

East Coast Scotland Area

Narcotics Anonymous

Local Service Committee Guidelines

We carry the NA message & work to ensure that addicts seeking recovery will know where to find us.
That life saving message may be all an addict needs to have a chance

Guiding Principles - The Spirit of our Traditions

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Our Vision:

- Every addict in our area has the chance to experience our message in their own language and culture and find the opportunity for a new way of life.
- Every member, inspired by the gift of recovery, experiences spiritual growth and fulfilment through service.
- NA service bodies throughout our area work together in a spirit of unity and cooperation to support the groups in carrying our message of recovery.
- Narcotics Anonymous has universal recognition and respect as a viable program of recovery. Honesty, trust, and goodwill are the foundation of our service efforts, all of which rely upon the guidance of a loving Higher Power.

Our Goals:

1. To inform the public that recovery is possible in NA.

2. To respond effectively to requests for information from the public and the media.

3. To communicate effectively with Groups, Area, and Region.

4. To attend ECS ASC meetings regularly to update them on our activities.

5. To reach out to and build working relationships with institutions, services, media, and other professionals at an area level.

6. To be a central resource for PI and H&I servants at Group and Area level, supplying information and training.

7. To collate examples of best practice from PI/H&I work everywhere and communicate them to PI/H&I Servants in our area.

8. To work towards the goals of H&I and PI work as defined in the WSC H&I and PR Handbooks; to carry the NA message of recovery to any addict whose attendance at regular NA meetings is restricted, and to raise awareness with public and professionals.

9. To act within the Twelve Traditions and Twelve Concepts of Narcotics Anonymous, and in tune with our goals and guidelines.

Committee Positions:

Position	Minimum Clean Time Requirement	Length of Service
Chairperson	3 Years	1 Year
Vice Chairperson	*2 Years*	*1 Year*
Secretary	1 Year	1 Year
Vice Secretary	*6 Months*	*1 Year*
Phone Line Coordinator	2 Years	1 Year
Vice Phone Line Coordinator	*1 Year*	*1 Year*
Prison Coordinator (Female/Male)	2 Years	1 Year
Vice Prison Coordinator	*1 Year*	*1 Year*
Webservant/WTF	1 Year	1 Year
Vice Webservant/WTF	*6 Months*	*1 Year*
Presentation Coordinator	2 Years	1 Year
Vice Presentation Coordinator	*1 Year*	*1 Year*
Poster Coordinator	*1 Year*	*1 Year*
Vice Poster Coordinator	*6 Months*	*1 Year*
Social Media Coordinator	2 Years	1 Year
Vice Social Media Coordinator	*1 Year*	*1 Year*
Literature Coordinator	*1 Year*	*1 Year*
Vice Literature Coordinator	*6 Months*	*1 Year*
Highland LSC Coordinator	2 Years	1 Year
Vice Highland LSC Coordinator	*1 Year*	*1 Year*
Rae House Coordinator	*2 Years*	*1 Year*
Vice Rae House Coordinator	*1 Year*	*1 Year*

The Committee:

All Steering Committee positions (including Alternates and Vices) are generally elected to serve a one-year term and they may serve up to two consecutive terms in that position.

The Chair and Vice Chair must be nominated and voted on by the committee and then ratified by the ASC.

Election procedure:

Our quorum for any election of new committee members is a simple majority of voting members.

The following members are eligible to vote at elections for new committee members or committee business [nobody else]:

- Elected group representatives (GSR) (one per group)
- All elected LSC committee member positions.

Voting procedure:

We operate consensus decision-making. In the event of an irresolvable difference, Roberts Rules will apply. Simple majority is required.
Abstentions mean they count towards the majority vote and count also as part of the quorum.

In case of as tied vote, they count as ‘against’ the vote.
The Chair will not vote unless she or he steps in as a casting vote in a tied vote situation.

The ECS LSC Committee meets at 18:00 on the last Thursday of every month with meeting running up to 90 minutes online via Zoom or at a venue which has been agreed by the committee.

Membership of this Committee ceases in any of the following situations: [though past committee members are still welcome to attend]: end of service commitment; relapse; resignation; bringing NA into disrepute; failure to attend three consecutive Committee meetings and a motion to remove & voted through by committee members
All ECSNA LSC members and sub-committee chairs must attend the LSC wherever possible. If a committee
member fails to attend the LSC, the following procedure should be adopted:
After 1 Month absence with no apology the member should be contacted immediately by the LSC Chair or Vice Chair to ensure that they are OK.
After 2 Months absence with no apology the member should again be contacted by the LSC Chair or Vice Chair to ensure that they are OK - and to explain the need to attend the ASC along with this policy.
After 3 Months absence with or without an apology the member should again be contacted by the LSC Chair or Vice Chair to ensure that they are OK - and to explain, that if the member does not attend the next ECSNA LSC, that a vote of no confidence will be held.

All service position requirements are suggestions.

Chair:

Responsibilities

- Attend all Local Service Committee meetings and ASC meetings.
- Prepare agenda for and preside over committee meetings.
- To be the coordinator of the functions and responsibilities of the Local Service Committee.
- To liaise with and maintain LSC accounts with ASC Treasurer.
- To maintain the e-mail account. (pi@east.scotland.ukna.org)
- To record and maintain a log of all service projects.
- Inform UKPI and UKH&I of point of contact with ECSLSC.
- A knowledge of GDPR guidelines (Appendix 2).
- Commitment to check the e-mail on at least a weekly basis.
- To support all serving members in fulfilling their commitments.
- To make a written and oral report at the monthly LSC meeting and ASC meetings.

Requirements

- Three years' clean time.
- Previous service at group and area level.
- Ability to delegate, organize and give the Local Service Committee direction and incentive.
- Willingness to give the time and resources necessary to do the commitment.
- A working knowledge of the 12 Traditions, 12 Concepts and LSC Guidelines.
- Access to a computer and email. Be literate, have reasonable computer skills.
- Use the UKNA generic email address assigned to this position for all LSC business.

Vice Chair:

Responsibilities

- Attend all Local Service Committee meetings and take on the responsibility of the Chair when the Chair cannot attend. Attend ASC meeting when chair can't attend.
- To work closely with and assist in all other duties of the chair.
- Carry out extra responsibilities delegated by the chair and/or the Local Service Committee.
- The vice chair is learning to assume the duties of the chairperson.

Requirements

- Two years' clean time.
- Previous service experience at Group and Area level.
- Ability to assume responsibilities in the Chair's absence.
- Willingness to give the time and resources necessary to do the commitment.
- A working knowledge of the 12 Traditions, 12 Concepts and LSC Guidelines.
- Access to a computer and email. Be literate, have reasonable computer skills.
- Attend all Local Service Committee meetings.

Minutes Secretary:

Responsibilities

- Attend all Local Service Committee meetings.
- Post details of meetings on ECS and LSC WhatsApp
- Record the minutes of each meeting and keep roll call for voting purposes.
- Maintain and update LSC guidelines as and when required.
- Handle all correspondence as directed by the Local Service Committee.

Requirements

- One year's clean time.
- Willingness to give the time and resources necessary to do the commitment.
- Access to a computer and email. Be literate, have reasonable computer skills.

Vice Minutes Secretary:

Responsibilities

- Cover for the Secretary when she or he is unable to attend or carry out tasks as above. Same requirements otherwise as Secretary.
- The vice secretary is learning to assume the duties of the secretary.

Requirements

- Six months clean time.
- Attend all Local Service Committee meetings.

Phone Line Coordinator:

Responsibilities

- Attend all Local Service Committee meetings.
- Be on call for addicts/professionals or anyone who's looking for information on meetings.
- Have an updated meetings list.
- If a newcomer is looking for a meeting the coordinator would get in touch with 2 members of a meeting & have them meet the newcomer to support them into the meeting.
- Support and coordinate phone line volunteers.
- Maintain and update call log.
- Report back each month to Local Service Committee with a written report
- Keep an updated 12 step list of members in the east coast area.

Requirements

- Two years' clean time.
- To own a mobile phone that they are willing to have calls diverted to.
- Willingness to give the time and resources necessary to do the commitment.
- Attend UKNA Helpline Training.
- Maintain helpline call log and supply statistics when required.
- A working knowledge of 12 step guidelines (Appendix 1).
- A working knowledge of the 12 Traditions.

Vice Phone Line Coordinator:

Responsibilities

- Cover for the Phone Line Coordinator when she or he is unable to attend or carry out tasks as above. Same requirements as Phone line Coordinator otherwise.
- The vice phone line coordinator is learning to assume the duties of the phone line coordinator.

Requirements

- One years' clean time.
- Attend all Local Service Committee meetings.

Prison Coordinator: (Female/Male) 1 Grampian 1 Inverness

Responsibilities

- Attend all Local Service Committee meetings.
- To keep up good communication and relations with the facility.
- To organise responsible members to take a meeting into the facility and carry our message.
- To keep stock and order literature for meetings, newcomers and release packs.
- Report back each month to Local Service Committee with a written report.
- The vice prison co-ordinator is learning to assume the duties of the prison co-ordinator.

Requirements

- Two years' clean time.
- Willingness to give the time and resources necessary to do the commitment.
- Willingness to engage with the vetting process and obtain a CRB check.
- Be familiar with the correctional dos and don'ts (Appendix 4).
- A working knowledge of the 12 Traditions.

Vice Prison Coordinator: (Female/Male)

Responsibilities

- Cover for the Prison Coordinator when she or he is unable to attend or carry out tasks as above. Same requirements otherwise as Prison Coordinator.
- The vice prison coordinator is learning to assume the duties of the prison coordinator.

Requirements

- One years' clean time.
- Attend all Local Service Committee meetings.

Webservant/WTF Coordinator:

Responsibilities

- Attend all Local Service Committee meetings.
- To work closely with groups and update all meeting information on the east coast website & UKNA site.
- Update all events & shares from these events.
- Update any new IP's that come out.
- Update each months Area Service Committee minutes.
- To keep track of any changes to meeting information in the ECSNA Area.
- To design and produce a quarterly Where to Find reflecting updates to ECSA meetings.
- To get the Where to Find printed.
- To distribute the Where to Find to groups at the corresponding Area Service Committee Meeting.
- A knowledge of our Where to Find Guidelines (Appendix 6).
- A knowledge of our Website Guidelines (Appendix 7).
- Report back each month to Local Service Committee with a written report.

Requirements

- One years' clean time.
- Access to a computer and email. Be literate, have reasonable computer skills.
- Willingness to give the time and resources necessary to do the commitment.
- A working knowledge of the 12 Traditions.

Vice Webservant/WTF Coordinator:

Responsibilities

- Cover for the Webservant when she or he is unable to attend or carry out tasks as above. Same requirements otherwise as Webservant.
- The vice webservant is learning to assume the duties of the webservant.

Requirements

- One years' clean time.
- Attend all Local Service Committee meetings.

Social Media Coordinator:

Responsibilities

- Set Up and Maintain Social Media Platforms.
- Maintain weekly posts on Social Media Platforms.
- Monitor and respond to messages. (Weekly)
- Set up and Maintain Auto responses.
- A knowledge of the latest NAWS and Regional guidance on social media.
- Liaise with the Website coordinator to maintain Social Media Links.
- A knowledge of our Social Media dos and don'ts (Appendix 5).
- A knowledge of GDPR guidelines (Appendix 2).
- Report stats back each month to Local Service Committee with a written report.

Requirements

- Two years' clean time.
- Access to a computer and mobile apps. Be literate, have reasonable computer skills.
- Willingness to give the time and resources necessary to do the commitment.
- A working knowledge of the 12 Traditions.

Vice Social Media Coordinator:

Responsibilities

- Cover for the Social Media Coordinator when she or he is unable to attend or carry out tasks as above. Same requirements otherwise as Social Media Coordinator.
- The vice social media coordinator is learning to assume the duties of the social media coordinator.

Requirements

- One years' clean time.
- Attend all Local Service Committee meetings.

Presentations Coordinator:

Responsibilities

- Attend all Local Service Committee meetings.
- Report back each month to Local Service Committee with a written report.
- Create and maintain a database of presentations completed and inventories of these.
- Develop ideas for presentations.
- Dialogue with the relevant professionals to carry out presentations.
- Attend events or arrange for a team to do so as agreed in your plan.
- Manage presentation literature, maintaining stocks, keeping it safe and budgeting for its management.
- Diligently follow up contacts from events and add them to the relevant databases.
- Record a log of service projects.
- A knowledge of GDPR guidelines (Appendix 2).
- Commitment to check the e-mail (outreach@east.scotland.ukna.org) on at least a weekly basis.
- Liase with members to attend events & presentations

Requirements

- Two years' clean time.
- Willingness to give the time and resources necessary to do the commitment.
- Access to a computer and email. Be literate, have reasonable computer skills.
- A knowledge of GDPR guidelines (Appendix 2).
- A working knowledge of the 12 Traditions.

Vice Presentations Coordinator:

Responsibilities

- Cover for the Presentations Coordinator when she or he is unable to attend or carry out tasks as above. Same requirements otherwise as Presentations Coordinator.
- The vice presentations coordinator is learning to assume the duties of the presentation's coordinator.

Requirements

- One years' clean time.
- Attend all Local Service Committee meetings.

Poster Coordinator:

Responsibilities

- Attend all Local Service Committee meetings.
- Maintain database lists of places of poster drops.
- Coordinate groups and members to facilitate poster drops in their local areas.
- Liaise with literature secretary to maintain a supply of posters and helpline cards.
- Report back each month to Local Service Committee with a written report.

Requirements

- One Year clean time.
- Willingness to give the time and resources necessary to do the commitment.
- Be familiar with poster campaign dos and don'ts. (Appendix 3).
- A working knowledge of the 12 Traditions.

Vice Poster Coordinator:

Responsibilities

- Cover for the Poster Coordinator when she or he is unable to attend or carry out tasks as above. Same requirements otherwise as Poster Coordinator.
- The vice poster coordinator is learning to assume the duties of the poster coordinator.

Requirements

- Six months clean time.
- Attend all Local Service Committee meetings.

Literature Coordinator:

Responsibilities

- Attend all Local Service Committee meetings.
- Maintain stock of LSC literature and distribute across our area.
- Maintain database of current literature held by the LSC.
- Liaise with Prison Coordinators, Presentation Coordinator and Highland Coordinator to maintain and distribute stock.
- Update LSC chair on expenditure.

Requirements

- One Year clean time.
- Willingness to give the time and resources necessary to do the commitment.
- Be familiar with poster campaign dos and don'ts. (Appendix 3).
- A working knowledge of the 12 Traditions.

Vice Literature Coordinator:

Responsibilities

- Cover for the Literature Coordinator when she or he is unable to attend or carry out tasks as above. Same requirements otherwise as Literature Coordinator.
- The vice literature coordinator is learning to assume the duties of the literature coordinator.

Requirements

- 6 Months clean time.
- Attend all Local Service Committee meetings.

Highland LSC Coordinator:

Responsibilities

- Attend all Local Service Committee meetings.
- Support the LSC in delivering our services in the northern parts of our area. (Inverness northwards)
- Liaise with the presentations coordinator to help facilitate events in the Highland area.
- Maintain literature stock in conjunction with the Literature Coordinator for the Highland area.
- Coordinate groups and members in conjunction with the Literature Coordinator to facilitate poster drops in their local areas.
- Update the Website/WTF coordinator of any meeting/events updates and distribute printed WTFs.

Requirements

- Two years' clean time.
- Willingness to give the time and resources necessary to do the commitment.
- Be familiar with poster campaign dos and don'ts. (Appendix 3).
- A working knowledge of the 12 Traditions.

Vice Highland LSC Coordinator:

Responsibilities

- Cover for the Highland LSC Coordinator when she or he is unable to attend or carry out tasks as above. Same requirements otherwise as Highland LSC Coordinator.
- The vice highland LSC coordinator is learning to assume the duties of the highland LSV coordinator.

Requirements

- 1 year clean time.
- Attend all Local Service Committee meeting

Rae House Coordinator:

Responsibilities

- Attend all Local Service Committee meetings.
- To keep up good communication and relations with the facility.
- To organise responsible members to take a meeting into the facility and carry our message.
- To keep stock and order literature for in house meetings.
- Report back each month to Local Service Committee with a written report.
- The vice Rae House coordinator is learning to assume the duties of the Rae House coordinator.

Requirements

- Two years' clean time.
- Willingness to give the time and resources necessary to do the commitment.
- Be familiar with the dos and don'ts (Appendix 8).
- Be familiar with the Rae House Guidelines (Appendix 8)
- A working knowledge of the 12 Traditions.

Vice Rae Coordinator:

Responsibilities

- Cover for the Rae House Coordinator when she or he is unable to attend or carry out tasks as above.
- The vice Rae House coordinator is learning to assume the duties of the prison coordinator.

Requirements

- 1 Year clean time.
- Attend all Local Service Committee meetings.

Appendix 1 (12 Step Guidelines):

12th Step Guidelines Qualities

The 12th step volunteer is the person who will talk at length to the potential newcomer about NA, either on the telephone or in person. Experience has shown that the most successful 12th step volunteers possess certain assets, which are beneficial in the accomplishment of their responsibilities. These qualities include:

- A suggested minimum of one-year clean time (however this changes from place to place)
- A knowledge of the Twelve Steps and Twelve Traditions of Narcotics Anonymous
- (e.g., The only requirement, our primary purpose..., never endorse related facilities..., nonprofessional..., no opinion on outside issues..., attractions rather than promotions..., anonymity..., etc.).
- The willingness to serve.
- The willingness to give of personal time.

After the 12th step volunteer receives some general information from the helpline volunteer, the 12th step volunteer calls the addict as soon as possible.

The 12th step volunteer spends time talking to the caller about recovery in Narcotics Anonymous. It may be beneficial to share one's own personal experience, strength, and hope. The volunteer will then offer information about meetings, their location and time. If the caller is willing, the volunteer offers to meet the caller or arranges to have another 12th step volunteer meet the caller at a meeting.

Considerations

Going personally to meet the caller may have the potential for significant safety problems. The following points should be considered before making a 12th step call in person:

- Has the caller used today?
- Does it sound safe to meet the caller? Whenever possible, encourage the caller to meet you at an NA meeting.
- Before meeting with the caller, let them know you must find another volunteer to accompany you. Never go alone!
- Make sure at least one 12th step volunteer is the same gender as the caller.
- Try to meet in a neutral, public location (e.g., coffee shop). Meeting a newcomer in your home or in their home is an unnecessary risk. Inform the caller as to the specific time you will arrive and meet them out front. If meeting or picking up the addict at their home is unavoidable, consider the circumstances and take precautions, remembering personal safety.
- Ensure that all arrangements for meeting the caller are accurate and understood by both parties.
- Upon arranging to meet the caller, it is suggested that the Volunteer bring a current meeting list, some NA pamphlets, and a white booklet.
- Tell someone where you are going and call them when you get there.
- Don't stop anywhere on the way to the meeting, especially at the suggestion of the newcomer.
- The NA program has one ‘must' that applies to everyone: no drugs or paraphernalia in our possession. It is important that the 12th step volunteer tries to ensure that the newcomer follows this requirement. This is for the protection of the 12th step volunteer, the fellowship, and its groups.
- Once the addict has been taken to a meeting, the 12th step volunteer may help the addict obtain telephone numbers and transportation to other meetings.
- If the addict begins recovery in a hospital or a treatment centre, 12th step volunteers can call regularly to let the addict know that members of NA care. When the 12th step volunteer visits, it is a good idea to bring along some NA literature to leave for the addict, such as "An Introductory Guide to Narcotics Anonymous".

Do’s & Don’ts for 12th Step Work

DO…

- Keep a supply of the necessary materials at home/with you (e.g., white booklets, where to finds, NA pamphlets, 12th step list and numbers) in order to avoid delay and confusion, and to maximise safety.
- Always identify yourself with your first name only and state that you are an ‘addict’
- Find out what the caller needs by asking questions and listening to the answers.
- When returning a call, be certain that the person requesting help is on the line before identifying yourself as an addict or mentioning Narcotics Anonymous.
- Direct and refer calls promptly when necessary.
- Keep a log of all the calls you answer, directly or refer on to others.
- Always follow up on all calls you direct or refer to another part of the committee
- Communicate all your activities to the UK helpline, and your regional 12th step coordinator or committee chairperson.
- Remember to use the 12th step list.
- Know and apply the traditions in all your interactions with callers.
- Always give accurate information about our fellowship.
- Respond to all calls promptly.
- Execute good sense and judgement in all your interactions with callers.
- Remember, we are not counsellors or therapists.
- Remember to encourage others to become volunteers.
- Maintain the signup sheets, posters, and other forms of flyers that propagate our efforts.
- Perform orientations regularly and keep the Fellowship informed of such events.
- Always get permission to distribute, hang or post flyers from the group(s) where the distribution is taking place.
- Practice creativity in all aspects of providing and supporting a helpline or 12th step service.
- Always keep the lines of communication open within the 12th Step and helpline committee.
- When performing 12th step calls, let someone outside the execution of the call know what, where and when it is happening.
- Exercise safety in performing 12th step work.

DO NOT…

- In any way argue with the caller... (especially if you are going to meet them).
- Don't try to respond to questions that you may not be qualified to answer. Use the emergency referral list if necessary.
- At no time should you ever give out the name, address, or phone number of any NA member.
- Never give out information about who was at a NA meeting (e.g., to police officers, probation officers, or significant others). However, general information may be given about NA's make-up (variance of size of meeting, NA open to all age groups, etc.).
- Don't glorify your active addiction or your recovery; this is not about you, it's about we.
- NEVER MEET ANYONE ALONE!!!!!
- Although our tolerance may be tested, try to avoid being rude, short, disrespectful, or use foul language or profanity.
- Don't try to guess the answer to questions. There is no shame in not knowing, and you can tell the caller you don't know.
- Avoid committing to providing literature, presentations, or any other services. This needs to be consulted with the committee or the appropriate committee member.
- Some of our fellow recovering addicts do not wish to serve in helpline or 12th step service. We are all quick to judge at the best of times but remember these people may provide essential service in other areas.
- Avoid performing a 12th step call without at least one member of the same gender as the 12th step recipient. We understand that this is not always possible but safest - try to implement programmes that ensure you are covered.
- Avoid saying you will do something and then not do it. If we can't do something, pass on the responsibility to someone who can - people are relying on us.
- Avoid stopping anywhere at the request of the 12th step recipients.
- At no time allow someone with drugs or paraphernalia into your car. You are entitled to keep yourself safe before anyone else.

Appendix 2 (GDPR Guidelines):

ECSNA LSC Private Policy
The East Coast Scotland Narcotics Anonymous Local Service Committee is a subcommittee of the East Coast Scotland Narcotics Anonymous Area Committee organising providing public information presentations, meetings in institutions, meeting lists, a website, and a phone line service
Contact Details

Email:
pi@east.scotland.ukna.org
Information we hold
The personal information we hold is limited to contact details, name, profession, email address and telephone number.
We have sourced contact details from attendees at our meetings or events.
All these details have been sourced by ECSNA LSC with the individual or companies' permission or are freely available in print or online.
Information for a survey of local members may be collected but it shall be generic enough not to identify a person for example by name, exact age, or street location.
We do not share our data with any other organisations
Data Processing
Personal data will be processed in a fair and lawful manner.
Personal information is processed on the basis of a person's consent to provide the contact details.
We use the contact details to communicate with individuals and organise events.
All group emails should be "BCC" to prevent personal information from email addresses being shared publicly.
Sending of emails by members personal email addresses should be avoided.
Data will not be shared with 3rd parties.
Communicating Privacy Information
The private policy should be communicated to any member taking on a position at ECSNA LSC.
Data retention periods shall be 5 years, June 2027 where information shall be reviewed for accuracy.
Individuals Rights
Any data collected shall be entered into a password protected online cloud-based storage medium, such as UKNA email and cloud facilities. Any data on paper shall be destroyed by the person nominated by the management committee.
Persons have the right to be informed, right of access, right of erasure, right of rectification, right to restrict processing.
We will comply with any request by a person for details on what data we hold of them and provide this information free of charge within 30 days. The persons ID must be verified.
Personal data should be accurate and kept up to date. Any error will be corrected as soon as possible after we are made aware.
Data can be removed, corrected, or updated by contacting the pi@east.scotland.ukna.org email. Persons should contact pi@east.scotland.ukna.org if they have any concerns with this policy.

Consent
Contact details have been freely given to ECSNA LSC or are freely available in print or online.
Consent can be withdrawn by contacting pi@east.scotland.ukna.org
Our email signature should provide details of how to unsubscribe from further emails (by contacting pi@east.scotland.ukna.org).
We do not hold any contact details of persons under the age of 16.
Data Breaches
Data is stored in online protected by password. The password shall be changed every 6 months. Any unusual activity is flagged up by UKPI or other cloud-based storage providers.
Data Protection Officers
We are not required to designate a data protection officer. The ECSNA LSC committee shall be responsible for data protection.
International
We (as a committee) do not operate in more than one state.

Appendix 3 (Poster Campaigns):

ECSLSC Suggested DOs and DON'Ts for Poster Placement
In the spirit of building on the experience of those who've gone before us, here are some tried and tested guidelines for approaching outside agencies to carry our message to inform, educate and build good public relations in a respectful manner.

Dos -
DO go in pairs
DO wear suitable attire
DO behave responsibly
DO ask for the person in charge of the facility
DO hand out presentation proposals
DO log all facilities visited
DO laminate our posters if possible
DO have digital versions available on request
DO carry our message

Don'ts-
Don't go alone
Don't give personal details
Don't discuss other methods of recovery
Don't put up posters without permission
Don't remove other posters without permission
Don't react to rejection
Don't discuss outside issues

If you have any difficulties, questions or suggestions please contact the LSC Team e-mail – pi@east.scotland.ukna.org
(This e-mail address should be given to all professionals, organisations, facilities, or anyone wanting further information and/or presentations)

Appendix 4 (Prison Do's and Don'ts):

DO's AND DON'Ts FOR H&I WORK IN CORRECTIONAL FACILITIES
Do follow the guidance found in the WSC H&I Handbook

The World Service Conference H&I Committee has compiled this list based upon the experiences of subcommittees around the world that have sent input on H&I service matters. They provide some very helpful guidelines and should help you avoid some of the common pitfalls.

Correctional Facility Rules

Do Attempt to get all agreements in writing
Do Clarify the rules with whomever you bring into the facility Do Adhere to the security regulations at all times
Do Arrive early to satisfy security requirements
Do Keep staff informed of your whereabouts
Do Obey the dress code, exercise common sense

Panel Leaders and Members

Do Screen all panel members, speakers, and chairperson(s)
Do Always clear a member who is on parole/probation with the facility and parole/probation officer
Do Adhere to clean time requirements of the prison and of the H&I committee
Do Ensure that a clear NA message of recovery is carried by all panel members
Do Choose panel members and speakers according to H&I guidelines
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Literature

Do Provide NA literature for prison meetings
Do Make directories of outside meetings available to the inmates

Do Use NA literature recommended for H&I work and stamp all literature with the local phoneline number
Do Provide facilities with literature order forms and encourage them to supply their own NA literature
Correctional Facility Meetings
Do Start and end on time
Do Explain briefly in the meeting format what H&I is
Do Clearly state that Narcotics Anonymous is separate from the prison and from other fellowships
Do Emphasize that NA recovery is available to all addicts regardless of drug(s) used
Do Explain the language that we use (addict, clean, recovery, clean time) and why we use it (the First Step of NA, and the Sixth Tradition of NA)

Inmates Meeting Participation
Do Involve inmates with the meeting, especially those in long-term facilities (readings, etc.)
Do Emphasize the importance of attending a Narcotics Anonymous meeting the first day out of the facility
Panel Leaders and Members

Don't Don't Don't
Allow a member who has outstanding warrants to participate in a prison meeting
Bring any contraband items or weapons into the facility
Take messages or carry letters in or out of the prison
Show favoritism to any inmates
Bring an NA member who has friends and/or family in the prison
Wear flashy jewellery and don't carry excessive cash Use excessive profanity
Attend H&I facilities alone

Facility Guidelines

Don't Don't Don't
Debate any issues involving the correctional facility's rules, regulations, programs, and other fellowships with inmates and staff
Discuss conditions within the prison
Discuss correctional facility staff members with inmate(s)

Correctional

Don't Don't Don't
Discuss inmate(s) with prison staff members
Sponsor inmate(s) in the prison that you are attending as an H&I member Accept money or gifts from, or give money or gifts to any inmate

Meeting Guidelines

Don't Don't Don't
Give anyone within the prison your address or telephone number
Provide anyone with another NA member's address or telephone number
Bring in anyone who is not supposed to be there (newcomers, friends, guests)
Ask what type of crime an inmate has been convicted of, or discuss guilt or innocence
Break another person's anonymity
Emphasize 'using days' while sharing an NA message of recovery.

Appendix 5 (Social Media Dos and Don'ts):

Definition and Purpose

The following pertain to ECS "open" pages and profiles of Facebook, Instagram and LinkedIn. The purpose is to communicate NA related information to friends, fans, and followers of ECSNA. The open pages of Facebook, Instagram and LinkedIn are to be used as broadcast mediums, not discussion forums or boards. There are other "closed" or "secret" or other online forums that are for the purpose of discussion.

Guidelines

1. Have more than one individual from the ECS LSC post and monitor social media activity to help each other follow NA traditions and social media regulations.
2. Set privacy settings so individuals may not tag or post to the NA social media page, group, or profile without express permission.
3. At this time, Like, Friend or Follow only NA service committees, but allow anyone to Like, Friend or Follow ECS NA.
4. Monitor pages and profiles daily and remove or fix any posts or tags that slip through the cracks of the privacy settings.
5. Post information on open NA events i.e. conventions, presentations, workshops or posts that help carry our message i.e. helpline posters etc.
6. Do not post pictures of recognizable individuals; keep photos restricted to NA approved artwork or within the context of the communication.
7. Do not post last names or contact information unless permission is granted and is absolutely necessary for the good of NA.
8. Remove any comments that break confidentiality or are not aligned with our Traditions.
9. Communicate lessons learned between individuals responsible for postings and settings.
10. Regularly refresh guidelines to align with social media outlet rules and changes.
11. Develop best practices and share with NA worldwide.
12. Discourage members (with love) from getting into debates and opinions on our pages, nothing worse than looking disunified in front of the public and professionals.

Social Media Benchmarks: Best Practices for Use

East Coast Scotland "open" Facebook, Instagram, and LinkedIn presence along with its email are broadcast communications seen by members and the general public. Treat these communications carefully and with respect to the 12 Traditions and all will be well. This is a guide for best practices for using social media and email. This is not an extensive how- to-guide, but just a collection best practices and frequency for utilizing "open" Facebook, Instagram and LinkedIn accounts for ECS NA. Establishing specific baseline metrics is in the works to find our fans or followers' "sweet spot" between too many and too few posts/emails.

A good average to follow is to:

- Facebook and Instagram: Make 1-3 informational or event posts per week, confirming friends each day.
- LinkedIn: Make 1 post every couple of weeks.

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I. Facebook

Best Practices:

- Always be aware of Content, Traditions, tenure, and responsiveness.
- Do not treat ECS NA Facebook and Instagram Pages as if it were a person; we do not post birthday wishes or make "witty" comments on others' posts. ECS NA uses Facebook and Instagram conservatively as a broadcast medium.
- Always consider the quality of the content and focus less on quantity. Be creative in posts but get the point across quickly.
- Too much content eventually gets tuned out.
- Make sure your content is engaging and varied.
- ECS NA uses Facebook and Instagram as a broadcast communication method even though some other organizations use it differently.
- Be aware of the graphics used in a particular post, be aware of its size so that it shows up correctly.
- Post freely about upcoming NA Events.
- Post freely about our helpline.
- Post freely about our message.

- Always use the same hashtags, this helps create trends.
- Occasionally while logged into Facebook, friends will communicate using the chat feature on Facebook. If it is a "call for help" encourage them to attend one of our meetings and send them a link to our Find A Meeting page from our website or have them call the Helpline at 0800 048 4812 or email us at pi@east.scotland.ukna.org.

Frequency of Use:

- On average, post at least once a week on Facebook and Instagram
- The best time to share on your page is approximately around noon; however, analyse your Facebook Insights to determine the peak time for interaction of your page.
- Post less for more "likes"; follow a "less is more" policy when posting.
- Occasionally vary the times you post on your page and profile to reach different segments of your audience.
- The best days to post are on Tuesday, Wednesday and Saturday.

Appendix 6 (Where to Find Guidelines):

- Physical WTFs will be printed quarterly.
- Digital/Downloadable WTFs will be updated as and when required and added to Online Meetings, In Person Meetings and For Professionals pages on the ECS website.
- NEW Meetings (physical and online) should be up and running for 4 weeks & recognized by attending the East Coast Scotland ASC before being added to the ECS NA meetings list (Website & Paper Where to Finds)

Appendix 7 (Website Guidelines):

- Ever reminding ourselves that the ECS NA Website is a public information tool, the web servant will strive to keep all content in a professional manner. This includes all design elements, commentary, and posted information. The web servant is dedicated to the 12 Traditions and Concepts of Narcotics Anonymous.
- Ensure that all NA related material i.e. logos, literature and links to NA resources are in line with current Fellowship Intellectual Property Trust documentation. https://www.na.org/?ID=legal- bulletins-fipt Logo's must display registered trademark symbol. Only approved literature can be shared; full list of free/downloadable literature can be found at https://na.org/?ID=literature
- PDF versions of book length material must not be shared.
- In line with our Sixth Tradition external website links should only be to other NA sites or NA social media pages. Generally, our online NA information will contain links or references only to information provided by other NA areas, regions, or the World Service Office. The only exceptions will be links or references required to use our site, or to find our meetings and events. These exceptions will be made thoughtfully and accompanied by appropriate disclaimers of non-affiliation.
- Since information on the web can be accessed from all over the world, we won't include names, phone numbers, email addresses, or other identifying information regarding individual members.

Appendix 8 (Rae House Guidelines):

- Rae House coordinator position requires two years of clean time and the position has a minimum of one year term length. Vice Coordinator position requires one year of clean time and minimum one year term length. Observers brought along require 6 months of clean time. The bringing in of observers has been approved by Rae House staff. Coordinator must be enthusiastic about carrying an NA message and must have an NA sponsor, work NA steps, and attend NA meetings regularly.
- Coordinator must be in regular contact with Rae House staff using the appropriate channels. It is the responsibility of the coordinator to foster a good relationship with staff and answer any questions they have promptly. Coordinator, observers, and sharers must all abide by the rules and regulations of Rae House.
- Coordinator must prepare a Rota for each month with shares for each weekly visit (currently Monday evening from 7-8 pm). Sharers require one year of clean time or more and must carry an NA message, work NA steps, have an NA sponsor, and attend NA meetings. The main share at each meeting will last roughly 20 minutes, allowing adequate time for members in treatment Centre to share. Coordinator must arrange for male and female members to come in as pairs with a chair and/or observer of the same gender.
- Coordinator must prepare a written report prior to each monthly LSC meeting. Coordinator must attend monthly LSC meetings or send in apologies if they are unable to attend along with written report.
- Coordinator must communicate with sharers and observers up until the visit and be willing to arrange or facilitate transportation for those that require it. This includes a reminder on the day of the visit as well as a briefing regarding how the visit will proceed.
- Coordinator must monitor the stocks of literature and keyrings and the currentness of Where to Find pamphlets, and request more from LSC and PI when needed.
- Coordinator must be responsible for meeting format and amending it if needed.
- Coordinator must be accountable to East Coast Scotland Local Service Committee.

Appendix 8 (Rae House Do's & Don'ts):

Don'ts

Don't Break another person's anonymity or tell his/her story.

Don't Debate any issues involving the facility rules and regulations.

Don't Discuss conditions within the facility or opinions about staff members.

Don't Debate the merits of the treatment centres programme or other fellowships. Remember we have no opinion on outside issues. The best approach is to focus on the positive and unique qualities of our programme. Keep your basic text handy and read from it. It is the foundation of our programme of recovery.

Don't Comment on the methods used by the treatment facility. Not all facilities are twelve step based nor do their understanding of the steps necessarily coincide with the understanding gained in Narcotics Anonymous. We share our experience without reference to the facility's methods or to resident's comments.

Don't Whilst sharing put too much focus on what it was like, they already know.

Don't Debate what drugs are acceptable. NA is a program of complete abstinence from all drugs.

Don't Carry excessive cash or wear expensive or flash jewellery.

Don't Show favouritism to any resident.

Don't Take messages in or out of the facility.

Don't Give out any other persons address or phone number.

Don't Carry in any contraband such as cigarettes or weapons.

Don't Rely on flooding a treatment centre with literature to carry our message. The most powerful tool for carrying the message is the NA member.

Don't Read too many literature selections at the beginning of the meeting. Keep it short and simple to keep their attention.

Don't Let the meeting run too long. Most treatment centres residents spend much of their day in Meeting' s of one sort or another, often in the same room.

Don't Collect any money.

Don't Give or receive any gifts to residents.

Don't Form any personal relationships with residents.

Don't Take Mobile phones into any facilities or prisons.

Do's

Do Make directories of outside meetings available to residents.

Do Clarify the facilities rules with anyone you bring in.

Do Try to get all agreements with the facility in writing.

Do Start and end on time.

Do Briefly explain what H&I is.

Do Make it clear that H&I is separate and distinct from the facility as well as other fellowships.

Do Try to get residents involved, especially those in long term facilities.

Do Obey all dress codes, Exercise common sense and dress appropriately.

Do Keep staff aware of your whereabouts at all times.

Do Stamp all literature you bring into a facility with the local helpline number.

Do Screen all panel members carefully, especially regarding clean-time or other requirements.

Do Explain the language that we use (addict, clean, and recovery) and why we use it (The first step of NA and the sixth tradition of NA).

Do Emphasise the importance of getting to NA the first day out.

Do Emphasise the importance of getting a sponsor and a home group, the ongoing nature of recovery, and the importance of attending meetings (suggested 90 meetings in 90 days)

Do Use the literature recommended for H&I work, If we are supplying the literature. Encourage the treatment centre to supply NA literature on their own if possible.

Do Be selective about who you choose to take into H&I meetings. Clean time requirements are very important. People who sit on NA panels should be able to share a message of recovery in Narcotics Anonymous.

Appendix 9 (Glossary of abbreviations):

Alt RD - Alternate Regional Delegate
Alt RCM - Alternate Regional Committee Member
Area – Area Service Committee
ASC - Area Service Committee
CAR – Conference Agenda Report
CAT – Conference Approval Track
CBDM – Consensus Based Decision Making
ECS – East Coast Scotland
ECSCNA - East Coast Scotland Convention
EDM – European Delegates Meeting
FD – Fellowship Development
F&E – Fundraising and Entertainment
FIPT – Fellowship Intellectual Property Trust
GLS – Guide to Local Service

GWS – Guide to World Service

GSR – Group Service Representative

H&I – Hospitals and Institutions
IP – Information Pamphlet
LSC – Local Service Committee
NAWS – Narcotics Anonymous World Services
PI – Public Information
PR – Public Relations PS –
Prison Sponsorship RD –
Regional Delegate
RCM – Regional Committee Member
Region – Regional Service Committee/Meeting
RRO – Roberts Rules of Order
RSC - Regional Service Committee
SP – Service Pamphlet
UKSO – United Kingdom Service Office
WB – World Board
WSC – World Service Conference
WSO – World Service Office