Public Relations Subcommittee Narcotics Anonymous Policy & Procedure Document

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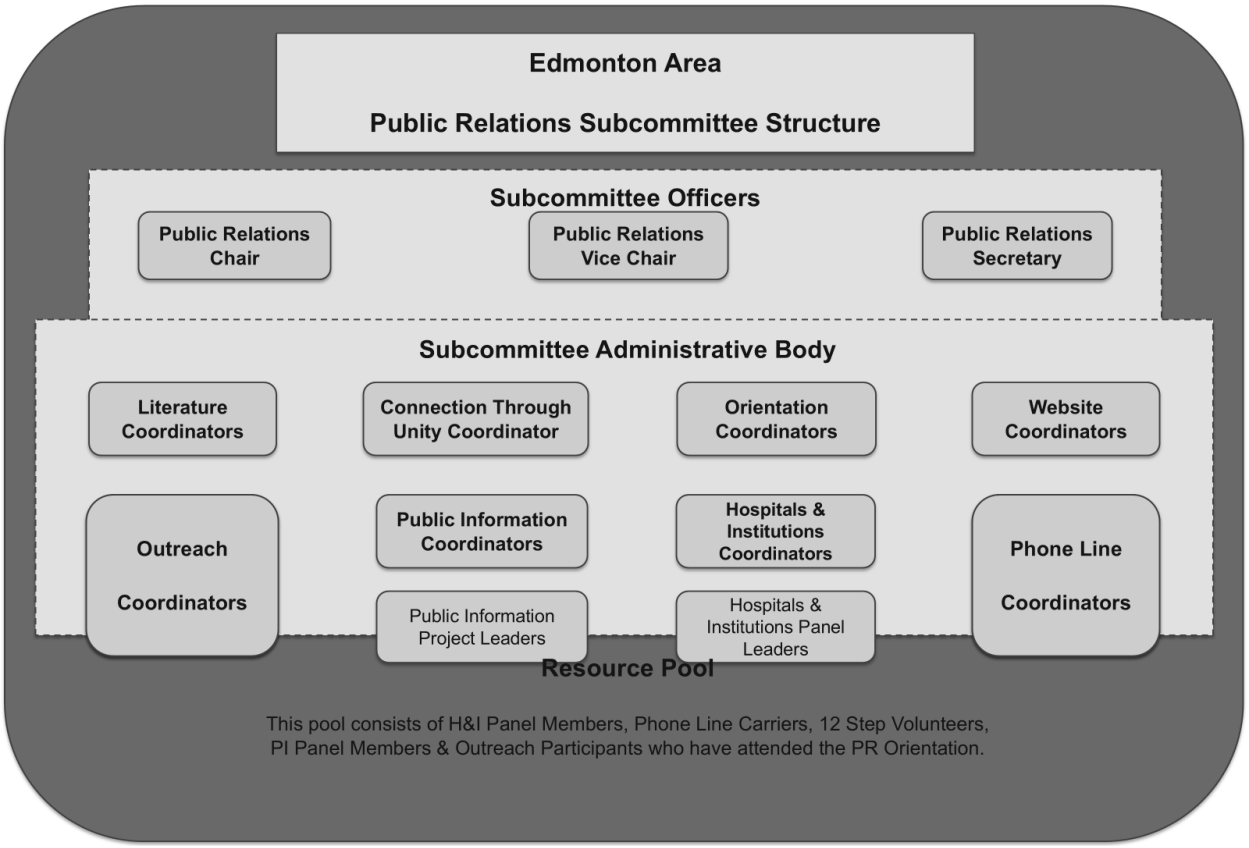
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Public Relations Subcommittee Policy and Procedure

1. Name
   1.1. The name of this Committee shall be the Edmonton & Area Public Relations Subcommittee of Narcotics Anonymous, hereinafter called the PRC.
2. Purpose & Mission
   2.1. Purpose

   This section defines our purpose - the reason we exist. Our purpose is based on NA's 5th Tradition, "Each group has but one primary purpose - to carry the message to the addict who still suffers". Everything we do in NA Service must be motivated by the desire to successfully carry the message of recovery – that an addict, any addict can stop using drugs, lose the desire to use, and find a new way to live. The PRC is the working body for our combined group service efforts, and it is directly accountable to the ASC and the groups it represents in its actions, "The final responsibility and authority for NA Services rest with NA groups." (2nd concept)

   2.2. Mission
      2.2.1. Clarify which services NA can and cannot provide to the community in which we live.
      2.2.2. Make NA members aware of their role in NA's Public Image
      2.2.3. Aim for the public to recognize NA as a positive and reliable organization
         2.2.3.1. Internal
            2.2.3.1.1. Provide education regarding the responsibilities of each service position
            2.2.3.1.2. Encourage and support our trusted servants
            2.2.3.1.3. Demonstrate leadership and training
         2.2.3.2. External
            2.2.3.2.1. Show NA is an effective, reliable and responsive program of recovery
            2.2.3.2.2. Work with professionals and the public to use their services to reach potential members (PSAs, Bus Signs, Meeting Space, etc.)
            2.2.3.2.3. Create solid and reliable relationships via external interactions with the public.
            2.2.3.2.4. Carry the NA message of recovery to addicts with limited or no access to regular NA meetings by providing literature, H&I panel presentations, or other approved means.



3. Structure

4. Service Meetings

The PRC meeting is a resource for the Groups and NA members interested in combining and coordinating efforts to reach the addict who still suffers. It is also an opportunity for any committee member to receive information on public relations related issues they would like guidance on and for our committee members to report on the effectiveness and any needs they have to continue to improve the services we currently provide.

The PRC has established a time and place to meet that accommodates the needs of the groups and current or prospective committee members.

4.1. PR Orientation

4.1.1. The PR Orientation will be held monthly at the EANA Office the first Sunday of the month from January to June, and the third Sunday of the month from July to December.

4.2. Regularly Scheduled Business Meetings

4.2.1. Regularly Scheduled Business meetings will be held monthly at the EANA Office on the first Sunday of the month following the PR Orientation, from January to June and the third Sunday of the month from July to December.

4.3. Special Meetings

4.3.1. Special meetings may be called by the Chair of the PRC

4.3.2. Special meetings may also be called upon the written request of voting members of the PRC

4.3.2.1. The request must be submitted to an Officer of the PRC.

4.3.2.2. Special meetings will be held at the EANA Office at a day and time designated by the members.

4.3.2.3. The purpose of the special meeting must be stated.

4.3.2.4. No business other than that which is stated will be conducted.

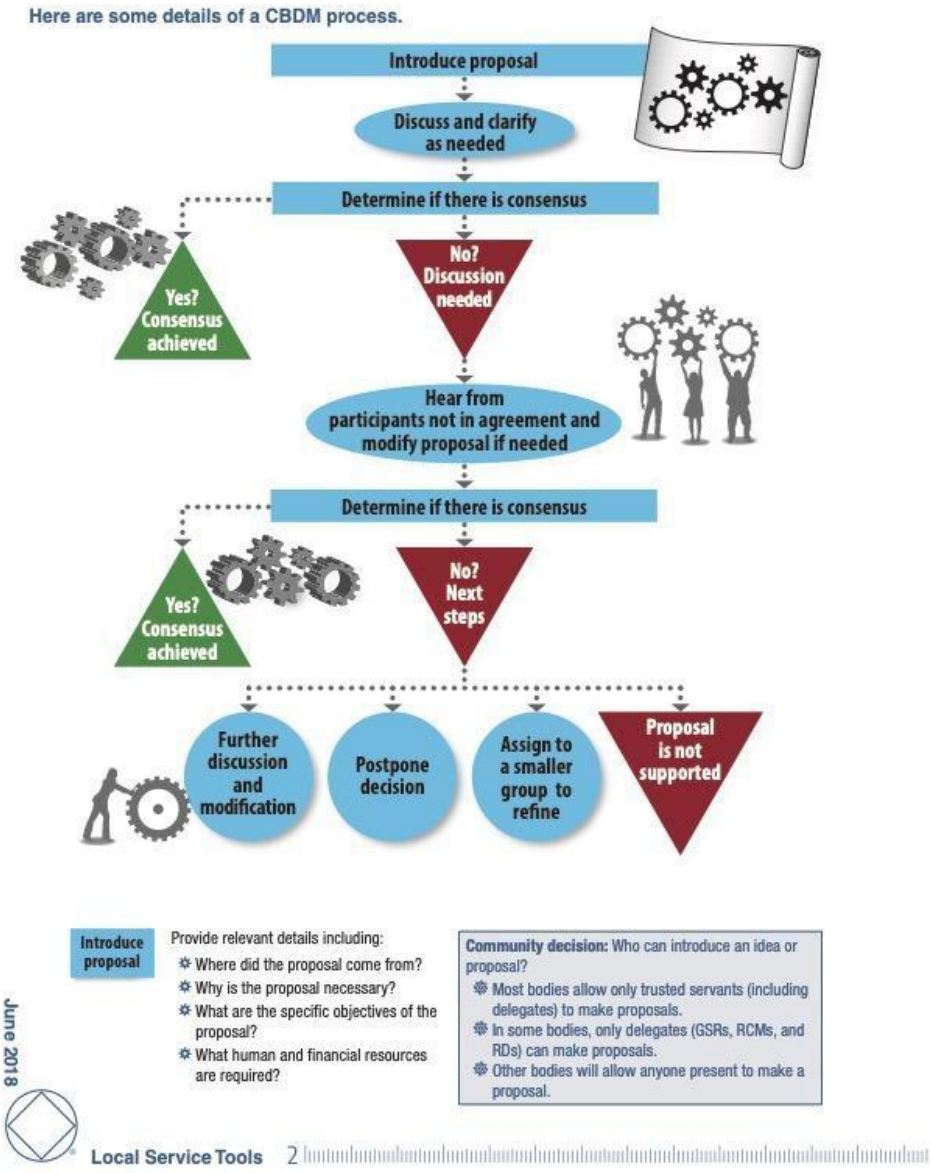
4.3.2.5. At least one week's notice of the meeting will be given by the Secretary via email.

4.3.2.6. No special meeting will last for more than 2 hours, except when a decision to extend this time is made by the members present.

4.4. Any Narcotics Anonymous member or interested person may attend any PRC meeting.

5. Decision Making

5.1 All decisions made at PRC shall follow the CBDM adopted by EANASC, as outlined below:



6. Participation

6.1. Any Narcotics Anonymous member may become a PRC member by attending the PR Orientation.

6.1.1. The PR Orientation is basic knowledge on what PR does and will assist a new member to find their niche.

6.1.2. Upon relapse a member is required to attend the PR Orientation again.

7. Accountability: Privileges and Loss of Privileges

This section makes mention of “voting”. All decisions are to be reached using the consensus process outlined in Section 12, with the exception of elections, which will be conducted through voting, more specifically secret ballot.

7.1. Any PRC member who has attended 2 consecutive PRC meetings, is eligible to vote at the third PRC meeting

7.1.1. A PRC Meeting is defined as an entire meeting as outlined by the committee agenda, from start to finish

7.2. Any PRC member who has missed three consecutive PRC meetings will lose their voting privileges

7.3. Any PRC member or observer may introduce discussion topics and participate in discussions if recognized by the Chair.

7.4. Any PRC member may propose an amendment to these guidelines, however all PRC guideline changes are finalized by the ASC

7.5. All PRC members have one vote regardless of the number of positions held

8. Trusted Servants

The Public Relations Subcommittee is unique in its setup. It has a structure which clearly outlines the members that oversee the services we provide both internally and externally, yet is flexible enough to accommodate fluctuations to those services. The PRC consists of:

Four (4) Officers: a Chair, Vice Chair, a Secretary and their Alternate.

Nine (9) Teams of Resource Coordinators: a Hospitals & Institutions Coordinator, Public Information Coordinator, Literature Coordinator, Connection Through Unity Coordinator, Outreach Coordinator, Orientation Coordinator, Website Coordinator, Office Team Coordinator and their respective Alternates, a possible total of sixteen (18) people.

And finally the Front Line Leaders, which is where the most direct services are provided as these members work directly with the public, facilities, or groups that we provide services to/for. There are not a specified number of teams for this level of the PRC Structure, as they fluctuate with the demand of the services requested by the public or our Fellowship:
Front Line Leaders include: Hospital and Institutions Panel Leaders and Public Information Project Leaders.
All of the above individuals are responsible for administering the general affairs of the entire Public Relations committee. Because of that, it's important that great care be taken in their selection. A substantial amount of clean time and personal maturity should be the first consideration, along with experience in the Steps, Traditions, and Concepts of Service. Our Trusted Servants should demonstrate the stability and personal sense of direction that serve as an example to others. They should be capable of serving without attempting to govern. Significant area service background often makes more effective officers. Experience both as a group service representative and an area subcommittee member is helpful. Recent leadership experience as a subcommittee chair will prove invaluable.

8.1. Officers

8.1.1. The Officers of the Public Relations Subcommittee are:

8.1.1.1. Chair

8.1.1.2. Vice Chair

8.1.1.3. Secretary and Alternate

8.1.2. Fulfilling an Officer position excludes the member from holding any other elected position within the PRC.

8.2. Administrative Body

8.2.1. The Resource Coordinators of the Public Relations Subcommittee are:

8.2.1.1. Hospitals & Institutions Coordinator and Alternate

8.2.1.2. Literature Coordinator and Alternate

8.2.1.3. Orientation Coordinator and Alternate

8.2.1.4. Outreach Coordinator and Alternate
8.2.1.5. Public Information Coordinator and Alternate
8.2.1.6. Website Coordinator and Alternate
8.2.1.7. Office Team Coordinator and Alternate
8.2.2. The Front Line Leaders of the PRC may include:
8.2.2.1. Hospital and Institution Panel Leaders
8.2.2.2. Public Information Project Leaders

8.3. All elected Officers, Resource Coordinators and Front Line Leaders will perform their duties as described in these guidelines.

9. Election of Trusted Servants

9.1. PRC Officer and Resource Coordinator positions are officially filled during designated election periods, with appointments occurring outside of these periods resulting in interim positions (see below). In contrast, Front Line Leader positions may be filled at any time.
9.1.1. The PRC Officers and Resource Coordinators are to be elected for a 1 year term
9.1.2. The Front Line Leaders are to be elected for a 1 year term
9.1.3. The term of office will commence at the start of the next regular PRC meeting.

9.2. NA Members will not hold more than one Officer position (on any committee) at a time.
9.2.1. Upon election, the Officer will resign from any conflicting service position.

9.3. Designated Election Periods
9.3.1. Nominations in March. Intent, question period, and elections in April. The following positions (and their alternates) are included in this election period:
9.3.1.1. Chair
9.3.1.2. Vice Chair
9.3.1.3. Orientation Coordinator
9.3.1.4. Website Coordinator
9.3.2. Nominations in September. Intent, question period, and elections in October. The following positions (and their alternates) are included in this election period:
9.3.2.1. Secretary
9.3.2.2. Hospitals & Institutions Coordinator
9.3.2.3. Literature Coordinator
9.3.2.4. Outreach Coordinator
9.3.2.5. Public Information Coordinator
9.3.2.6. Office Team Coordinator
9.3.2.7. Connection Through Unity Coordinator

9.4. Nominations
9.4.1. Any member of the Edmonton Area of Narcotics Anonymous may nominate a qualified individual for an open position.

9.4.1.1. As a rule, the qualification guidelines should be followed whenever possible

9.4.1.2. The PRC members may decide during the intent process, using the Consensus Process, to waive these qualifications and requirements to allow a candidate to stand for election

9.4.2. NA Members are not eligible to serve more than two consecutive terms in the same position.

9.5. Intent

9.5.1. Intent to stand for each position must be submitted at the appropriate PRC meeting in person or by email.

9.5.2. PRC members will be given the opportunity for questions directly relating to the qualifications of the nominee.

9.5.3. A nominee who does not follow the above procedure will be considered to have withdrawn from the election process.

9.6. Elections

9.6.1. Elections will be held by ballot with the count to be reflected in the minutes.

9.6.2. Single Nominee Procedure

9.6.2.1. A single nominee will undergo a vote requiring a 2/3 majority.

9.6.2.2. Voting Options: Yes, No, Present but No Vote

9.7. Interim Positions

9.7.1. An open position can be filled at any time, outside of the regular election schedule, however it will result in an interim position.

9.7.2. At the next scheduled election, the member will have the opportunity to stand for the full position.

9.8. Terms of Service

9.8.1. Terms begin at the end of the meeting during which the election was held.

10. Removal of Trusted Servants

10.1. All PRC Trusted Servants will be removed from office for non-compliance only after the person has been notified by either letter, phone call, or in person from the PRC Chair or Vice Chair.

10.2. Non-compliance includes, but is not limited to:

10.2.1. Loss of abstinence from drugs.

10.2.2. Failing to perform the duties of their position as outlined in Section 11.

10.2.3. Misappropriation of NA funds or NA materials.

10.2.4. Three consecutively missed PRC meetings without accountability.

10.3. Any PRC Trusted Servant may be removed by a 2/3 majority vote for non-compliance, which is defined as:

10.3.1. Failure to submit a written report for two consecutive PRC meetings as defined in Duties and Responsibilities.

10.3.2. Inability to meet the outlined qualifications or perform duties as defined in roles and responsibilities.

10.4. A six-month suspension will be required of PRC Trusted Servants removed from their elected position prior to completion of their term unless they resign to fill another position within the PRC and/or ASC.

11. Roles and Qualifications for Trusted Servants

Personal background and professional or educational qualifications, though helpful, do not necessarily make for effective leadership. When selecting trusted servants, after all, it is the whole person we trust, not just their skills. And one of the first things we look for when selecting trusted servants is humility. Being asked to lead, to serve, to accept responsibility, is a humbling experience for a recovering addict. Through continuing to work the Twelve Steps, our Trusted Servants have come to know not only their assets but also their defects and their limitations. Knowing that, they have agreed to serve our fellowship to the best of their ability, with God's help. Good NA leaders do not think they have to do everything themselves; they ask for help, advice, and direction on a regular basis. Our fellowship's leaders ought not be dictators or order-givers; they are our servants. Able leadership in the spirit of service does not drive by arrogant mandate, demanding conformity; it leads by example, inviting respect. And nothing invites us to respect our trusted servants more than clear evidence of their humility.
-GLS: 4th Concept

Officers of the Public Relations Committee

11.1. All PRC Officers and Resource Coordinators possess the following qualifications:
- 11.1.1. The willingness and desire to serve
- 11.1.2. Has attended the PR Orientation
- 11.1.3. A working understanding of the Twelve Steps , the Twelve Traditions and the Twelve Concepts of Narcotics Anonymous
- 11.1.4. Have read the Public Relations Handbook, the Hospitals and Institutions Handbook and the EANAASC Policy and Procedure Document.
- 11.1.5. Have the time and resources to be an active participant.

11.2. All PRC Officers and Resource Coordinators are required to:
- 11.2.1. Attend all PRC meetings
- 11.2.2. Attend all Special Meetings
- 11.2.3. Make written monthly reports to PRC on the status of all proposed, current or completed plans.
- 11.2.4. Submit their completed written monthly reports via email to the PRC Secretary one week before PRC.
- 11.2.5. Ensure that the Traditions and Concepts are upheld in all matters.

11.3. In addition to the qualifications and requirements listed above, further requirements for each service position are as follows:
- 11.3.1. PRC Chair

  The PRC Chair is responsible for guiding the group to reach consent through the Consensus Process, cultivating an atmosphere of respect, and various other administrative duties. The Chair's primary tools are the Consensus Process

Model, which appears earlier in this document, a firm hand, a calm spirit, and a clear mind.
-GLS - pg. 48 (Amended)

11.3.1.1. 3 years uninterrupted clean time at the time of election.
11.3.1.2. Willingness to commit to a 1 year term of service.
11.3.1.3. Has served as either the Vice Chair of the PRC or as a Resource Coordinator for a full term.
11.3.1.4. Familiar with all NAWS approved PRC relevant handbooks. (Public Relations Handbook, H&I Handbook, etc.)

11.3.2. PRC Vice Chair

The primary responsibility of the PRC Vice Chair is the coordination of the Resource Coordinators. The Vice Chair keeps in regular touch with the Resource Coordinators of each specific avenue of service delivery to stay informed of their projects and problems, attending meetings, presentations, and outreach trips whenever possible. If disputes arise, the PRC Vice Chair helps find solutions to them. The Vice Chair works closely with Resource Coordinators when they prepare their reports and budget proposals. The Vice Chair is also responsible to assist the PRC Chair in conducting PRC meetings. The Vice Chair serves as a sort of "vibe-watcher", paying close attention to people's body language and reactions so that the body may come to a more complete proposal, embodying all viewpoints, and to conduct PRC meetings in the chairperson's absence.
-GLS - pg.48 (Amended)

11.3.2.1. 3 years uninterrupted clean time at time of election.
11.3.2.2. Willing to move into the PRC Chair position through election.
11.3.2.3. Willingness to commit to a 1 year term of service.
11.3.2.4. Has served as a Resource Coordinator or as an Officer (of any committee) for a full term.
11.3.2.5. Familiar with all NAWS approved PRC relevant handbooks. (Public Relations Handbook, H&I Handbook, etc.)

11.3.3. PRC Secretary

Secretaries handle all their committees' paperwork; a formidable job. Their first responsibility is to take clear, accurate minutes of committee meetings and distribute those minutes to all committee participants within a reasonable period of time after each meeting.
In the process of keeping the minutes of each meeting, secretaries should regularly update a log of policy actions. The log lists proposals the committee has carried regarding the activities of administrative officers and subcommittees. These motions should be listed chronologically under a heading for the officer or role they affect. Secretaries should have copies of the most recent printing of the log of policy actions available for new committee members and should periodically distribute updated versions to all PRC participants. Because effective communication is an ideal we strive for, secretaries should

email minutes to PRC members. They will need to keep an updated email list of participants' email addresses.
-GLS - pg.48 (Amended)

11.3.3.1. 2 years uninterrupted clean time at time of election.
11.3.3.2. Willingness to commit to a 1 year term of service.
11.3.3.3. Familiar with all NAWS approved PRC relevant handbooks. (Public Relations Handbook, H&I Handbook, etc.)

11.3.4. PRC Alternate Secretary
11.3.4.1. 1 years uninterrupted clean time at time of election.
11.3.4.2. Willingness to commit to a 1 year term of service.
11.3.4.3. Familiar with all NAWS approved PRC relevant handbooks. (Public Relations Handbook, H&I Handbook, etc.)

Resource Coordinators of the Public Relations Committee

11.3.5. Hospitals and Institutions Coordinator
<u>Purpose</u>: To coordinate H&I resources dedicated to the proposition that no addict in a hospital or institution seeking recovery need die without having had a chance to find a better way of life.
11.3.5.1. 3 years uninterrupted clean time at time of election.
11.3.5.2. Willingness to commit to a 1 year term of service.
11.3.5.3. Previous hospital and institution panel leader experience.
11.3.5.4. Familiarity with the NAWS Public Relations Handbook, all H&I related publications, and all facility guidelines.

11.3.6. Literature Coordinator
<u>Purpose</u>: To coordinate the purchasing and distribution of literature to supply the needs of the PRC.
11.3.6.1. 2 years uninterrupted clean time at time of election.
11.3.6.2. Willingness to commit to a 1 year term of service.
11.3.6.3. Familiarity with NAWS, ASC literature policies

11.3.7. Orientation Coordinator

<u>Purpose</u>: To present the information detailed in the Public Relations Orientation Handout each month and maintain familiarity with all areas of PRC service.

11.3.7.1. 3 years uninterrupted clean time at time of election.

11.3.7.2. Willingness to commit to a 1 year term of service.

11.3.7.3. Familiarity with the NAWS Public Relations Handbook.

11.3.8. Outreach Coordinator

<u>Purpose</u>: To coordinate our Outreach resources to help support meetings in our area, both locally and the surrounding area, in hopes to create more unity within the Edmonton Area.

11.3.8.1. 2 years uninterrupted clean time at time of election.

11.3.8.2. Willingness to commit to a 1 year term of service.

11.3.8.3. Valid driver's license, valid registration and insurance, reliable transportation.

11.3.8.4. Previous PRC experience or other relevant service experience.

11.3.8.5. Familiar with Public Relations Handbook as well as the Outreach Resource Information Handbook.

11.3.9. Public Information Coordinator

<u>Purpose</u>: To inform the public of Narcotics Anonymous' program of recovery from addiction, and how and where to find Narcotics Anonymous.

11.3.9.1. 3 years uninterrupted clean time at time of election.

11.3.9.2. Willingness to commit to a 1 year term of service.

11.3.9.3. 1 year previous PRC or other relevant service experience.

11.3.9.4. Familiarity with all public information related NAWS handbooks.

11.3.10. Website Coordinator

<u>Purpose</u>: Maintaining a website and meeting list for the Edmonton Area of Narcotics Anonymous to make information about the Edmonton Area and about Narcotics Anonymous as a whole available to the public, to addicts who may need NA, and to our current members.

11.3.10.1. 2 years uninterrupted clean time at time of election.
11.3.10.2. Willingness to commit to a 1 year term of service.
11.3.10.3. Previous PRC or other relevant service experience.
11.3.10.4. Possess the technical ability to update and maintain the area website.
11.3.10.5. Familiarity with all internet and website related NAWS handbooks.

11.3.11. Office Team Coordinator

<u>Purpose:</u> To co-ordinate and maintain the operation of the EANA office at the Jerry Forbes Center.

11.3.11.1. 3 years uninterrupted clean time at time of election.
11.3.11.2. Willingness to commit to a 1-year term of service. (three-year maximum term).
11.3.11.3. Familiarity with Public Relations Handbook and all Phone Line related NAWS Handbooks.
11.3.11.4. Possess the technical ability to maintain and operate the Telus Business Link.
11.3.11.5. Complete an interview process with 2 members of the Board of Trustees.
11.3.11.6. To coordinate phone line services dedicated to the proposition that "no addict seeking recovery need die without having had a chance to find a better way of life." We provide a medium in which a potential member can have immediate contact with a recovering addict for the express purpose of directing them to an NA meeting. We also provide meeting and event information, and we direct questions about our fellowship to the appropriate service member or subcommittee.

11.3.12. Connection Through Unity Coordinator

Purpose: To coordinate applications from our Connection Through Unity program with Meeting Buddies at local meetings.

11.3.12.1 2 years of uninterrupted clean time at time of election
11.3.12.2 Willingness to serve in a one year term of service
11.3.12.3 Familiarity with the NAWS Handbook
11.3.12.4 Have access to phone and email in order to process applications

Front Line Leaders of the Public Relations Committee

11.4. All Front Line Leaders are required to:

11.4.1. Make written monthly reports to PRC on the status of all proposed, current or completed plans.
11.4.2. Submit their completed written monthly reports via email to their respective Resource Coordinator one week before PRC.

11.4.3. Ensure that the Traditions and Concepts are upheld in all matters.

11.5. In addition to the qualifications and requirements listed above, further requirements for each service position are as follows:

11.5.1. Hospitals and Institutions Panel Leader

<u>Purpose</u>: To administer the H&I resources which help to further our Primary Purpose by carrying the NA message of recovery to addicts who do not have full access to regular Narcotics Anonymous meetings: i.e. prisons, jails, in-patient treatment centers, psychiatric hospitals, detox centers, etc. H&I meetings/presentations, except for those in longer-term facilities, are intended simply to introduce those attending to some of the basics of the NA program.

11.5.1.1. 1 year uninterrupted clean time at time of election.

11.5.1.2. Willingness to commit to a 1 year term of service.

11.5.1.3. Minimum of 1 year previous panel member experience

11.5.1.4. Familiar with the NAWS Public Relations Handbook, all H&I related publications, and all facility guidelines.

11.5.2. Public Information Project Leader

<u>Purpose</u>: To administer the PI resources available to inform the general public of Narcotics Anonymous' program of recovery from addiction, and how and where to find Narcotics Anonymous. Some of the organizations we may work in cooperation with may include: Media, Schools, Healthcare, Community, Post-Secondary Education, Mental Health, Alberta Health Services and CARITAS, Jails and Institutions, Legal Community, etc.

11.5.2.1. 1 years uninterrupted clean time at time of election.

11.5.2.2. Willingness to commit to a 1 year term of service.

11.5.2.3. Familiar with the NAWS Public Relations Handbook

11.5.3. Alternate Positions

Alternates are trusted servants that are training to serve in a specific position within the PRC. Alternates possess the following qualifications:

11.5.3.1. Clean time required is 6 months less than specified clean time requirement.

11.5.3.2. Willingness to commit to the term of service outlined in the position they will be training for.

11.5.3.3. Must work closely and assist the Officer, Resource Coordinator, or Front Line Leader who is training them.

11.5.3.4. Attend each meeting the position calls for.

11.5.3.5. In the absence of the officer or coordinator, will fulfill their responsibilities listed within these guidelines.

11.5.3.6. Willing to serve as Officer, Coordinator, or Front Line Leader and train new Alternate when term is complete through election.

11.5.3.7. Ensure that the Traditions and Concepts are upheld in all matters.

11.6. Resource Pool

All resource pool members must have a minimum of six months continuous clean time, unless otherwise noted. All resource pool members must complete PRC orientation.

11.6.1. H&I Panel Members

11.6.1.1. Member must meet facility clean time requirements and/or clearance criteria.

11.6.1.2. If a facility does not establish clean time requirements, the panel member must meet the PRC panel member clean time requirement of six months.

11.6.1.3. Review PR orientation handbook before entering a facility.

11.6.1.4. Anyone attending with six months or less must only observe.

11.6.2. PI Panel Members

11.6.2.1. Encouraged to be familiar with PR Handbook

11.6.2.2. Review PR orientation handbook before entering a presentation

11.6.2.3. Anyone attending with six months or less must only observe.

11.6.3. Phone Line Responders

11.6.3.1. Clean time requirement of 1 year.

11.6.3.2. Must have a valid phone number.

11.6.4. Office Volunteers

11.6.4.1. Clean time requirement of 3 years.

11.6.4.2. Attended a Public Relations Orientation in the last 5 years.

11.6.4.3. Has read the WSO phoneline handbook and PR Policies and Procedures.

11.6.4.4. In depth knowledge of 12 Traditions and 12 Concepts

11.6.4.5. A professional demeanor to help maintain Narcotics Anonymous standing at the Jerry Forbes Centre and in the community.

11.6.4.6. Has read and completed the Jerry Forbes Center Handbook and completed the Security questionnaire for key fob access to the Jerry Forbes Center.

11.6.4.7. A service resume will be required.

11.6.4.8. Completed an interview process with a member of the Board of Trustees and Public Relations Committee.

11.6.4.9. Have the personal time and service history to comply with the office schedule.

11.6.4.10. Willingness to complete tasks that may be delegated by Office manager.

11.6.5. Outreach Participants

11.6.5.1. Must be a member of Narcotics Anonymous

11.6.5.2. Any member of NA may go on an outreach trip, no clean time requirement.

11.6.5.3. PR Orientation not required, but encouraged to attend.

11.7. Unity Leaders

Purpose: To help the Connection Through Unity Coordinator process applications for the program

11.7.1 Must have 1 year of uninterrupted clean time at time of election

11.7.2 Be willing to commit to a 1 year term of service

11.7.3 Have access to a phone in order to process applications

11.7.4 Submit reports to the Connection Through Unity Coordinator once a month

12. Duties and Responsibilities of Trusted Servants

"For our group purpose there is but one ultimate authority—a loving God as he may express Himself in our group conscience. Our leaders are but trusted servants; they do not govern."(2nd Tradition). Being of service to the fellowship of Narcotics Anonymous is recognized as a valuable tool for the addict seeking recovery. This section lists many of the basic responsibilities for those members who serve as a PRC trusted servant. Our groups have shown their trust in these individuals by, "delegating to the service structure the authority necessary to fulfill the responsibilities assigned to it." (3rd Concept). Once we select them, we trust our trusted servants.

Officers of the Public Relations Committee

12.1. Chair

12.1.1. Coordinates all public relations efforts.

12.1.2. Keeps the meeting in order and focused on the agenda.

12.1.3. Represents PRC at the regular meeting of the ASC.

12.1.4. May, at any time, visit any meeting/presentation at any facility within the limits

and guidelines of that facility.

12.1.5. Ensures the Traditions and Concepts are upheld in all matters.

12.1.6. Responsible for EANA Office Key.

12.1.7. Does not vote at PRC meetings.

12.2. Vice Chair

12.2.1. In absence of the Chair assumes all those responsibilities normally carried out by the chairperson until the PRC has an election for that position.

12.2.2. Works closely with the Chair.

12.2.3. Works with all Sub-committee coordinators to assure the most effective and efficient use of available resources.

12.2.4. May, at any time, visit any meeting/presentation at any facility within the limits and guidelines of that facility.

12.2.5. If an elected officer or coordinator position is vacant, ensures the duties of that position are fulfilled and/or delegated.

12.3. Secretary

12.3.1. Keeps a complete record in the form of minutes of every PRC meeting.

12.3.2. Maintains complete files of all PRC plans, minutes and correspondence.

12.3.3. Maintain records of attendance at PRC meeting.

12.3.4. Have available for each Officer and Resource Coordinator copies of the previous meetings minutes.

12.3.5. Maintains record of name and contact information for committee members, all resource pool members and their qualifications, preferences and restrictions.

Resource Coordinators of the Public Relations Committee

12.4. Hospitals and Institutions Coordinator

12.4.1. Coordinates all hospital and institution activities.

12.4.2. Serve as a point of contact for all facilities engaged in H&I activities.

12.4.3. Solicit, receive, review and report on all facility feedback surveys and assessments.

12.4.4. May, at any time, visit any meeting/presentation at any facility within the limits and guidelines of that facility.

12.4.5. Maintains and updates a master list of all facilities engaged in H&I activities with contacts, locations and requirements.

12.4.6. Works with the panel leader(s) to draft all correspondence to facilities served by the PRC.

12.4.7. Maintains meeting referral information about the fellowship so that panel leaders can refer those leaving an H&I setting for another area to a meeting or helpline number.

12.4.8. Responsible for providing, processing and maintaining all correctional facility clearances.

12.4.9. Keeps in contact and works with PRC officers, orientation coordinator, and panel leaders regarding all panel presentations.

12.4.10. Ensures regularly scheduled panels are held.

12.4.11. Works openly with PI and Outreach coordinators when needs overlap.

12.4.12. Keep panel leaders informed of current facility rules and policies.

12.5. Literature Coordinator

12.5.1. Coordinates literature needs for all public relations activities.

12.5.2. Submit a budget/literature report to the ASC treasurer monthly.

12.5.3. Maintains accurate literature inventory.

12.6. Orientation Coordinator

12.6.1. Responsible for making all necessary orientation materials available for members.

12.6.2. Responsible for facilitating PR orientation according to protocol decided by PRC.

12.6.3. Responsible for taking orientation attendance and forwarding list to PR Secretary.

12.6.4. Make sure orientations start and end on time.

12.7. Outreach Coordinator

12.7.1. Responsible for planning outreach trips 2 months in advance.

12.7.2. Responsible for gathering Group Visitation Reports from all Outreach focals.

12.7.3. Responsible for following up and maintaining Group contact information.

12.7.4. Submit requests for starter kits to the PR body when necessary.

12.7.5. Works openly with H&I and PI coordinators addressing overlapping needs.

12.7.6. Able to delegate responsibility for outreach trips.

12.7.7. Submit accurate literature inventory to PRC Literature Coordinator.

12.7.8. Submits receipts monthly to the PRC Chair

12.8. Public Information Coordinator

12.8.1. Coordinates all public information activities.
12.8.2. Serve as a point of contact for all facilities engaged in PI activities.
12.8.3. Solicit, receive, review and report on all facility feedback surveys and assessments.
12.8.4. May, at any time, visit any meeting/presentation at any facility within the limits and guidelines of that facility.
12.8.5. Maintains and updates a master list of all facilities/institutions engaged in PI activities with contacts, locations and requirements.
12.8.6. Responsible for recruiting and orienting PI project leaders.
12.8.7. Works openly with H&I and Outreach coordinators addressing overlapping needs.

12.9. Website Coordinator
12.9.1. Responsible for all passwords to website resources.
12.9.2. Coordinates all website activities, which would include:
12.9.3. Responding to emails
12.9.4. Posting all current ASC events
12.9.5. Keeping website and printable version of meeting list up to date
12.9.6. Maintaining and updating the website

12.10. Office Team Coordinator
12.10.1. Responsible for scheduling weekly staffing of office team members at the Jerry Forbes Center.
12.10.2. Responsible for recruiting and screening potential office team members.
12.10.3. Responsible for issuing and managing keys and key fob security requirements for all EANA members requiring Jerry Forbes Center access and ensuring their knowledge of security requirements.
12.10.4. Coordinates all phone line activites and scheduling.
12.10.5. Ensure that Telus Business Link is operating during all office volunteer shifts and after hours shifts.
12.10.6. Will be available on an “on call” basis to answer questions and concerns by carriers, and to troubleshoot and rectify problems in regards to the ability to answer calls.
12.10.7. Ensure that all volunteers have completed Public Relations Orientation and Phoneline training.
12.10.8. Ensure that call forwarding to 24/7 volunteers is functioning.
12.10.9. Liaison and schedule with EANA service bodies all Jerry Forbes Center service meetings.
12.10.10. Delegates office team member to maintain office supplies, housekeeping, and laptop.
12.10.11. Delegates team member to liaison with Jerry Forbes Center management and staff.
12.10.12. Delegates team member to liaison with other Non-profit organizations at Jerry Forbes Center.
12.10.13. Delegates team member to liaison with Literature Committee for Literature order pickups.
12.10.14. Submit any receipts monthly to Public Relations Committee Chair.
12.10.15. Submit monthly report to Public Relations Committee Secretary.

12.11. Connection Through Unity Coordinator

12.11.1 Process applications from recovery facilities, the Connection Through Unity email, and other institutions.

12.11.2 Contact those that have applied to attend meetings and connect them with Meeting Buddies at corresponding meetings

12.11.3 Maintain a master list of members willing to be a Meeting Buddy in the EANA

12.11.4 Be willing to meet with institution personnel to explain and implement the program

12.11.5 Maintain the application forms

12.11.6 Be willing and able to provide Connection Through Unity cards to institutions

12.11.7 Oversee the Unity Leaders and coordinate applications with them

12.11.8 Be willing to submit a report once a month to the Public Relations Committee

Front Line Leaders of the Public Relations Committee

12.12. Hospitals and Institutions Panel Leaders

- 12.12.1. Conducts panel meetings/presentations in the facility served according to NA handbooks, service guidelines and facility guidelines.
- 12.12.2. Serve as a point of contact for the facility.
- 12.12.3. Responsible for processing and maintaining all correctional facility clearances.
- 12.12.4. Responsible for taking all possible action, exhausting all resources, to ensure the H&I panel is conducted as scheduled. (i.e. contacting all qualified panel leaders prior to cancellation of the meeting/presentation.)
- 12.12.5. Informs Facility and the H&I coordinator as soon as possible when unable to conduct meeting.
- 12.12.6. Invite panel members to meeting and inform them of all applicable rules of the facilities and procedures for that meeting.
  - 12.12.6.1. It is strongly encouraged that panel leaders utilize new orientees whenever possible.
- 12.12.7. Maintaining familiarity with the PR orientation handbook.
- 12.12.8. Works closely with H&I coordinators to apprise them of situations involving H&I activities.
- 12.12.9. Pick-up and distribute literature for facility from Literature Coordinator.
- 12.12.10. Maintain communication with facility/institution as required.
- 12.12.11. Submit a written report to H&I Coordinator prior to the monthly PRC meeting.

12.13. Public Information Project Leaders

- 12.13.1. Prepare and submit PR Plan submission form to PI Coordinator.
- 12.13.2. Communicate effectively and accurately in order to meet the needs of the facilities and institutions.
- 12.13.3. Maintain and update contact information and submit to PI Coordinator.
- 12.13.4. Pick-up and distribute literature for facility from Literature Coordinator.
- 12.13.5. Submit a written report to PI Coordinator prior to the monthly PRC meeting.

12.14. Unity Leaders

- 12.14.1 Contact applicants and connect them with Meeting Buddies at corresponding meetings
- 12.14.2 Assist the Connection Through Unity Coordinator with distributing cards and applications
- 12.14.3 Possess a phone in order to contact applicants
- 12.14.4 Submit a report to the Connection Through Unity Coordinator once a month for the PRC

12.15. Resource Pool

- 12.15.1. H&I Panel Members
  - 12.15.1.1. Carry the message to addicts in hospitals and institutions.
  - 12.15.1.2. Refer to the PR Workshop Handbook for more details.
- 12.15.2. PI Panel Members
  - 12.15.2.1. Carry the message and provide information to the public.
  - 12.15.2.2. Refer to the PR Workshop Handbook for more details.
- 12.15.3. Phone Line Responders

12.15.3.1. Carry the message and provide information to the phone line callers.

12.15.3.2. Refer to the PR Workshop Handbook for more details.

12.15.3.3. Twelve steps calls are NOT a duty or responsibility of a phone line responder, though they may take these on if they so wish.

12.15.4. Meeting Buddies

12.15.4.1 Must have 6 months of uninterrupted clean time

12.15.4.2 Be willing to meet newcomers at meetings and introduce them to the program and other members

12.15.5. Office Volunteers

12.15.5.1. Carry the message and provide information to the phone line callers.

12.15.5.2. Refer to the PR Workshop Handbook for more details.

12.15.5.3. Twelve steps calls are NOT a duty or responsibility of an office volunteer, though they may take these on if they so wish.

12.15.6. Outreach Participants

12.15.6.1. Carry the message and provide support to groups.

12.15.6.2. Refer to the PR Workshop Handbook for more details.

13. Budgets

In January and June, the PRC holds a bi-annual Administrative meeting to formulate and approve the PRC budget for the following 6 months. All PRC Admin members are required to submit budgetary requests the month before the PRC Admin meeting for approval by the PRC service body. The approval will be signified by a 2/3 majority vote of all PRC service members in attendance. The budgetary requests will be submitted by the PR Chair to the EANASC for approval by the Edmonton Area Service Members. Budgets are simply a projection of anticipated expenses for the upcoming 6 months and should be prepared appropriately. All funding needs in excess of 10% over the approved budgeted amount for the PRC shall be brought before the EANA ASC by the PR Chair for approval by the GSR's.

13.1 Prepare a list of what items require funds.

13.1.1 Determine actual costs.

13.1.2 Estimate possible revenue (use past experience/history, etc.) if applicable.

13.1.3 Remember, a budget is only a "guess" but care should be made to stay under budget and if that is not possible, get full committee's approval before further expenditures.

13.1.4 Submit 'Actual' costs to ASC Treasurer after each function for future historical use.

14. Grievance Procedure

The first item of new business on the agenda at each regularly scheduled PRC monthly meeting will be Grievances. This will be a standing item and is provided for anyone having a grievance against the PR Subcommittee or its members.

14.1 A grievance must be written

14.1.2 Clearly state the problem.

14.1.3 Propose a resolution.

14.1.4 PRC will discuss and attempt to resolve the grievance.

14.1.5 A time limit to discuss grievance will be set by the Chair.

14.1.6 In the event that the aggrieved party is not satisfied with the PRC's actions, they may present the grievance to the EANASC as stated in the EANASC guidelines.