Presentations as a Guest Panel Member.
- 283 5. Must attend the next available ASC Learning Day Workshop.
- 284 6. Willingness to increase knowledge of *Public Relations Handbook*.
- 285 7. Willingness to utilize the *PR Basics Booklet* to further their service education.

286 **Responsibilities:**

- 287 1. Ensure Panel Guest is scheduled. Panel shall consist of two or more members. *(See L.*
288 *Additional Panel Information)*.
- 289 2. Present information to the public in accordance with the Public Relations Handbook, the
290 *Twelve Traditions of Narcotics Anonymous* and the *Twelve Concepts for NA Service*.
- 291 3. Ensure proper attire is worn by all Panel Members. *(See L. Additional Panel Information)*
- 292 4. Ensure arrival fifteen (15) to twenty (20) minutes prior to scheduled presentation time to
293 allow time for set-up.

294
295 **K. Presentation Panel Member**

296 *(Note: Any member of the PI Subcommittee may serve in this position as necessary.)*

297 **Requirements:**

- 298 1. Must have been an active member of the PI subcommittee within the last year and attended
299 a PI orientation within the last year. *(See L. Additional Panel Information)*
- 300 2. A working knowledge of the *Twelve Steps* and the willingness to learn about the *Twelve*
301 *Traditions of Narcotics Anonymous* and the *Twelve Concepts for NA Service*.
- 302 3. Must attend the next available ASC Learning Day Workshop.
- 303 4. Willingness to increase knowledge of *Public Relations Handbook*.
- 304 5. Willingness to utilize the *PR Basics Booklet* to further their service education.

305 **Responsibilities:**

- 306 1. Panel shall consist of two or more members. *(See L. Additional Panel Information)*.
- 307 2. Present information to the public in accordance with the *Public Relations Handbook*, the
308 *Twelve Traditions of Narcotics Anonymous* and the *Twelve Concepts for NA Service*.
- 309 3. Ensure proper attire is worn. *(See L. Additional Panel Information)*
- 310 4. Ensure arrival fifteen (15) to twenty (20) minutes **prior to** scheduled presentation time to
311 allow time for set-up.

312 **L. Additional Panel Information**

313
314 **Required Dress Code - Women**

- 315 A. Closed Toe Footwear
316 B. Dress, Dress Pants or Pant Suit
317 C. **NO Jeans**
318 D. **NO T-Shirts**
319 E. **NO Shorts**
320 F. **NO Warm-Up or Jogging Suits**
321 G. **NO Tank Tops**
322 H. **NO Message or Advertising Attire, (i.e. company logos)**

323
324 **Required Dress Code - Men**

- 325 A. Dockers or Dress Slacks,
326 B. Dress Shirt
327 C. Closed Toe Footwear
328 D. **NO Jeans**
329 E. **NO T-Shirts**
330 F. **NO Shorts**
331 G. **NO Warm-Up or Jogging Suits**
332 H. **NO Tank Tops**
333 I. **NO Message or Advertising Attire, (i.e. company logos)**

334
335 **Guest Panel Members**

- 336 A. Members of NA that are not PI Subcommittee Members may accompany experienced
337 PI Subcommittee Members as an introduction to a PI Panel Presentation with the
338 following restrictions:
339 1. Non-speaking Observer
340 2. Follow the Dress Code

341
342
343
344 **Revision History:**

345
346 08/24/06

347 04/28/12