BANA Phoneline Details

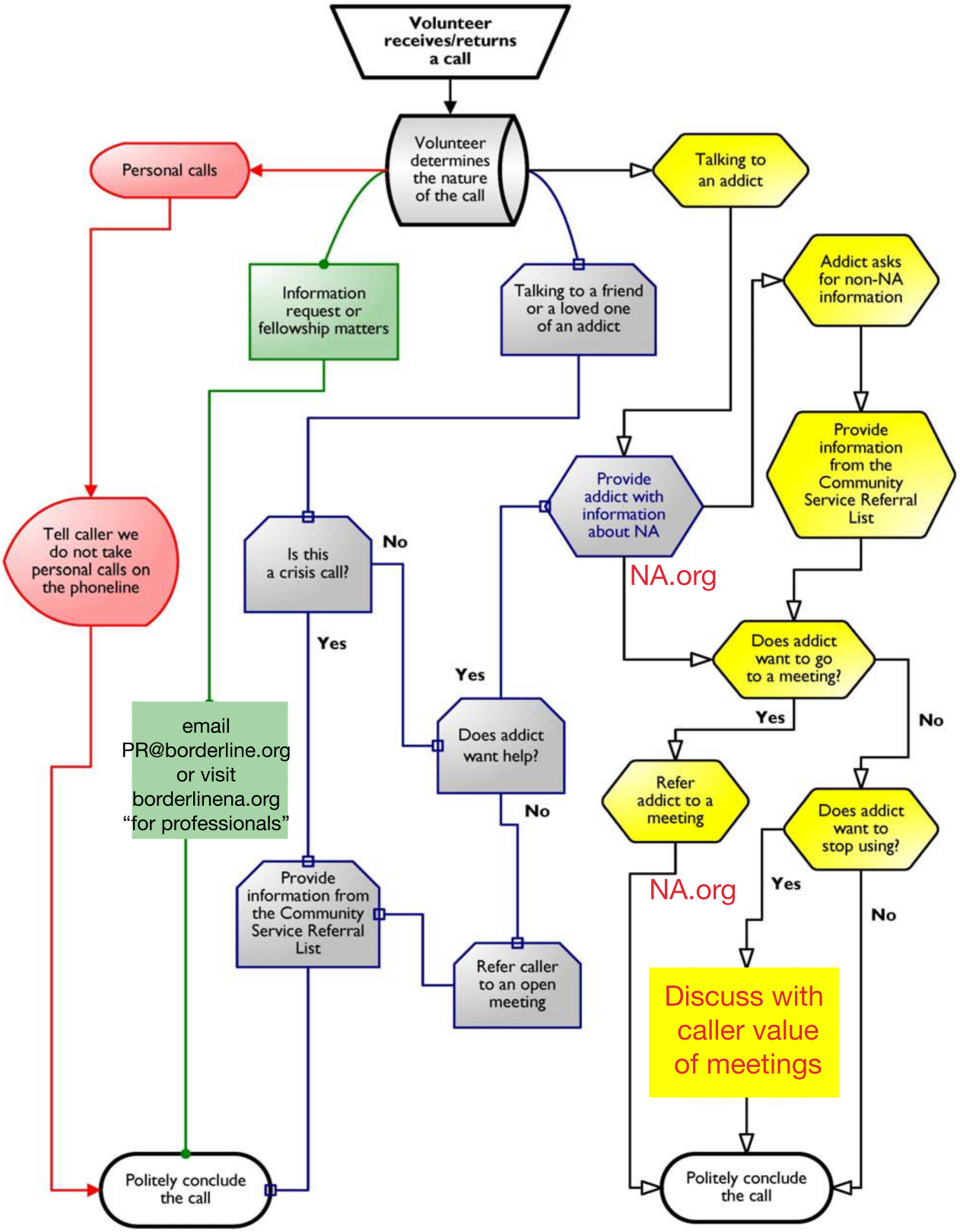
- Be sure we have your info on the willingness form, we will use that for the phone software programming
- Calls to volunteers will go out in a blast (for now all will be 24/7), first available will respond. If no answer, the call will go to voicemail and handled by PR subcommittee Chair/Co-chair
- Add Phoneline # to your caller ID: 855-613-2762
- GREETING: “Narcotics Anonymous Helpline, my name is X, how can I be of service?” Do not use last names
- Until we get more volunteers you may get calls from a male or female or nonbinary caller
- OK to engage in conversation, carry the message, share! Experience, Strength, Hope
- Call to Action: Purpose of call is always to get addict meeting information (recommend NA.org),or more info about NA (NA.org) we are not advocating giving rides or visiting homes.

If anyone is expressing harming themselves or others please direct them immediately to 988

Types of calls (color coded with flow chart)			
Prank/Personal	**Requests for Information***	**Family/Friends**	**Addicts**
We do not process these types of calls, politely disconnect call	Professionals – counselors, treatment professionals, etc. Law enforcement, EMTs, First Responders Clergy	• Requests for meeting information • Requests for general information about NA • Crisis calls/Referrals (see referral sheet)	potential members and current NA members
	• Requests for PI/PR/ H&I efforts • Requests for meeting information • Requests for general information about NA • Crisis calls/Referrals (see referral sheet)	Direct callers to BANA website https://borderlinena.org/for-professionals/ or NA.org	• Requests for meeting information • Requests for general information about NA • Crisis calls/Referrals (see referral sheet)
	Direct callers to BANA website https://borderlinena.org/for-professionals/ *Do not make commitments on behalf of PR sub-committee… pass on to PR Chair/co chair Email pr@borderlinena.org	Use NA.org for meeting information and more information about NA.	Use NA.org for meeting information and more information about NA.

To download Phoneline resources visit https://borderlinena.org/for-members/

Phoneline Flowchart



Community Referral List

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

Child Abuse Hotline	800-422-4453
County/City/State Emergency Services	911
Domestic Violence Services	800-799-7233
Drug Crisis Hotline	800-662-4357
Families Anonymous	800-736-9805
Intervention Services	877-445-0774
Local Homeless Shelter	
Mental Health Helpline	800-662-4357
Nar-Anon	800-477-6291
Poison Control	800-222-1222
Rape Crisis Center	800-658-4673
Services for Runaways	800-786-2929
Suicide Prevention Hotline	988

Additional community resources and numbers