

Public Information Policies and Procedures

As of June 2011

Table of Contents

Overview	2
How to join.....	2
Monthly PI Meeting.....	2
Monthly PI Meeting Format	2
Positions	3
Holders	3
Descriptions	3
Chairperson.....	3
Alternate Chair	4
Secretary and Monthly Meeting Reminder.....	4
Policies and Procedures Manual Administrator	4
Webservant	4
Voting	5
Motions.....	5
Telephone Line	5
Recording Voice Mail Greeting.....	5
211 Number	7
Introduction Packages	7
Contact Information.....	7
Introduction Information Letter.....	7
Literature for Information Packages.....	9
Drug Problem? Business Card Label	9
Representation to Unaffiliated Organizations.....	9
Annual Seminar on Substance Abuse in the Workplace.....	9
Website.....	9

Overview

The Public Information (PI) committee informs the general public, especially those whose work is or may be involved with the practicing addict, of what we have to offer, recovery from the disease of addiction, how we are available, how we attempt to create a mutual understanding with addicts, and sharing about the disease of addiction with those who are interested in helping the addict.

This committee shall operate in accordance with the 12 Traditions of NA, the 12 Concepts, this “Policies and Procedures” Manual, the [Public Relations Handbook](#) and is accountable to the GLASC.

Presently, the Public Information Committee is responsible for the maintenance of a telephone hotline, to ensure that individuals responding to 12th Step calls have a minimum of 1 year of total abstinence, maintenance and distribution of an area directory, maintenance of the area website and for making literature available to the general public.

How to join

Anyone can attend our Monthly PI Meeting as a visitor or as a member. If you have any questions, please email publicinformation@glana.ca or go to a PI Monthly Meeting.

Monthly PI Meeting

The PI committee meets the **1st Sunday of every month at noon** at Street Connections. It is important for every member to attend in order to best represent PI Group Conscience and in order for everyone to be informed about everything this committee is involved with.

Monthly PI Meeting Format

1. Hello everyone I am an addict and my name is _____ We would like to welcome everyone to the monthly subcommittee meeting of Public Information. This committee informs the general public, especially those whose work is or may be involved with the practicing addict, of what we have recovery from the disease of addiction, how we are available, how we attempt to create a mutual understanding with addicts, and sharing about the disease of addiction with those who are interested in helping the addict.
2. Could we please have a moment of silence followed by the “we” version of the serenity prayer? Can we have that moment now please?
3. Could someone please read the 12 Traditions of N.A.?
4. Can we please have a show of hands of all voting members present?

5. To help our secretary with attendance can we please go around the room and have everyone introduce themselves, first name and initial of last name?
6. Read and approve minutes of the previous meeting.
7. Chairperson to report budget expenditures, including literature disbursements and literature donations.
8. Chairperson to now proceed with Old Business
9. Elections of officers (if appropriate)
10. Chairperson to now proceed with New Business.
11. Announce date of next meeting.
12. Close with “we” version of serenity prayer.

Positions

Holders

PI Chairperson	Gerry C	September 2009
Alternate Chair	_____	_____
Secretary and Monthly Meeting Reminder	_____	_____
Policies and Procedures Manual Administrator	_____	_____
Webservant	Manon C	April 16, 2008

Note: If a position holder misses 3 consecutive H & I Monthly meetings, they are said to have stepped down from their position, consequently rendering that position Open. The Webservant position is exempted from this criterion.

Descriptions

Chairperson

The responsibilities of the PI Chairperson shall be:

- Attend Greater London Area Service Committee (GLASC) meetings and bring an accurate PI report to be read and submitted to the committee
- Advise the Webservant, via email, of any changes affecting the website or the @glana email addresses
- Forward updated Meeting List, received from Webservant, to Literature Chair for printing and distribution purposes when appropriate and advise Webservant when this has been done so “printed” list can be posted on website.
- Maintain an accurate account of the budget expenditures, including literature disbursements and literature donations
- Order and disburse all literature for PI

- Open and Chair the monthly PI subcommittee meeting
- Have on hand an accurate and updated copy of the Policies and Procedures
- Maintain the members contact list which is to be brought to monthly meeting
- Check and respond to publicinformation@glana.ca emails a minimum of once per week.
- Report any concerns to the PI committee and or GLASC

Alternate Chair

The responsibilities of the PI Vice-chairperson shall be:

- Perform the duties of the Chairperson in their absence.
- Perform the duties of all other vacant positions
- Work together with Chairperson

Secretary and Monthly Meeting Reminder

The responsibility of the PI secretary shall be:

- Draft and maintain accurate and concise minutes which reflect the essence of the business conducted at the business meetings including attendance
- Forward the minutes to the PI chairperson and the Webservant in a timely manner for the chairperson's area report and updating of Policies and Procedures manual
- Read the previous month's minutes at each business meeting
- Call all active members the Thursday or Friday before the meeting to remind them of the upcoming meeting.

Policies and Procedures Manual Administrator

The responsibility of the Policies and Procedures Manual Administrator shall be:

- Keep the manual updated and accurate
- Produce copies when requested by PI committee and GLASC
- Forward all updated manuals to Webservant@glana.ca for posting on www.glana.ca

Webservant

The responsibilities of the Webservant shall be to:

- Maintain our area's Meeting List and www.glana.ca website with updated and accurate information. Forward updated Meeting Lists to PI Chair who will advise if it will get printed so that printed and distributed Meeting List can be posted on website.

Required updates will be provided via:

- Meeting List changes → PI Chairpersons
- Information contained in Policies and Procedures ie. GLASC position holders/availability, GLASC sub-committee duties, GLASC committee and sub-committee meeting changes, etc. → PI Chair and if PI Chair position is vacant, Area Secretary
- NA birthdays

§ Only post information as provided by the Newsletter Chair or PI Chair.. However if there is a discrepancy with this information, leave it out

- § No birthdays more than 3 months in the future will be accepted
- Events → Activity Chairperson or other area contacts; there are no restrictions for posting. For example, if I receive event information to be posted from the other side of the planet, I am to post it
 - Provide the PI Chair with a monthly written report containing any outstanding or new site-related business which needs to be address or shared at Area
 - Administer all @glana.ca email addresses by providing newly elected pertinent members with their email address and instruction on how to use. A new password is assigned with every newly assigned address. One week before the Area Meeting, forward to the PI Chair a printed copy of any email older than a week, which appear to not have been responded to
 - Configure all open position @glana.ca email addresses, to automatically forward all emails sent to it to chair@glana.ca. This individual will take care of properly and promptly address any such emails.

Voting

The **voting** participants of the PI Committee shall be all group members attending the PI Committee meeting. To be a voting member, individuals must be a member and attend two consecutive Monthly PI Meetings except for the exception of the Webservant who is a voting member automatically.

Majority Proportion applies which means **two-thirds** of all voting members. A tie vote declares the motion defeated. Members abstaining from voting do not count as a voting member.

Motions

Any motions voted in must remain in effect for a minimum of **6 months**. Anyone who votes on the motion, which gets voted in, can subsequently have the motion revisited before the 6 months have past.

Telephone Line

Recording Voice Mail Greeting

The Greater London Area of NA help line telephone numbers is 1-888-811-3887. This is the same number as the Ontario regional help line number. When someone calls the toll free number (888-811-3887), the call is forwarded to the regional help line mail box which has a voice message detailing all of the meeting information for the different areas of the Ontario region. The inquirer will be asked to enter their area code. At this time there will be a prompt to press to get to the London and surrounding area. The inquirer will be asked to press 5 for the Greater London Area.

The phone line recordings are set up like so

Main-mailbox

There will be an introduction voice message and then the following prompts,

Press 1 for London

Press 2 for Sarnia

Press 3 for Ingersol and Woodstock

Press 4 for Exeter, Goderich and Seaforth

Press 5 for Alymer, St. Thomas, Stratford and Tillsonburg

Press 0 to get back to the beginning of this message.

London-mailbox-Monday to Sunday

Press 1 for Monday, 2 for Tuesday, 3 for Wednesday, 4 for Thursday, 5 for Friday, 6 for Saturday, 7 for Sunday, Press 0 to get beginning of this message, Press 8 to go back to main menu.

London meetings Monday to Sunday, Press 0 to go back to the main menu after each day of meeting announcements, London-Monday press 0 to go back to main menu, London-Tuesday press 0 to go back to main menu, London-Wednesday press 0 to go back to main menu, London-Thursday press 0 to go back to main menu, London-Friday press 0 to go back to main menu, London-Saturday press 0 to go back to main menu and London-Sunday press 0 to go back to main menu.

Sarnia main menu

Press 1 for meetings on Monday to Wednesday

Press 2 for meetings on Thursday to Sunday

Press 0 to go back to main menu

Sarnia, Monday to Wednesday, Press 0 to go back to main menu, Press 1 to back to beginning of this message

Sarnia, Thursday to Sunday, Press 0 to go back to main menu, Press 1 to go back to beginning of this message

Ingersol and Woodstock, Press 0 to go back to main menu, Press 1 to go back to beginning of this menu

Exeter, Goderich and Seaforth, Press 0 to go back to main menu, Press 1 to go back to beginning of this message

Alymer, St. Thomas, Stratford and Tillsonburg Press 0 to go back to main menu, Press 1 to go back to beginning of this message.

The costs associated with the help line are paid by the Ontario Region.

211 Number

211, is like the 411 or the 911 number, people can dial to access free, confidential, multilingual access to information about non-emergency community, social, health and government services which includes information on NA in this area.

Their main website for those looking for information is:

www.211southwestontario.ca

To view this area's information currently on file, see:

<http://centraleastontario.cioc.ca/record/PER0088?Ln=en-CA>

To make changes, go to:

<http://centraleastontario.cioc.ca/feedback.asp?NUM=PER0088&Ln=en-CA>

Contact the United Way of Perth-Huron at 211editors@pcin.on.ca or (519) 271-7730 Ext 228; Toll-free: 1-877-818-8867 with any questions or problems with the current listing.

Introduction Packages

Contact Information

Contact information is kept in an Access form as well as in a Word document. Access is used during the mail merge which populates the Introduction Information Letter (below) with each contact's company name, contact name and the address in order to create quick and easy professional letters.

Introduction Information Letter

The following is our generic Introduction Information Letter. Accessing the letter as a separate document allows you to merge it with contact information, accessible from that document, to automatically create professional and accurate letters quickly:



Date

Individual Contact Name

Organization

Address

City, Province

Postal Code

Dear _____:

We are writing in an effort to increase your awareness of Narcotics Anonymous (NA). Many organizations, who interact with people with drug dependence, found it helpful to know about NA as a community resource. Please feel free to invite people with drug problems to our meetings or pass information about our program to those who may benefit from it. We hope you find the following information and enclosed materials useful.

NA is a member-driven, international organization in which no dues or fees are charged for membership. All we ask is for a potential member to have a desire to stop using drugs. Members recover from the disease of addiction by application of the principles contained in the Twelve Steps. Our program is based on a set of spiritual principles, and we have no affiliation with any organized religion.

NA is a twelve-step approach to recovery with the primary purpose of helping any individual stop using drugs. NA's program focuses on an addict's recovery from the disease of addiction, rather than any specific drug. Through our group meetings and the therapeutic value of one addict helping another, addicts learn how to live drug-free and productive lives.

Additional information is accessible on the internet at **www.glana.ca** and enclosed you will find NA Information Pamphlets, brochures and business cards. We are willing to provide your organization with a presentation to help better acquaint you with NA. Please email **publicinformation@glana.ca** if you are interested in a presentation, would like to receive additional copies of the material in this package, are intrigued about additional material available and/or if you have any questions related to NA. We will do our best to help you in any way we can; if you would like us to call you, please provide us with your name and telephone number.

Thank you for your time, and we look forward to hearing from you.

Sincerely,

G.L.A.N.A. Public Information Chairperson

Literature for Information Packages

Here is the possible literature we can send out with Information Packages:

- Meeting List
- IP No. 1, Who, What, How, and Why
- IP No. 7, Am I an Addict?
- IP No. 8, Just for Today
- IP No. 11, Sponsorship
- IP No. 16, For the Newcomer
- IP No. 22, Welcome to Narcotics Anonymous
- Booklet: An Introduction to NA Meetings
- Drug Problem? Business cards (with label containing local contact information-see below)
- Drug Problem? Posters
- Drug Problem? Pamphlet cards

Drug Problem? Business Card Label

Labels, with local contact information, are created using Avery folder labels 05366 at an approximate cost of \$22.00 for 600.

Representation to Unaffiliated Organizations

Annual Seminar on Substance Abuse in the Workplace

Every year, NA is asked to partake in the Annual Seminar on Substance Abuse in the Workplace event put on by the Tri-County Council of Elgin, Middlesex and Oxford Townships. As an Act of Commerce, which does not violate NA Traditions, two NA members are allowed to attend the event at no charge and \$100.00 is given to pay for the cost of the literature we make available to other event attendees.

Website

The Greater London Area of Narcotics Anonymous (www.glana.ca) website was rolled out in April 2008 and has become known as a great source of information and unity for this area.

Costs associated with our website in 2010 were as follows:

- Execulink Telecom \$189.00
- Canadian Internet Registration Authority \$26.25
(\$78.75 for 3 years, paid every 3 years)

The above costs are invoiced to and paid by the GLASC Treasurer. They are included in the PI budget even though they are paid by GLASC.