

## The Twelve Traditions of Narcotics Anonymous

1. Our common welfare should come first; personal recovery depends on N.A. unity.
2. For our group purpose there is but one ultimate authority – a loving God as He may express Himself in our group conscience. Our leaders are but trusted servants; they do not govern.
3. The only requirement for membership is a desire to stop using.
4. Each group should be autonomous except in matters affecting other groups or N.A. as a whole.
5. Each group has but one primary purpose – to carry the message to the addict who still suffers.
6. An N.A. group ought never endorse, finance, or lend the N.A. name to any related facility or outside enterprise, lest problems of money, property or prestige divert us from our primary purpose.
7. Every N.A. group ought to be fully self-supporting, declining outside contributions.
8. Narcotics Anonymous should remain forever nonprofessional, but our service centers may employ special workers.
9. N.A., as such, ought never be organized, but we may create service boards or committees directly responsible to those they serve.
10. Narcotics Anonymous has no opinion on outside issues; hence the N.A. name ought never be drawn into public controversy.
11. Our public relations policy is based on attraction rather than promotion; we need always maintain personal anonymity at the level of press, radio and film.
12. Anonymity is the spiritual foundation of all our Traditions, ever reminding us to place principles before personalities.

## AMERICAN RIVER AREA



## NARCOTICS ANONYMOUS HELPLINE HANDBOOK

## Introduction

The primary purpose of Narcotics Anonymous is to stay clean and carry the message of recovery to the addict who still suffers. By far, the best way to make ourselves available to those who need help is to provide a “Helpline” phone service. Someone can call and talk anonymously to a recovering addict 24 hours a day. The suffering addict can call this number without fear, get meeting times, locations and receive information about Narcotics Anonymous. The Helpline’s main goal is to get the addict to a meeting of Narcotics Anonymous.

## Helpline Basics

When you answer the phone you will hear the Narcotics

Anonymous Helpline computer say:

**“There is a call for (the day and time) Helpline volunteer. If you want to accept the call, please press the number ‘1’. If the volunteer is not available, please press the pound ‘#’ sign.**

**Thank you.”**

## The Twelve Steps of Narcotics Anonymous

1. We admitted that we were powerless over our addiction, that our lives had become unmanageable.
2. We came to believe that a Power greater than ourselves could restore us to sanity.
3. We made a decision to turn our will and our lives over to the care of God as we understood Him.
4. We make a searching and fearless moral inventory of ourselves.
5. We admitted to God, to ourselves, and to another human being the exact nature of our wrongs.
6. We were entirely ready to have God remove all these defects of character.
7. We humbly asked Him to remove our shortcomings.
8. We made a list of all persons we had harmed, and became willing to make amends to them all.
9. We made direct amends to such people wherever possible, except when to do so would injure them or others.
10. We continued to take personal inventory and when we were wrong promptly admitted it.
11. We sought through prayer and meditation to improve our conscious contact with God as we understood Him, praying only for knowledge of His will for us and the power to carry that out.
12. Having had a spiritual awakening as a result of these steps, we tried to carry this message to addicts and to practice these principles in all our affairs.

## Referral Numbers

Suicide Prevention	916-368-3111
	800-784-2433
Poison Control	800-222-1222
	800-876-4766
Rape Crisis Center	916-920-2952
Calif. Youth Crisis Line	800-843-5200
Naranon	800-477-6291
Sacramento Regional Transit	916-321-2877
Emergency	911

## Websites

American River Area	<a href="http://www.sacramentona.org">www.sacramentona.org</a>
World Office	<a href="http://www.na.org">www.na.org</a>

## What is the N.A. Program?

Narcotics Anonymous is a non-profit society, or fellowship of men and women for whom drugs have become a major problem. We are recovering addicts to meet regularly to help each other stay clean. This is a program of complete abstinence from all drugs. There is only one requirement for membership: the desire to stop using. . We suggest that you keep an open mind and give yourself a break. Our program is a set of principles written so simply that we can follow them in our daily lives. The most important thing about them is that they work.

There are no strings attached to N.A. We are not affiliated with any other organizations. We have no initiation fees or dues, no pledges to sign no promises to make to anyone. We are not connected with any political, religious or law enforcement groups, and are under no surveillance at any time. Anyone may join us regardless of age, race, sexual identity, creed religion or lack of religion.

We are not interested in what or how much you used or who your connections were, what you have done in the past, how much or how little you have, but only in what you want to do about your problem and how we can help. The newcomer is the most important person at any meeting, because we can only keep what we have by giving it away. We have learned from our group experience that those who keep coming to our meetings regularly stay clean.

## Volunteer Policies

The suggested requirements for our Helpline volunteers are “that they be active members of Narcotics Anonymous, attend meetings regularly and have six months clean time.” Your prompt and regular availability at the time of your shift is imperative. If you are unable to cover your shift, please be responsible and **notify the Helpline Coordinator**. When speaking with callers, remain objective and non-argumentative. Remember, you are likely to be the first contact a person has with Narcotics Anonymous. A warm, friendly voice will reassure a frightened, uneasy person in need of help. Always respect the confidential aspects of your role as a Helpline volunteer. If you are returning a call, be certain the person requesting help is on the line before identifying yourself as an addict or a member of Narcotics Anonymous.

**Remember, we do not endorse or make recommendations about any other programs or agencies.** If another program is part of your experience, strength and hope, be sure the caller understands that no outside program is affiliated with, or recommended by, Narcotics Anonymous. If the caller insists on information about treatment facilities, suggest they look in the ‘Yellow Pages’ under Drug Abuse. Try to keep calls brief, because it is important to keep the Helpline open to other in need. You may suggest the call back for further information. **Do not** give the caller your home phone number.

**Never give names or phone numbers to other Helpline volunteers or any members of Narcotics Anonymous.** If you get a call from someone looking for an Area Officer or Sub-Committee Chairperson, get the caller’s name and phone number and contact that requested person yourself.

**Don’t harbor and doubts or frustrations about your position as a Helpline volunteer. If you run into any problems or have questions, call the Helpline Coordinator.** Make sure the information you give out is accurate and up-to-date. Take time to check current schedules and new information. It is better to give NO information than wrong information.

**It is the Helpline volunteer’s responsibility to keep current meeting directories on hand.** You could get Narcotics Anonymous “business” related calls. Someone wanting to start a meeting, have schedules sent to them, a one time speaking engagement, a treatment facility wanting to start a meeting, etc. Do not attempt to help these callers yourself. Get their name and phone number, and pass that information on to the appropriate person. Get as much information as you can about what they want. Let them know you will be passing on their name and phone number to the person responsible for that job. Relay the message to the correct person as soon as possible. Leave your name and phone number if you leave a message with an answering machine or another person.

**Request confirmation that your message has been received.**

## Northern California Helpline Numbers

Area	City	Phone
Contra Costa	Concord	925-685-4357
East Bay – Tri Area	Oakland/Berkley	510-444-4673
Greater San Jose	San Jose	408-998-4200
Humboldt-Del Norte	Eureka/Crescent City	707-444-8645
Marin	San Rafael	415-456-1292
Mendocino/Lake	Ukiah/Willits	707-485-9110
Monterey-San Benito	Monterey/Salinas	831-624-2055
Napa-Solano	Napa	707-251-5982
916 North	Chico	530-877-6361
Peninsula	San Mateo	650-802-5950
San Francisco	San Francisco	415-621-8600
San Francisco Office	San Francisco	415-864-3155
Santa Cruz	Santa Cruz	831-429-7436
Shasta	Redding	530-221-5060
Siskiyou	Yreka	530-842-7502
Sierra Foothills	Roseville/Auburn	530-645-1635
	Grass Valley	
Sierra (Central)	Jackson/Angels Camp	800-240-4956
Sierra Sage	North/South Tahoe	530-546-1116
Sonoma County	Santa Rosa	707-575-7837
Stockton	Central Valley North	209-464-9262
Regional Office	Fairfield	707-422-9234
World Service Office	Van Nuys	818-773-9999
ARANA EVENTS	Events Line	916-732-2298

## Crisis and Medical Calls

We are an information service only and are not qualified to handle emergency situations.

**DO NOT** give a medical diagnosis or medical advice over the phone!

## Suicide Calls

Fortunately these do not come in very often, but unfortunately they do come in. These calls can make us feel very uncomfortable. It is essential to recognize that we are not trained in suicide prevention. We can best help by putting these callers in contact with people who are best trained to help them. Urge them to call the local suicide prevention line. (see phone referral section) Always take a suicide call seriously! Never assume it's a joke. If the caller has taken an overdose, time may be very short. If the caller isn't able to call 911 then see if you can get their address so you can call 911 for them. Hang up and turn it over. You've done all you could.

## Overdose

**Probable or Possible:** If the caller has overdosed, **First** try to get them to call 911. If you remain calm it will have a helpful affect on your caller. Do what you can in situations like this.

**Under no circumstances should you give medical advice.**

## Misconceptions

- Narcotics Anonymous does not operate Detox units, recovery or halfway houses and is not affiliated with such facilities in any way.
- Narcotics Anonymous does not crusade, solicit or advertise for members to join us.
- Narcotics Anonymous does not engage in/or sponsor research.
- Narcotics Anonymous does not keep membership records or case histories.
- Narcotics Anonymous does not follow-up on members or in any way try to control them.
- Narcotics Anonymous does not make medical or psychological diagnoses, not provide marriage, family or vocational counseling.
- Narcotics Anonymous does not provide welfare or other social services.
- Narcotics Anonymous does not conduct religious services of any kind.
- Narcotics Anonymous does not accept money for it's services, is not funded by public or private sources and accepts no contributions from non-members.

## Do's

- Ask direct questions
- Keep calls brief
- Try to be helpful
- Keep calm
- Respect anonymity
- Always relay accurate information

## Don'ts

- Don't argue with people whose views of addiction differ from yours or N.A.'s
- Don't try to persuade the caller to stop using if the caller does not want to stop
- Don't try to handle any calls that you are not qualified to handle
- Don't have personal calls during your shift if you don't have 'Call Waiting'
- Don't give rides to meetings

## **Relatives, Friends and Lovers**

The first question is "Does the addict want help?" If the answer is no, then nothing further can be done for the addict. You can explain that there are other programs which are not affiliated with Narcotics Anonymous, but others have found help there, such as Naranon. If the addict does want help, then you can ask "does the person know you are calling Narcotics Anonymous?" and "Is the person there now?" If the person is there and willing to talk, then try to have the addict come to the phone. If the addict won't come to the phone, then give the meeting information to the friend and encourage them to go to a meeting together.

Addiction is a disease that affects the whole family or environment where a using addict lives. Therefore, many calls come from family or friends of addicts. Narcotics Anonymous does not deal with these problems. However, by listing ourselves in the telephone directory, we invite calls from the public. We ought to treat callers kindly and talk to anyone who reaches out for help. Families and friends of addicts often feel isolated and ashamed, so it is important to take a little time with these people because they may be reaching out for the first time. They need and deserve encouragement.

The people we are talking about are in direct contact with the addict and are affected by their addiction. These callers should be briefly informed about Narcotics Anonymous.

**Note: An initial 'Naranon' call could be an addict calling in and talking about a fictitious person... Themselves.**



**NARCOTICS ANONYMOUS CALIFORNIA PHONE LINE AND WEB SITE LIST**

UPDATED 10/8/05 \* Indicates new or updated listing \*\*\*\*Regional links are listed for areas without web sites.

AREA CODE	CITY	AREA NAME	NUMBER	Web Site ****
209	Modesto / Merced	Stanislaus Valley	209 526 1817	<a href="http://www.svgna.org">www.svgna.org</a>
	Sonora	Central Sierra	209 533 2348	<a href="http://www.calmidstatena.org">www.calmidstatena.org</a>
	Angels Camp	Central Sierra S.	800 240 4956	<a href="http://www.calmidstatena.org">www.calmidstatena.org</a>
	Stockton	Central Valley N.	209 464 9262	<a href="http://www.calmidstatena.org">www.calmidstatena.org</a>
310	Hermosa Beach	Bay Cities Area	310 372 9666	<a href="http://baycitiesna.com">http://baycitiesna.com</a>
	West L.A./Santa Monica	Westside Area	310 390 0279	<a href="http://www.westsidena.org">www.westsidena.org</a>
323	East Los Angeles	Greater East L.A.	323 721 5504	<a href="http://www.gelana.org">www.gelana.org</a>
	Hollywood	Greater Hollywood	323 850 1624	<a href="http://www.hollywoodna.org">www.hollywoodna.org</a>
	Los Angeles	Greater L.A.	323 933 5395	<a href="http://www.glaana.org">www.glaana.org</a>
408	San Jose	Greater San Jose	408 998 4200	<a href="http://www.sjna.org">www.sjna.org</a>
415	San Francisco	San Francisco	415 621 8600	<a href="http://www.sfna.org">www.sfna.org</a>
	San Rafael	Marin	415 456 1292	<a href="http://www.norcalna.org">www.norcalna.org</a>
510	Oakland	Alameda Tri-Area	510 444 4673	<a href="http://www.naalamedacounty.org">www.naalamedacounty.org</a>
530	Auburn	Sierra Foothills	888 423 3428	<a href="http://www.sfana.org">www.sfana.org</a>
	Chico	916 North	530 877 6361	<a href="http://www.916northna.org">www.916northna.org</a>
	Lake Tahoe North	Sierra Sage	530 546 1116	<a href="http://www.sierrasagena.org">www.sierrasagena.org</a>
	Lake Tahoe South	Sierra Sage	530 541 4100	<a href="http://www.sierrasagena.org">www.sierrasagena.org</a>
	Anderson	River Cities	530 527 0992	<a href="http://www.norcalna.org">www.norcalna.org</a>
	Redding	Shasta	530 221 5060	<a href="http://www.shastana.org">www.shastana.org</a>
	Yreka	Siskiyou	530 842 7502	<a href="http://www.pcrna.org/siskiyou.htm">www.pcrna.org/siskiyou.htm</a>
559	Fresno	Central Cal.	559 255 5881	Coming Soon
	Porterville	Foothill Area	559 784 4420	<a href="http://www.calmidstatena.org">www.calmidstatena.org</a>
	Tulare / Visalia	Kings Tulare	559 734 0403	<a href="http://www.calmidstatena.org">www.calmidstatena.org</a>
562	Whittier	Eastern Counties	562 698 4604	<a href="http://www.todayna.org">www.todayna.org</a>
619	San Diego	San Diego/Imperial	619 584 1007	<a href="http://www.sandiegona.org">www.sandiegona.org</a>
	Covina\West Covina	Northern Counties	626 967 7700	<a href="http://www.todayna.org">www.todayna.org</a>
	Pasadena	San Gabriel Valley	626 584 6910	<a href="http://www.sgvna.org">www.sgvna.org</a>
	Monrovia	S. Cal Regional Helpline	626 303 4156	<a href="http://www.todayna.org">www.todayna.org</a>
	Monrovia	S. CalSpanish Helpline	888 622 4672	<a href="http://www.todayna.org">www.todayna.org</a>
650	San Mateo	Peninsula	650 802 5950	<a href="http://www.norcalna.org">www.norcalna.org</a>
661*	Bakersfield	Kern Area	661-847- 4357	<a href="http://www.kerncountyna.org">www.kerncountyna.org</a>
*	Bakersfield	Kern Info Line	661-847- 4637	<a href="http://www.kerncountyna.org">www.kerncountyna.org</a>
AREA CODE	CITY	AREA NAME	NUMBER	Web Site
	Lancaster/ Palmdale	Southern Antelope Valley	661 266 2200	<a href="http://www.sava-na.org">www.sava-na.org</a>

	Newhall / Saugus	Santa Clarita	661 299 5599	<a href="http://www.todayna.org">www.todayna.org</a>
707	Crescent City	Humboldt/Del Norte	866-315-8645	<a href="http://www.humdelna.org">www.humdelna.org</a>
	Eureka	Humboldt/Del Norte	707 444 8645	<a href="http://www.humdelna.org">www.humdelna.org</a>
	Lakeport	Lake	707 262 0132	<a href="http://www.lakecountyna.org">www.lakecountyna.org</a>
	Napa	Napa/Solano	707 251 5982	<a href="http://www.napasolanona.org">www.napasolanona.org</a>
	Santa Rosa	Sonoma	707 575 7837	<a href="http://www.norcalna.org">www.norcalna.org</a>
	Ukiah / Willits	Mendocino	707 485 9110	<a href="http://www.mendona.org">www.mendona.org</a>
714	Anaheim	Orange County	714 776 8581	<a href="http://www.orangecountyna.org">www.orangecountyna.org</a>
760	Barstow	Desert Empire	760 255 2045	<a href="http://www.todayna.org">www.todayna.org</a>
	Needles	River Valley	800-584-2169	<a href="http://www.arizona-na.org">www.arizona-na.org</a>
	Palm Desert	Lower Desert	760 346 5800	<a href="http://www.cirna.org/lda/index.htm">www.cirna.org/lda/index.htm</a>
	Ridgecrest	Eastern Sierra	760 446 4445	<a href="http://www.todayna.org">www.todayna.org</a>
	Victorville	Greater Mojave	760 243 9248	<a href="http://www.cirna.org/gma/index.htm">www.cirna.org/gma/index.htm</a>
805	San Luis Obispo	Central Coast	805 549 7730	<a href="http://www.ccrna.org/cc-dir.htm">www.ccrna.org/cc-dir.htm</a>
	Santa Barbara	Santa Barbara	805 569 1288	<a href="http://www.na-santabarbara.org">www.na-santabarbara.org</a>
	Simi Valley / Moorpark	County Line Area	805 240 7811	<a href="http://www.ccrna.org/cl-dir.htm">www.ccrna.org/cl-dir.htm</a>
	Ventura / Oxnard	Gold Coast	805 641 0451	<a href="http://www.ccrna.org/gc-dir.htm">www.ccrna.org/gc-dir.htm</a>
818	Northridge	West End Area	818 787 9706	<a href="http://www.todayna.org">www.todayna.org</a>
	Reseda	San Fernando Valley	818 997 3822	<a href="http://www.nasfv.com">www.nasfv.com</a>
831	Monterey	Monterey	831 624 2055	<a href="http://www.monterey-sbna.org">www.monterey-sbna.org</a>
	Salinas	Monterey	831 758 1630	<a href="http://www.monterey-sbna.org">www.monterey-sbna.org</a>
	Santa Cruz	Santa Cruz	831 429 7436	<a href="http://scnapi.org/">http://scnapi.org/</a>
909 *	Running Springs/Big Bear	Mountain Area	909 584-7115	<a href="http://www.cirna.org/ma/index.htm">www.cirna.org/ma/index.htm</a>
	Ontario	Inland Empire West	909 622 4274	<a href="http://www.todayna.org/iewana">www.todayna.org/iewana</a>
	Redlands/Yucaipa	Inland Empire Foothills	909 795 0464 SP888 622-4672	<a href="http://www.iefoothillsna.org">www.iefoothillsna.org</a>
	Riverside/Corona San Bernardino	Eastern Inland Empire	800 397 2333	<a href="http://www.eietodayna.com">www.eietodayna.com</a>
	Riverside/Corona San Bernardino	Eastern Inland Empire	909 370 3568	<a href="http://www.eietodayna.com">www.eietodayna.com</a>
916	Sacramento	American River	916 732 2299	<a href="http://www.sacramentona.org">www.sacramentona.org</a>
925	Concord	Contra Costa	925 685 4357	<a href="http://www.contracostana.org">www.contracostana.org</a>
949	San Juan Capistrano	South Coast Area	949 661 6183	<a href="http://www.todayna.org">www.todayna.org</a>
951	Hemet	Southwest Area	951 652 5326	<a href="http://www.cirna.org/swa/index.htm">www.cirna.org/swa/index.htm</a>
OFFICES	Nor. California	Regional Office	707 422 9234	<a href="http://www.norcalna.org">www.norcalna.org</a>
*	San Diego	Regional Office	619 584 1010	<a href="http://www.sandiegona.org">www.sandiegona.org</a>
	San Francisco	Area Office	415 864 3155	<a href="http://www.sfna.org">www.sfna.org</a>
	So. California	Regional Office	626 359 0084	<a href="http://www.todayna.org">www.todayna.org</a>
	Chatsworth	World Service	818 773 9999	<a href="http://www.na.org">www.na.org</a>

This list is maintained by the Northern California Region of Narcotics Anonymous. Send updates to: [rscpi@norcalna.org](mailto:rscpi@norcalna.org).