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# G.L.A.N.A PUBLIC INFORMATION POLICIES AND PROCEDURES

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# Public Information Policies and Procedures

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## Overview

### Why public relations is important to the NA member.

The Narcotics Anonymous message is “that an addict, any addict, can stop using drugs, lose the desire to use and find a new way to live.” Our relations with the public enable us to share this message broadly so that those who might benefit from our program of recovery can find us. We perform public relations service to increase the awareness and credibility of the NA program. We share our message openly with the public at large, with prospective members, and with professionals. Maintaining an open, attractive attitude in these efforts helps us to create and improve relationships with those outside the fellowship. Establishing and maintaining a commitment to these relationships, can help us to further our primary purpose. The spiritual principles of our steps, traditions, and concepts guide us in pursuing our public relations aims and our efforts to enhance NA’s public image and reputation. These principles apply to our community and service efforts as well as to the personal behavior and attitude of individual NA members.

### The following statement can be used to inform the public about NA

Narcotics Anonymous is a global, community-based organization with a multi-lingual and multicultural membership. NA was founded in 1953, and our membership growth was minimal during our initial twenty years as an organization. Since the publication of our Basic Text in 1983, the number of members and meetings has increased dramatically. Today, NA members hold more than 70,000 meetings weekly in 144 countries. We offer recovery from the effects of addiction through working a twelve-step program, including regular attendance at group meetings. The group atmosphere provides help from peers and offers an ongoing support network for addicts who wish to pursue and maintain a drug-free lifestyle. Our name, Narcotics Anonymous, is not meant to imply a focus on any particular drug; NA’s approach makes no distinction between drugs including alcohol. Membership is free, and we have no affiliation with any organizations outside of NA including governments, religions, law enforcement groups, or medical and psychiatric associations. Through all of our service efforts and our cooperation with others seeking to help addicts, we strive to reach a day when every addict in the world has an opportunity to experience our message of recovery in his or her own language and culture.

## How to join

Anyone can attend our Monthly PI Meeting as a visitor or as a member. If you have any questions, please email [pi@glana.ca](mailto:pi@glana.ca) or go to a PI Monthly Meeting.

## Monthly PI Meeting

The PI committee meets the **4th Sunday of every month at 2:00pm**. We are currently meeting online, via Google Meets. The link for our meeting can be found on the [glana.ca](http://glana.ca) webpage under the Area - GLASC tab.

When there is consistent attendance from all members of the PI committee it is easier for us to attain Group Conscience. The development of which directs us to deliver services where they are needed so we can reach the Addict Who Still Suffers with greater efficiency and effectiveness. There is strength in our diversity, so please come out and contribute to the growing of this fellowship that has the power to change lives!

## **Positions**

### ***Holders***

PI Chairperson 1 Year Clean Time Requirement

Alternate Chair 1 Year Clean Time Requirement

Secretary 9 Months Clean Time Requirement

P&P Manual Administrator 9 Months Clean Time Requirement

**Note:** If a position holder misses three consecutive P&P Monthly meetings, they are said to have stepped down from their position, consequently rendering that position vacant

### ***Descriptions***

#### **Chairperson**

The responsibilities of the PI Chairperson shall be:

- Attend the Greater London Area Service Committee (GLASC) meetings and submit accurate Public Information reports.
- Keep the Webservant informed, of any changes that may affect the website, or the @glana.ca email addresses
- Inform the Webservant of any new meeting openings and closures and meeting list updates.
- 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 PI meetings
- Check and respond to pi@glana.ca emails a minimum of once per week.
- Report any concerns to the PI committee and or GLASC
- Perform the duties of all other vacant positions
- Forward Business Meeting minutes to Regional PI chair public.info@orscna.org

#### **Alternate Chair**

The responsibilities of the PI Alt-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

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 in a timely manner for the chairperson's area report, forwarding to regional PR, and to P&P admin for document updating.
- 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](mailto:webservant@glana.ca) for posting on [www.glana.ca](http://www.glana.ca)

## Voting

The **voting** participants of the PI Committee shall be all members attending the PI Committee meeting who hold a position or have attended two consecutive Monthly PI Meetings.

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

Motions can only be submitted at business meetings.

All motions should be submitted in writing to the secretary in clear and concise written form reflecting any specific changes to the Policies and Procedures Manual. Any motions voted in must remain in effect for a minimum of **6 months**.

## Where NA Information is Posted

### **211 Number**

211, is like the 411 or the 911 number in that it is a public service phone number. People can dial 211 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.211southwest.ca](http://www.211southwest.ca)

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

<https://211southwest.ca/record/75277345/?searchLocation=London&searchTerms=Narcot>

[ics+Anonymous&latitude=42.9849233&longitude=-81.2452768&sd=25](https://www.211southwest.ca/ics+Anonymous&latitude=42.9849233&longitude=-81.2452768&sd=25)

To make changes, go to You can update records from the website, [211southwest.ca](https://www.211southwest.ca). Just scroll to the bottom of each of your records (linked above) and select "Suggest Update" to make any changes. Information on updating records can be found here: <https://211southwest.ca/updating-a-record/>

Contact information: [info@211southwestontario.ca](mailto:info@211southwestontario.ca).

## ***Other Websites with NA Listings***

### **Southwest Healthline**

<https://www.southwesthealthline.ca/display/service.aspx?id=13877>

To update, go to the link above and select "Suggest an Update" at the bottom of the page.

## ***Introduction Packages***

### **Introduction Information Letter**

The following is our generic Introduction Information Letter.



Date

Individual Contact Name  
Organization  
Address  
City, Province  
Postal Code

January 2017

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 refer 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 **pi@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 Business Card with website
- 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

**To Print Meeting Lists:** email a PDF copy of the list to KKP at [info@kkp.london](mailto:info@kkp.london), located on Dundas Street in London, ON.

### ***Drug Problem? Business Card Label***

We should have available and ready for distribution business cards with the toll free number 1-888-881- 3887, and the website address [glana.ca](http://glana.ca) as well as the [pi@glana.ca](mailto:pi@glana.ca) email address.

## 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.

### ***Recovery Breakfast***

Every year, NA participates in the Recovery Breakfast event. 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

## GOOGLE WORKSPACE

### ***Gmail Account***

1. The Public Information Chairperson is the single point of accountability for the [pi@glana.ca](mailto:pi@glana.ca) email account, but may delegate authority to the Public Information Alternate Chairperson and the Public Information Secretary. It is the Chairperson's responsibility to ensure that the email account is being used properly.
2. Those with access to the Public Information email account must not give out the email account password to anyone outside of those listed in bullet 1.
3. The Public Information gmail account must be monitored weekly for new emails, which must be responded to within that week unless something outside your control prevents it.
4. Once per month, confirm the emails which were automatically put into the SPAM folder are in fact spam, otherwise respond to these immediately.
5. Keep accurate records of all emails sent and received by creating folders and putting pertinent emails in them. Seek help from Web Servant if you need it.
6. All emails sent out related to your position must be sent out from your @glana.ca email address and not your personal email address.
7. Those with access to the Public Information email account must not use the [pi@glana.ca](mailto:pi@glana.ca) email address for personal use.
8. The [pi@glana.ca](mailto:pi@glana.ca) account password will be reset if those with access to the email account have missed more than three Public Information Subcommittee meetings without cause.
9. When addressing addicts and/or family members who reach out via email to ask about meetings, the following responses shall be used:

**For addicts:** Thank you for reaching out. Attached is a list of meetings in the \_\_\_\_\_ area. Please do not hesitate to reach out if you have any questions.



**For family members:** Thank you for reaching out. Attached are a list of 'open meetings' which can be attended by anyone with an interest in the disease of addiction. You may attend these meetings with your family member. As long as they are breathing there is hope. Please do not hesitate to reach out if you have any questions.

### ***Google Drive***

1. The Public Information Chairperson is the single point of accountability for the Public Information shared Google Drive, but may delegate authority to the Public Information Alternate Chairperson and the Public Information Secretary. It is the Chairperson's responsibility to ensure that Google Drive is being used properly.
2. Those with access to the Public Information Google Drive must not give out the account password to anyone outside of those listed in bullet 1.
3. Those with access to the Public Information Google Drive must not use it for personal use and must keep the cloud storage as clean as possible.
4. The Google Drive account password will be reset if those with access to it have missed more than three Public Information Subcommittee meetings without cause.