

Glasgow and West Coast of Scotland LSC Guidelines

Glasgow and West Coast of Scotland LSC Guidelines Version 1.0
updated 26 November 2024®

These guidelines are a fluid document. They will be regularly amended and updated as the committee and our service develops and changes. They will remain current until updated versions have been ratified at the ASC. Current version = 1.0 updated 26 November 2024

■ **Table of Contents**

OUR VISION:.....	2
• OUR GOALS:.....	2
• The Committee :.....	2
• COMMITTEE Positions:.....	3
• LSC CHAIR:.....	4
• LSC VICECHAIR:	4
• LSC Treasurer.....	4
• LSC AltTreasurer.....	4
• LSC SECRETARY:	5
• Alt LSC SECRETARY:	5
• LSC Literature Coordinator.....	5
• LSC Alt LiteratureCoordinator.....	5
• H&I Facilities Liason Co-ordinator:	6
• Alt H&I Facilities Liason Co-ordinator:	6
• H&I Facilities Coordinators.....	6

Alt H&I Facilities Co-ordinators.....	6
PHONE LINE Co-ordinator:	7
Alt PHONE LINE Co-ordinator:.....	7
WebSite Co-ordinator/:.....	7
Vice Website Co-ordinator.....	7
WTF Co-ordinator:	7
SOCIAL MEDIA Co-ordinator:	8
Alt SOCIAL MEDIA Co-ordinator:.....	8
PRESENTATIONS Co-ordinator :	8
Alt PRESENTATIONS Co-ordinator:.....	8
POSTER Co-ordinator:.....	9
Government Liason:.....	9
Alt Government Liason:.....	9
Fellowship Development Committee Liason:.....	10
Fellowship Development Outreach	10
FD Trainer.....	10
Fellowship Development Workshop Facilitator.....	10
Communications Co-ordinator.....	10
APPENDIX 1 (12 STEPGUIDELINES):.....	11
APPENDIX 2 (GDPR GUIDELINES):	13
APPENDIX 3 (POSTER CAMPAIGNS):.....	14
APPENDIX 4 (H&I Guidelines):	14
APPENDIX 5 (SOCIAL MEDIA DOS AND DON'TS):	15
APPENDIX 6 (WHERE TO FIND GUIDELINES):	16
APPENDIX 7 (WEBSITE GUIDELINES):.....	16
APPENDIX 8 (GLOSSARY OF ABBREVIATIONS):	17

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 GAWCSASC 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 FD, 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, FD and PI work as defined in the WSC H&I and PR Handbooks and Guide to Local Services(2024); to carry the NA message of recovery to any addict whose attendance at regular NA meetings is restricted, to be a resource for groups locally 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. ®

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West Coast Scotland LSC Guidelines Version 1.0 updated 26 November 2024



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 a 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 GAWSLSC Committee meets at _____ on the _____ of every month at a venue which has been agreed by the

committee or a dual meeting in person and online via Zoom

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 (two thirds majority in closed ballot is passed).

Committee Positions:

Position	Minimum Clean Time Requirement	Length of Service
LSC Chairperson	4 Years	2 Years
LSC Vice Chairperson	2 Years	2 Years
LSC Treasurer	4 Years	2 Years
LSC Alt treasurer	2 Years	2 Years
LSC Secretary	2 Years	1 Year
LSC Alt Secretary	1 Year	1 Year
LSC Literature Co-ordinator	2 Years	1 Year
Alt LSC Literature Co-ordinator	1 Year	1 Year
H&I Facilities Liason Coordinator	2 Years	1 Year
AltH&I FacilitiesLiason Co-ordinator	1 Year	1 Year
Facilities Co-ordinator (per facility e.g 8 of them)	1 Year	1 Year
Facilities Co-pilot (per facility e.g 8 of them)	6 Months	6 Months
Floating Co-ordinator(x5)	1 Year	1 Year

Position	Minimum Clean Time Requirement	Length of Service
Website Co-ordinator	2 Year	1 Year
Alt Web Co-ordinator	1 Year	1 Year
WTF Co-Ordinator	1 Year	1 Year
Presentation Co-ordinator	4 Years	2 Years
Alt Presentation Co-ordinator	3 Years	2 Years
Poster Co-ordinator	1 Year	1 Year
12 Steplis Co-ordinator	1 Year	1 Year
Social Media Co-ordinator	4 Years	2 Years
Alt Social Media Co-ordinator	2 Years	2 Years
Government Liason	4 Years	2 Years
Alt Government Liason	2 Years	2 Years
Phone Line Co-ordinator	2 Years	1 Year
Alt Phone Line Co-ordinator	1Year	1Year
FD Committee Liason	2 Years	1 Year
FD Outreach	2 Years	1 Year
FD Trainer	2 Years	1 Year
FD Workshop Co-ordinator	2 Years	2 Years
Communications Co-ordinator (Fellowship Liason)	2 Years	1 Year
Alt Communications (FLO)	1 Year	1 Year

All service position requirements are suggestions.

LSC 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 LSC and ASC Treasurer.

To maintain the e-mail account. (pi@west.scotland.ukna.org)

To record and maintain a log of all service projects.

Inform UKPI and UKH&I of point of contact for GAWS LSC.

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

Four 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.

LSC 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.

LSC Treasurer

Attend all LSC committee and steering committee meetings.

Maintain financial records, monitor and record donations from Area and pay out monies as approved by ASC according to budget.

Track performance against budget.

Prepare the budget each year for presentation to ASC in November.

Give written Report to each LSC se meeting on financial status.

Requirements

Four years' clean time.

Willingness to give the time and resources necessary to do the commitment.

At least two years previous service at area or group level.

Access to a computer and email. Be literate, have reasonable computer skills.

Good financial manageability and financially sound personally.

A working knowledge of the 12 Traditions, Committee Guidelines and the 12 Concepts.

Have some knowledge and understanding of the NA service structure and the ability to differentiate between local services.

LSC Alt Treasurer

Cover for the Treasurer when they are unable to attend or carry out tasks as above. Actively engage to be mentored into the position.

Same **requirements** as Treasurer otherwise.

Two Years CT

LSC Secretary:

Responsibilities

Attend all Local Service Committee meetings.

Post details of meetings on GAWCS Website and LSC WhatsApp

Record the minutes of each meeting, relay them as swiftly as possible to the LSC chair 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

Two 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.

Alt Secretary:

Responsibilities

Cover for the Secretary when they are 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.

LSC Literature Co-ordinator:

Responsibilities

Attend all Local Service Committee meetings.

Maintain stock of LSC literature and distribute across our LSC

Maintain database of current literature held by the LSC.

Liaise with Facility Liason Co-ordinators, Presentation Coordinators and FD Coordinator to maintain and distribute stock.

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.

Alt Literature Coordinator:

Responsibilities

Cover for the Literature Co-ordinator when they are unable to attend or carry out tasks as above. Same requirements otherwise as Literature Co-ordinator.

The vice literature coordinator is learning to assume the duties of the literature coordinator.

Requirements

Six Months clean time.

H & I Facilities Liason Co-ordinator:

Responsibilities

Attend all Local Service Committee meetings.

Oversee and collect written reports from Facilities Co-ordinators to deliver at LSC

To keep up good communication and relations with the facilities

To organise responsible facilitators to take a meeting into the facilities and carry our message.

To keep stock and liase with LSC Literature Co-ordinator to order literature for meetings, newcomers and release packs.

Report back each month to Local Service Committee with a written report collating all facility meeting reports

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 disclosure.

Be familiar with the correct dos and don'ts (Appendix 4).

A working knowledge of the 12 Traditions.

Alt H&I Facilities Liason Co-ordinator:

Responsibilities

Cover for the Facilities Liason Coordinator when they are unable to attend or carry out tasks as above. Same requirements otherwise as Facilities Liason Coordinator.

The Alt Facilities Liason co-ordinator is learning to assume the duties of the Facilities Liason coordinator.

Requirements

One years' clean time.

H & I Facilities Co-ordinators (Per Facility)

Responsibilities

Coordinates presentation in accordance with the 12 steps and 12 Traditions of Narcotics Anonymous and all/ local Policies (See Local policies)

Abides by the rules and regulations of facility

Is accountable to LSC

Gives a written report to Facilities Liason Co-ordinator on a monthly basis and makes all requests for literature at this meeting

Works closely with Co-Pilot to ensure the Narcotics Anonymous message of recovery stays the focus of presentations. Also works closely with Co-Pilot to choose who is best suited to share at presentation

Is responsible for orientation of members sharing at presentation (See shares section of Appendix 4)

Is responsible for the format of the presentation

Takes all reasonable steps to ensure presentation goes ahead in their absence

Develops, maintains and nurtures good relationship with facility and where possible is present at any and all meetings to discuss any issues or difficulties that may arise. If something arises that needs immediate attention contacts a member of the steering committee

Familiarises themselves with the Do's and Don'ts of H&I service

Requirements

Minimum of one (1) year clean time (Term minimum of 1 year)

H & I Facilities Co-pilot (Per Facility)

Assists Coordinator in all of the above roles and responsibilities

Will Coordinate presentation in absence of Coordinator, unless Co-Pilot has less than one year clean time or has not completed 12 meetings training under Coordinator even with one (1) year clean time

Will report to LSC in absence of Coordinator

H & I Floating Co-ordinator

Help out with H&I presentations when a coordinator is unavailable and/or if a co-pilot has not been fully trained

Requirements

One Year's clean time

Phone Line Co-ordinator:

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 co-ordinator would get in touch with the 12 Step Co-ordinator 2 members of a meeting & have them meet the newcomer to support them into the meeting.

Support and co-ordinate 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 GAWCS 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/Facilitate regular 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.

Alt 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 alt phone line coordinator is learning to assume the duties of the phone line coordinator.

Requirements

One years' clean time.

Website Co-ordinator

Responsibilities

Attend all Local Service Committee meetings.

To work closely with groups and update all meeting information on the Glasgow and West Coast coast website

<https://www.glasgowna.com/>

Update all events & shares from these events.

Update any new IP's that come out.

Update each months LSC and Area Service Committee minutes.

A knowledge of our Website Guidelines (Appendix 7).

Report back each month to Local Service Committee with a written report.

Requirements

Two 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.

Alt Website Co-ordinator:

Responsibilities

Cover for the website co-ordinator when they are unable to attend or carry out tasks as above. Same requirements otherwise as Webservant.

The alt website co-ordinator is learning to assume the duties of the website co-ordinator

Requirements

One years' clean time.

WTF Coordinator:

Responsibilities

To keep track of any changes to meeting information in the GAWS area

To design and produce a quarterly Where to Find reflecting updates to Glasgow and West coast meetings.

To get the Where To Find printed.

A knowledge of our Where to Find Guidelines (Appendix 6).

Requirements

1 Year cleantime

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

Four 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.

Alt Social Media Coordinator:

Responsibilities

Cover for the Social Media Coordinator when they are 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

Two years' clean time.

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@west.scotland.ukna.org) on at least a weekly basis.

Requirements

Four 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.

Alt Presentations Coordinator:

Responsibilities

Cover for the Presentations Coordinator when they are 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 presentations coordinator.

Requirements

Three years' clean time.

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 LSC Chair 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.

Alt 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 alt poster coordinator is learning to assume the duties of the poster coordinator.

Requirements

Six months clean time.

Government Liason

Responsibilities

UKPI interacts with National Government Agencies, Area PI interacts with Local Government Agencies. The Glasgow and West of Scotland GLO will liase between UKPI GLO and Local and National Government in Scotland. The NA member taking on this role needs to be mentally alert, have good communication skills, the ability to communicate in sometimes intimidating circumstances.

Attend all LSC and UKPI committee meetings

Manage all communication with Local Government, Civil Service, and national Governmental organisations.

Keep a record of contacts and report back to LSC

Has a current understanding of what is going on both in the local and UK fellowship at area level.

Attend meetings where invited at a National Level with:

National Government bodies, Parliamentarians, Civil Servants, Parliamentary Subcommittees, National Drug Policy committees, National Public Health Officials, National Level Treatment Services, National Level Social Services, National Level Healthcare Professionals, National Level Prison and Probation Services, National Level Criminal Justice bodies, National Level Judiciary, and any other National Level Government bodies

Look into opportunities to interact with National Level Government or other Agencies to inform them about NA and develop an ongoing relationship, arrange presentations where possible or requested.

Follow up on leads from attendance at the above through further research and communication.

Since we don't have an opinion on policy continued presence and reminders of our scope at Government meetings is important.

Be prepared to write informative communications when engaging with individuals or bodies that are tailored to their sphere of work.

Requirements

Four years' clean time. (Two Year Commitment)

Willingness to give the time and resources necessary to do the commitment.

At least two years previous PI service at area or regional level.

Access to a computer and email. Be literate, have reasonable computer skills.

Use the LSC generic email address assigned to this position for all LSC business.

A working knowledge of the 12 Traditions, and the PR Handbook, UKPI Committee Guidelines and the 12 Concepts.

A good understanding of the Traditions (This a role that can generate great positive reach for NA, but also has the ability to negatively affect us too)

Alt Government Liason

Responsibilities

Cover for the Government Liaison rep when they are unable to attend or carry out tasks as above.. be mentored in to the Government Liason position

Requirements

Two Years CT. (Two year commitment)

FD Committee Liason

Responsibilities

Attend all Local Service Committee meetings.

Oversee and collect written reports from FD activities to deliver at LSC

To keep up good communication and relations with the fellowship

To organise and oversee FD plans, delegate tasks to responsible members to ensure the delivery of training and workshops.

To keep stock and liase with LSC Literature Co-ordinator to order literature for presentations or events

Report back each month to Local Service Committee with a written report collating all facility meeting reports

Requirements

Two years cleantime

FD Outreach

Responsibilities

FD Outreach Rep is responsible for the execution of any plan for a task as agreed to be undertaken by the FD teams as a whole. To achieve this execution, regular training is needed for communication, budgeting, facilitation and planning to deliver what is required.

Deliver a report on activities to FD Committee Liason

Requirements

Two years cleantime

FD Trainer

Responsibilities

To collate best practices from FD workshops and communicate them to groups and service committees in our local fellowship as and when required. Deliver a report on activities to FD Committee Liason

Requirements

Two years cleantime

FD Workshop Co-ordinator

Responsibilities

The primary function of the Fellowship Development Workshop/Service Request Coordinator is to be the initial point of contact for and respond to FD service requests as they are received.

Deliver a report on activities to FD Committee Liaison

Requirements

Two years cleantime

LSC Communications Co-ordinator (Fellowship Liaison)

Requirements

Attend all LSC committee meetings.

Maintain the committee's files and records, especially guidelines and resources for H&I, PI Presentations and FD Workshop material.

Maintain resource archiving and index system.

Keep regular contact with Area Committee to promote unity and communication.

Field all incoming requests via GAWSNA emails, find the answers, deal with the enquiry, or deliver to the appropriate person.

Keep the contact list of Area and LSC committee up to date.

Liaise with local contacts UKH&I, UKFD and UKPI, to facilitate learning events.

Maintain a central stock of education materials, in hard and soft copy.

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 good communication skills and have reasonable computer skills.

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 (Phoneline/12Step List)

DO...

- Keep a supply of the necessary materials at home/with you (e.g., white booklets, where to find, 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!!!!
 - 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.
 - Although our tolerance may be tested, try to avoid being rude, short, disrespectful, or use foul language or profanity.
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Appendix 2 (GDPR Guidelines):

- GAWS LSC Private Policy
- The Glasgow and West Coast Scotland Narcotics Anonymous Local Service Committee is a subcommittee of the Glasgow and West 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@west.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 GAWSNA 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 GAWS LSC.

Data retention periods shall be 5 years, Jan 2029 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@west.scotland.ukna.org email. Persons should contact pi@west.scotland.ukna.org if they have any concerns with this policy.

Consent

Contact details have been freely given to GAWSLSC or are freely available in print or online.

Consent can be withdrawn by contacting pi@west.scotland.ukna.org

Our email signature should provide details of how to unsubscribe from further emails (by contacting pi@west.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 GAWSNA LSC committee shall be responsible for data protection.

Appendix 3 (Poster Campaigns):

GAWSLSC 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

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@west.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 (Roles and responsibilities of H&I Facilities Co-ordinators)

Co-ordinator:

- Minimum of one (1) year clean time (Term minimum of 1 year)
- Coordinates presentation in accordance with the 12 steps and 12 Traditions of Narcotics Anonymous and all/ local Policies (See Local policies)
- Abides by the rules and regulations of facility
- Is accountable to LSC
- Gives a written report to Facilities Liason Co-ordinator on a monthly basis and makes all requests for literature at this meeting
- Works closely with Co-Pilot to ensure the Narcotics Anonymous message of recovery stays the focus of presentations. Also works closely with Co-Pilot to choose who is best suited to share at presentation
- Is responsible for orientation of members sharing at presentation (See shares section of this guide)
- Is responsible for the format of the presentation
- Takes all reasonable steps to ensure presentation goes ahead in their absence
- Develops, maintains and nurtures good relationship with facility and where possible is present at any and all meetings to discuss any issues or difficulties that may arise. If something arises that needs immediate attention contacts a member of the steering committee
- Familiarises themselves with the Do's and Don'ts of H&I service

Co-Pilot:

- Minimum of six (6) months clean time (Term Minimum of 6 Months)
 - Assists Coordinator in all of the above roles and responsibilities
 - Will Coordinate presentation in absence of Coordinator, unless Co-Pilot has less than one year clean time or has not completed 12 meetings training under Coordinator even with one (1) year clean time
 - Will report to LSC in absence of Coordinator
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Shares:

Minimum of six (6) months clean time and a willingness to share experience, strength and hope.

This is the essential element of H&I work--People who share at our presentations, without these members our work would be impersonal at best.

Orientation of in-experienced members to H&I presentations will usually be done by the Coordinator, this will make them more aware of what is expected of them during the presentation

A clean time requirement is there to ensure the share does not focus all of their share on the disease, although Identification is very important WE are there to carry the message of recovery available in Narcotics Anonymous

In our experience, it is best for members to have three months clean before attending an H&I presentation (Observer), and six months clean before speaking at one. It is not important

Whether or not we have been in a similar facility ourselves. Anyone with a clear and consistent Narcotics Anonymous message who is willing to share is well suited for H&I work.

Appendix 5 Social Media Dos and Don'ts:

Definition and Purpose

The following pertain to GAWSNA "open" pages and profiles of Facebook, Instagram and LinkedIn. The purpose is to communicate NA related information to friends, fans, and followers of GAWSNA. 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 GAWS 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 GAWS.
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

Glasgow and West 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 GAWS 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.

GAWS | social media guidelines v1.0: October2024

I. Facebook

- Always be aware of Content, Traditions, tenure, and responsiveness.
- Do not treat GAWS NA Facebook and Instagram Pages as if it were a person; we do not post birthday wishes or make “witty” comments on others’ posts. GAWSNA 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.
- GAWSNA 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 and website.
- 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 140 4645 or email us at pi@west.scotland.ukna.org.

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 GAWSNA website.
- NEW Meetings (physical and online) should be up and running for 4 weeks, before being added to the GAWSNA meetings list.

Appendix 6 (Website Guidelines):

- Ever reminding ourselves that the GAWSNA Website is a public information tool, the website co-ordinator 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.
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Appendix 7 (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

GAWSASC – Glasgow and West Coast Scotland Area Service Committee

GAWSLSC – Glasgow and West Coast Scotland Local Service Committee

GAWSCNA – Glasgow and West 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

These guidelines are a fluid document. They will be regularly amended and updated as the committee and our

service develops and changes. They will remain current until updated versions have been ratified at the ASC. Current

version =1.0 updated 26 November 24
