

September 1, 2018 To: PASCNA

10<sup>th</sup> Concept Grievance – Public Relations (PR) Failure/Refusal to Observe Traditions, Concepts & PR Handbook, No Accounting for Funds – Governing – Not Giving Complete, Truthful Reports . Refusal to Communicate with Groups

**"Any member of a service body can petition that body for the redress of a personal grievance, without fear of reprisal."** The basis of this grievance is the PR committee ignores traditions, concepts and PR Handbook. Not making complete, truthful reports. Failing/refusing to communicate non day to day matters to groups.

1 – I raised the meeting list cost, 11<sup>th</sup> Concept accountability. \$238 for 2,500 lists quarterly. (\$952 annual) If 51 groups got 25 list = 1,275 H&I gets 200 = 1,475 leaving **1,025 list**. July 2017 minutes **"New list ordered, throw old ones away"** (after quarterly phone # update) No accountability for the 1,000 left. I asked Lawrence let me see how many left, wouldn't show me. I have quotes from the printer for lower quantities and prices. No discussion. **Omitted from report**. Paula M. falsely accused me of trying to terminate the meeting list order with printer. PR failed to bring financial records to July budget review. Committee stuck on 2,500, no discussion. **1,500 @ \$179 3 times a year = \$540**

2 – Around July 2017 I arranged with HRT to put our Helpline poster on 52 buses with no advertising fee. We pay for signs. I raised the issue of the Regional Helpline 800-777-1515 not able to reach a live recovering addicts in six years. Let's inform groups about it, they can choose region # or reactivate PASCNA Helpline #. Burrell **"We want Region number, don't need another number"** Roger: This is not a day to day matter, let the groups know, 2<sup>nd</sup> Concept. PR refused to communicate attached Phonenumber Info Sheet to groups. Burrell motioned **"Not to ever discuss Phonenumber again indefinitely"** Motion passed 2-1. I admit I called Burrell E.F. Hutton, The Grand Puba and Don Corleone for speaking for 51 groups. I asked Chair to rule it out of order. Silence, omitted from report. 29 & 27 years clean do not equal seniority on NA service committee.

3 - In July I raised the Helpline on HRT again, \$561 for 52 signs, put Phonenumber Info to groups. Burrell **"We don't have money for that, put it off"** In fact, there was over \$1,200 available. Burrell's governing omitted from report again.

4 - I proposed to start doing quarterly PR Learning Days/Workshops for NA members, none in years. **A Guide to Local Services in NA (GLS) pg 67 "For most fields of service—H&I, PR, Phonelines, etc.— complete descriptions of how to conduct local learning days and workshops are provided in the respective service handbooks"** Burrell **"We had one last year"** Roger **"That was Annual Community Day with regions help, not PASCNA PR"** Lawrence **"They're not required"** End of discussion. No PR Learning Days to inform, educate NA members, recruit new PR members.

5 – I sent an email informing PR members of 9<sup>th</sup> Concept, **"carefully consider all viewpoints in decision making"** I asked to respond to my issues being omitted from PR reports. In response, only Paula came to the May meeting to announce PR was cancelled because she was **"uncomfortable"** Paula falsely stated ASC Chair Lisa S said its ok to cancel. I asked her to conduct the meeting with just her and I, showed her policy. Paula raised her voice **"NO MEETING!"** Leave out this room NOW!!! I left. I assumed the disrespectful conduct was to make me quit. I'll be back.

The remedy sought is the PR report given to ASC be read and approved prior to close of meeting. Develop an accountability system for list. Present any and all non day to day matters to groups. Include all members' issues in report. Give a complete, truthful report of committee activities. Start the PR Learning Days, a common practice.

2<sup>nd</sup> Concept GLS **"The 2<sup>nd</sup> Concept can be seen as the groups' way of saying to the NA service structure "Be responsible with the spiritual, personal and financial resources we have provided you. Seek our advice: do not ignore our direction."**

3<sup>rd</sup> Concept –GLS **"Our 12 Concepts do not ask our groups to abdicate their authority, allowing the service structure to do whatever it pleases. The groups, after all, established the service structure to act on their behalf, at their direction."**

Roger R. PR, Inventory voting member.

**PUBLIC RELATIONS (PR) PHONELINE (HELPLINE) INFORMATION UPDATE**

**THIS IS NOT A PR FUNDING PROPOSAL – PHONELINE - HELPLINE UPDATE ONLY**

**Background:** The first NA Phonenumber was in 1960. PR 24 hour Helpline is one vital way PR makes NA available in the community. Phonenumber workshop certified members take calls from potential members, addicts, family members, loved ones, professionals, clergy etc. The goal is to get the person to a meeting; preferably on their own. Sometimes 12<sup>th</sup> Step calls are required. Phonenumber used to be a separate subcommittee. In 2007 Public Information (PI) became Public Relations (PR) merging Phonenumber into the 2007 PR Handbook (chapter 9) PR and H&I are the highest priority carry the message subcommittees Fellowship wide.

For years PASCNA had our own 757 Helpline (757-875-9314) and subcommittee. In 2013 we disconnected it because the Regional Helpline duplicated services and our live operator was \$138 a month. **CAR-NA Regional Helpline 800-777-1515 GIVES MEETING INFO, NO LONGER USES AREA PHONELINE LIST. REGION WANTS ONLY ONE MAN AND ONE WOMAN FROM EACH AREA AS THE 24 HOUR HELPLINE CONTACT. AS OF JULY 2018 THEY STILL GIVE 757-875-9314.** (Personal Touch Homecare) Responsiveness and availability to callers is a priority. 12<sup>th</sup> Step calls require two (2) people.

For non-day to day matters the homegroups, the final authority for NA services decides which Helpline # is provided to the public PASCNA serves. If the groups choose to reactivate a new PASCNA Helpline, a professional answering service, OneBox, provides 2,000 minutes with four extensions for \$49.95 a month. Access to a live voice. Five (5) of the 17 CAR-NA areas have their own Helpline # (10 areas have less than 25 groups) If a new 757 or 888# is chosen, a Phonenumber Workshop will be conducted to train men and women on handling calls.

**NA AND PUBLIC RELATIONS:** *The principle of service, critical to the application of our Eleventh Tradition, is not a passive principle. To be of maximum service to the still-suffering addict, we must energetically seek to carry our message throughout our cities, towns, and villages. ... We must take vigorous steps to make our program widely known. The better and broader our public relations, the better we will be able to serve. Tradition Eleven, It Works: How and Why*

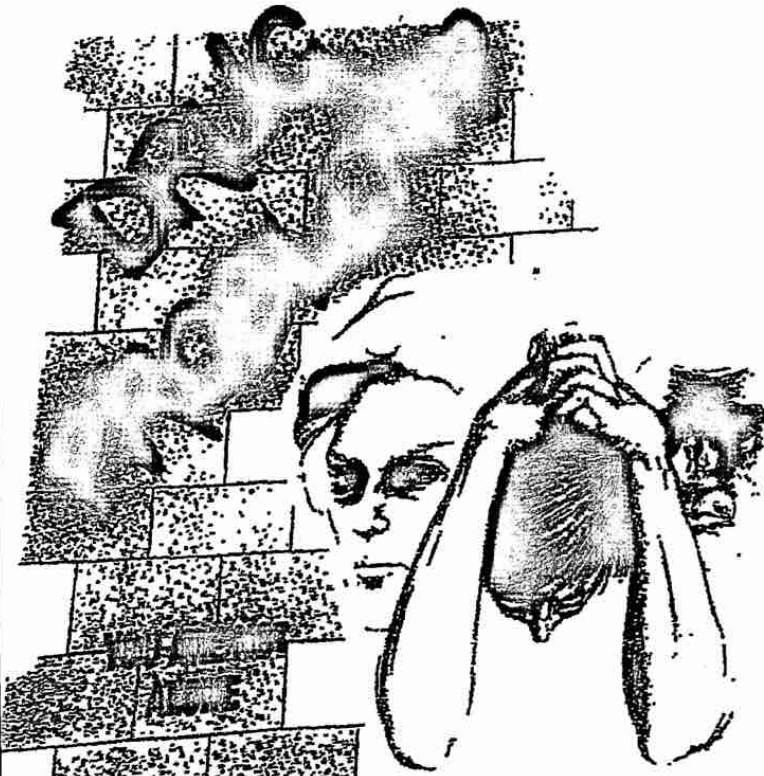
**PENINSULA AREA OF  
NARCOTICS ANONYMOUS**  
peninsulaareana.org  
**24 HOUR HELPLINE**

**800-777-1515** REGION?

**757-???-????** REACTIVATE  
PASCNA ?



**SERVING CARROLLTON, GLOUCESTER,  
GRAFTON, HAMPTON, KILMARNOCK,  
NEWPORT NEWS, POQUOSON,  
WEST POINT, WILLIAMSBURG AND  
YORKTOWN**



**CALL SOMEONE WHO'S BEEN THERE**



These are the Helpline contacts the CARNA Regional professional answering service 800-777-1515 uses as of 3/22/18

Area uses 800-777-1515 except where it says OWN

Almost Heaven - 1 woman 32 Groups 777-1515 listed as MEETING INFO

Appalachian-1 man 16 Groups

Beach - 1 man 1 woman MANY Groups

Blue Ridge - 1 man 23 Groups

Gateway to Freedom - 1 man 14 Groups MEETING INFO LINE

New Dominion\* OWN

New River Valley - 2 men 13 Groups

Outer Limits 1 lady 5 Groups

Peninsula - 757-875-9314 "PERSONAL TOUCH HOME HEALTH CARE" (Our old number) has been given out to callers by 800-777-1515 since 2012. It's our fault. Our poster says "Talk to Someone Who's Been There" 51 Groups

Piedmont 1 man 1 woman 19 Groups

Rappahannock -Take msg for 1 man 18 Groups

Richmond - (OWN) 804-965-1871

Roanoke Valley - (thinks it's a man) 24 Groups

Shenandoah Valley Take msg for 1 woman 23 Groups

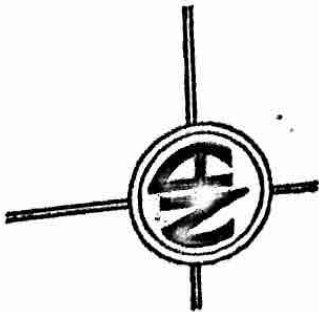
Southside - 800-918-0523 OWN

Tidewater - 866 OWN

Tri Cities - 804-965-187 OWN

Helpline should be men call men, women call women when possible.

SEPTEMBER 2001  
OCTOBER 2001  
NOVEMBER 2001  
MEETING LIST



**NARCOTICS**

**ANONYMOUS**

Peninsula Area Helpline  
"Professional Answering Service"  
875-9314

Virginia Regional Hot Line  
1-800-777-1515

Tidewater Area Hot Line  
626-7685

World Web Site: [www.na.org](http://www.na.org)

Richmond 804) 289-0870 IOPE  
Piedmont (804) 979-8298  
New River (800) 391-

Outer Limits  
Franklin, Suffolk, Emporia, Roanoke Rapids  
1-888-301-4103

**SERENITY PRAYER**

God, grant us the serenity to accept the things we cannot change, courage to change the things we can and the wisdom to know the difference.

Our gratitude speaks, when we care and when we share the N.A. Way.