



# **Narcotics Anonymous**

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[volunteer@na-helpline.org](mailto:volunteer@na-helpline.org)

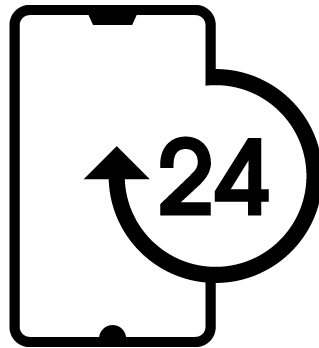
## **Metro-Detroit Regional Helpline**

### **Do's and Don'ts**

**Approved 7-10-2025**

# Drug Problem?

## We Can Help!



**(248) 543-7200**

**(248) 759-8032**

### The Do's

- **DO:** Answer the phone with the following greeting: "Hello, this is Narcotics Anonymous. My name is \_\_\_\_\_ and I am in recovery. How can I help you?" Always be professional and sound professional.
- **DO:** Always have the BMLT handy in the most recent printed form or electronically accessible.
- **DO:** Always have the common contact numbers available. They are available at <https://na-helpline.org>
- **DO:** Answer the helpline during your scheduled shift, but **NOT** if you are driving or do not have the materials listed above at hand.
- **DO:** Remember to tell your Helpline Chair if your schedule changes or if you are having difficulties with your phone.
- **DO:** Remember to tell your Helpline Chair if your phone number changes so that it can be updated in the phone system.
- **DO:** Inform the caller about the BMLT Search App and explain to them how to install it.

- **DO:** Find out what the caller needs/wants as soon as possible, you may have to ask questions until you are able to determine what the caller is looking for.
- **DO:** Remember that our **PRIMARY GOAL** is to direct callers to meetings.
- **DO:** Tell the caller about Narcotics Anonymous, not our personal stories. Although sharing our brief experiences can be very powerful to the caller.
- **DO:** Remember to say often, "If you check out an NA meeting, you'll be able to determine if NA is for you." Or, "maybe you could give NA a try and see for yourself."
- **DO:** Familiarize yourself with a Metro Detroit Regional NA Meeting Directory & the BMLT (App and Website).
- **DO:** Remember that the most current meeting information for the Metro Detroit Region can be found at: <https://michigan-na.org/metro-detroit-region/meetings/> or in the BMLT App.
- **DO:** Remember to be helpful and polite to all callers regardless of their attitude.
- **DO:** When making referrals, please remember to say that we never endorse any other organizations.
- **DO:** Contact your Helpline Chairperson if problems arise.
- **DO:** Know and apply the NA Traditions in all your interactions with callers.
- **DO:** Always give accurate information about our Fellowship — but remember to say "I don't know" if you don't know.
- **DO:** Remember, our helpline is a community service, it is **NOT A CRISIS LINE**.
- **DO:** Suggest the caller go to a meeting if they are obviously high, but if that doesn't work, ask them to call back when they are not using or when they want to go to a meeting.
- **DO:** Save the helpline 248-759-8032 & 248-543-7200 as a contact with a special ringtone in your phone. This is so that you are aware that an incoming call is from the Helpline.

## **The Don'ts**

- **DON'T:** Answer the phone if you are driving or if you are unable to give accurate meeting schedule information. Let someone else on the shift take the call.
- **DON'T:** Get frustrated if you answer a call, you press #1 to accept the call and you are disconnected. It simply means someone else on the shift accepted the call before you did. Just keep on answering the calls and your time will come.
- **DON'T:** Correct a caller if they do not use NA terminology.

- **DON'T:** Argue with people even if they try to draw you into an argument or especially with those whose views of addiction differ from NA's. If the caller does not want to stop using do not try to persuade him / her to stop. Encourage them to check out a meeting so they can decide for themselves. Try to get off the call so you can help someone else.
- **DON'T:** Handle calls that should be handled by professionals.
- **DON'T:** Give medical or legal advice.
- **DON'T:** Counsel or advise anyone on anything other than trying to get them to a meeting. If the call is an emergency, direct them to call 911, refer them to 211, or refer them to the Mental Health Access Number for their county: Listed below or can be found at <https://na-helpline.org/>:

Name	Phone Number
Blue Water	(888) 225-4447
Macomb County	(855) 996-2264
Monroe County	(734) 243-7340 or (734) 884-0226
Oakland County	(248) 464-6383
Wayne County	(800) 241-4949

- **DON'T:** Try to solve the caller's problems, your goal is to get the caller to a meeting.
- **DON'T:** Suggest meeting someone or agree to meet someone off the Helpline, you would never do this ALONE!
- **DON'T:** Give anyone a ride to a meeting. Refer them to 211 to find bus, train, or taxi information.
- **DON'T:** Give out other people's names or telephone numbers.
- **DON'T:** Answer questions about who was at an NA meeting to anyone (e.g., to Police Officers, Probation Agents, or significant others). However, general information may be given out about NA.
- **DON'T:** Be rude, short, disrespectful, and never use foul language or profanity.
- **DON'T:** Assume you know what the caller needs. Give them space to ask for what they need. Ask questions till you know what they need.
- **DON'T:** Guess the answer to a question. If you do not know, tell the caller you do not know.
- **DON'T:** Glorify addiction by telling war stories.