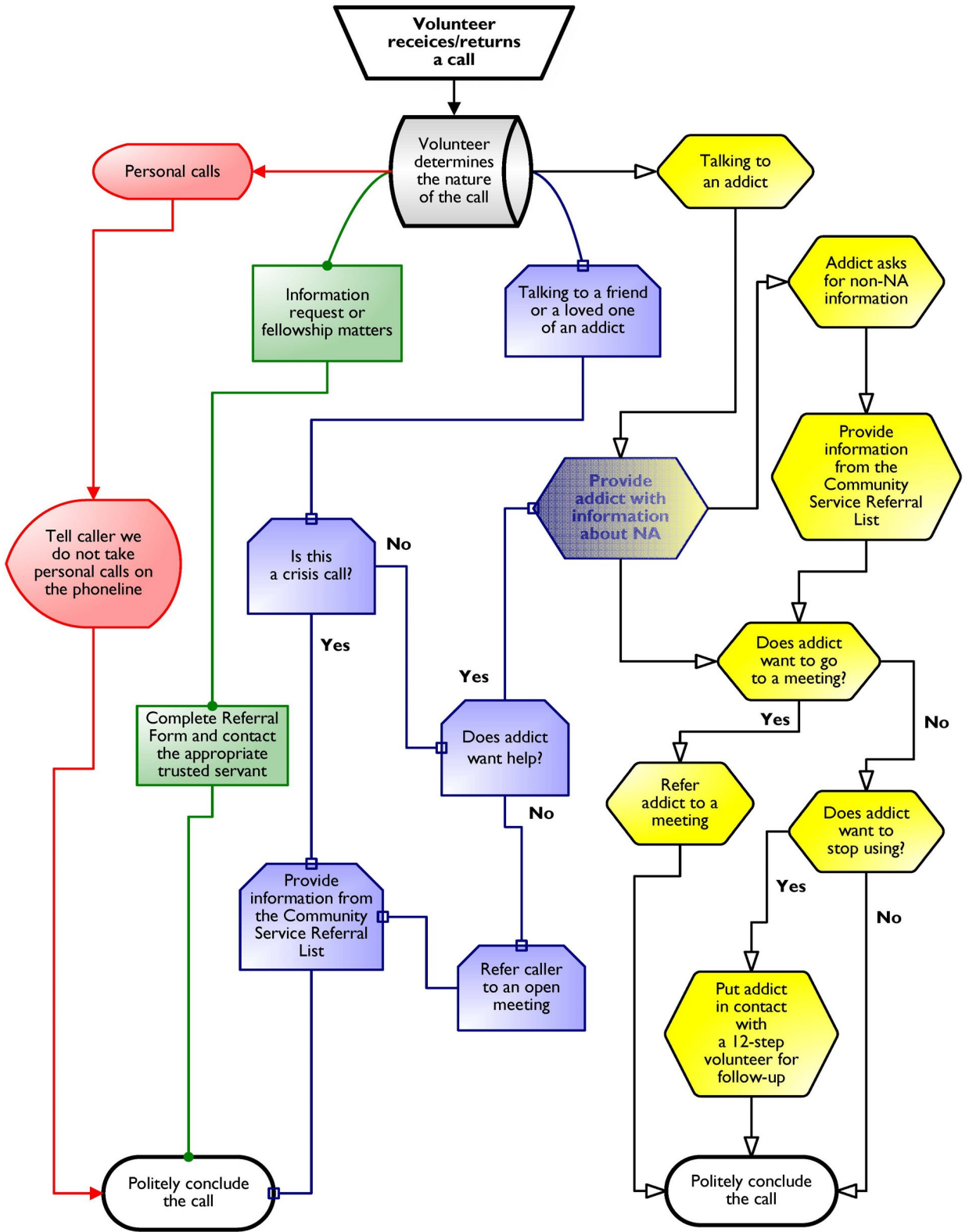


**Central Washington Area
PHONELINE VOLUNTEER
PACKET
2010**

Phoneline Flowchart



COMMUNITY SERVICE REFERRAL LIST

CENTRAL WASHINGTON AREA

The following is a sample community referral list, to be used when the caller is asking for help that does not fall within our primary purpose and our traditions. We offer information in the spirit of cooperation. We can provide a list of numbers rather than any one specific number. We do not recommend one referral over another. We simply provide contact information as a courtesy. (In many parts of the United States and Canada, a community services helpline can be reached by dialing 211. If 211 services are available in your area, it may be the easiest and most complete referral that you can make.)

<i>Domestic Violence Hotline</i>	<i>1-800-799-7233</i>
<i>Child Abuse Services</i>	<i>1-800-422-4453</i>
<i>Runaway Hotline</i>	<i>1-800-621-4000</i>
<i>Treatment Referral</i>	<i>1-800-454-8966</i>
<i>Suicide Prevention</i>	<i>1-800-273-8255</i>
<i>Youth Crisis Hotline</i>	<i>1-800-442-4673</i>
<i>Emergency</i>	<i>911</i>
<i>Community Service Helpline</i>	<i>211</i>
<i>Drug and Alcohol Crisis Hotline</i>	<i>1-800-562-1240</i>
<i>Poison Control Center</i>	<i>1-800-222-1222</i>
<i>Alcoholics Anonymous</i>	<i>1-509-453-7680</i>
<i>Nar-Anon</i>	<i>1-206-626-7171</i>
<i>Families Anonymous</i>	<i>1-800-736-9805</i>
<i>Al-anon</i>	<i>1-509-577-9401</i>

Family 12 Step Programs

What is Nar-Anon?

(206)-626-7171

Nar-Anon members are relatives and friends who are concerned about the addiction or drug problem of another. Nar-Anon's program of recovery is adapted from Narcotics Anonymous and uses Nar-Anon's Twelve Steps, Twelve Traditions, and Twelve Concepts.

The Nar-Anon Family Group is for those who know or have known a feeling of desperation due to the addiction problem of someone close to them. Nar-Anon members share their experiences, strength, and hope at weekly meetings. The meetings are usually held at locations such as treatment centers, hospitals, churches, community centers, or local twelve-step clubs.

What is Families Anonomus?

(800) 736-9805

FA is a national organization focused on the fellowship of adults whose lives have been affected by a loved one's drinking or drugging. Talking with other people experiencing the same issues will help you find ways to cope. You may need to make some big changes in YOUR life as YOUR life is the life you can change. Experience has proven that helping ourselves can be the most important thing we do to help those we care about. Typically, newcomers are looking for new ways to change someone else.

At FA meetings we begin to see the importance of looking at our own role in the drama. FA is designed to get the spotlight off the abuser and put it on ourselves.

What is Al-Anon?

(509)577-9401

The Al-Anon Family Groups are a fellowship of relatives and friends of alcoholics who share their experience, strength, and hope in order to solve their common problems. We believe alcoholism is a family illness and that changed attitudes can aid recovery.

Al-Anon has but one purpose: to help families of alcoholics. We do this by practicing the Twelve Steps, by welcoming and giving comfort to families of alcoholics, and by giving understanding and encouragement to the alcoholic.

Cities In Our Regions

Central Washington Area

Cle Elum, Yakima, Moses Lake, Warden, Chelan, Wenatchee, Ellensburg, Entiat, Cashmere, Manson, Ephrata, East Wenatchee, Leavenworth, Mansfield, Waterville, Orondo, Chelan Falls,

Grays Harbor Area

Aberdeen, Cosmopolis, Elma, Hoquaim, Lake Quinault, McCleary, Montesano, North Beach, Oakville, Ocean Shores, Taholah, Westport

Blue Mountain Area

Pendleton, Snake River, Dayton, LaGrande, Walla Walla

Everett Area

Everett, Marysville, Snohomish, Lake Stevens, Arlington, Monroe, Darrington, Stanwood, Granite Falls, Sultan, Edmonds, Duvall

Greater Cascade Loop Area

Omak, Tonasket, Republic

Idaho-Washington Region

Lewiston, Pullman, Orofino

Lower Columbia Area

Pasco, Kennewick, Richland, Benton County, Franklin County, Prosser,

N.E. Washington Area

Spokane, Cheney, Colville, Chewelah, Lewiston Idaho, Clarkston, Pullman, Orofino

Northern Idaho Region

Coeur d'Alene, Post Falls, Rathdrum, St. Maries, Plummer, Sandpoint, Priest River, Bonner's Ferry, Newport

N. Olympic Peninsula Area

Port Angeles, Sequim, Carlsborg, Forks

Hermiston Area

Umatilla, Power City, McNary

N. Puget Sound Area

Mt. Vernon, Oak Harbor, Friday Harbor, Arlington, Stanwood, Freeland, Clear Lake, Langley, Anacortes, Burlington

N.W. Washington Area

Bellingham, Ferndale, Deming, Maple Falls, Blaine

Pierce County Area

Tacoma, Vashon, Puyallup, Spanaway, University Place, Buckley, Gg Harbor, Lakewood, Sumner, Bonney Lake

Seattle Area

Seattle, Bothell, Bellevue, Snoqualmie, Edmonds, Snohomish, Duvall, Redmond, Kirkland, Shoreline, Ballard, Kenmore, Lynnwood

S. King County Area

Auburn, Kent, Riverton, Algona, Burien, Des Moines, Federal Way, Renton, Covington

S.W. Washington Area

Vancouver, Goldendale, Woodland, Camas, Washougal, Carson, Stevenson

Lewis County Area

Chehalis, Centralia, Morton, Mossyrock, Napavine, Pe Ell, Toledo, Vader, Winlock

Tri-Cities Area

Richland, Kennewick, Pasco, Benton City, Hermiston, Grandview

W. Puget Sound Area

Kingston, Bremerton, Port Hadlock, Port Townsend, Port Orchard, Bainbridge Island, Quilience, Poulsbo

S. Puget Sound Area

Olympia, Yelm, Shelton

FREQUENTLY ASKED QUESTIONS PHONELINE VOLUNTEERS' EXPERIENCE WITH CALLS

This resource can be used by volunteers answering phonenumber calls when interacting with addicts, loved ones, professionals, and the community at large. These frequently asked questions are meant to help trusted servants provide clear, consistent, and informative responses. When responding to a question using NA terminology, such as "leader", please explain to the listener what we mean by that language. In an effort to gain an understanding of the information here, trusted servants can discuss and rehearse the questions and answers below.

What follows are possible answers to questions frequently asked by phonenumber callers.

Questions asked by potential members

Q&A #1

I've been using (smoking pot) for three years and I'm 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, read some of our literature, which is available at most NA meetings, and decide for yourself. The informational pamphlet *Am I an Addict?* may help you in your decision making.

Q&A #2

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.

Q&A #3

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

Typically a leader or chairperson will conduct the meeting. There is usually time for participation in which members share about their experience, strength, and hope with 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.

Q&A #4

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.

Q&A #5

I am a nurse by profession and I want to get clean. Where can I find a nurses' meeting?

Some areas have common needs meetings while others do not. This area does/does not have a nurses' NA meeting. We can tell you, however, that recovering addicts from all types of professions attend our meetings.

Q&A #6

I'd like to go to an NA meeting but I don't have a car. Can you help?

Yes, we can try. Where do you live? Let me take your number down and see if I can find a ride for you. (Refer to area Twelfth-Step list)

Note: This may not be a service offered in some areas. If your area is interested in Twelve Step lists, you may refer to the Public Relations Handbook, Chapter Nine.

Q&A #7

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 _____, or 911 to get immediate assistance.

Questions asked by loved ones

Q&A #1

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 call Nar-Anon or Families Anonymous. Although we are not affiliated with these organizations, we are happy to provide their telephone numbers.

Q&A #2

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

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

Q&A #3

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 a self-help program, it is not our position to monitor an addict’s willingness to attend meetings.

Questions asked by community members

Q&A #1

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

We are not at liberty to give out contact information for individuals who may or may not be members.

Q&A #2

Drugs are being sold in my apartment complex. Can you come and 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.

REFERRAL FORM

For referring calls to the area or region

There are times when trusted servants within the area or at the regional service committee may be more experienced with answering certain phonline requests. This form will allow us to follow the referral to ensure that the request is answered and the callers' needs are met.

Today's date _____ Time of call _____

Phonline Volunteer _____

Caller's name _____

Name of agency or organization _____

Caller's telephone number _____ ext _____

Alternate telephone number _____

Time & date when caller is available to be called back _____

Caller or agency's email address _____

Reason(s) for calling

___ Atmosphere of recovery issue

___ Leadership issue

___ Predator issue

___ Public image issue

___ Request from media

___ Problem with meeting at facility

___ Request for NA literature

___ Request for NA presentation

___ Twelfth-Step call request

___ Request for meeting directories

___ Request for meeting at facility

___ Request for activities schedule

___ Request for NA booth

___ Other (*describe in detail*):

Referred request to: Area Region

Committee member's name and position:

Notes:

