



Narcotics Anonymous

volunteer@na-helpline.org

Metro-Detroit Regional Helpline

Workshop Quiz

Approved: 8/14/2025

The following multiple-choice quiz has been designed to make clear the important principles of Helpline service in Narcotics Anonymous. Remember, being a Helpline volunteer is a position of trust, responsibility and commitment.

Read each question and then choose the option that you feel best answers the question (One answer per question). Upon completion, the facilitator(s) will go over each question and answer with you and/or the group together. Please hold onto your quiz for periodic review.

Any questions or comments concerning the quiz please contact your Area Helpline Chairperson. The Regional Helpline Committee meets on the 2nd Thursday of every month at 7:30 p.m.

- Online on google meet: <https://meet.google.com/kuf-rben-rfm>
- Dial In: +1 267-317-3847 PIN: 505 896 757#
- In Person: Michigan Service Office; 726 Livernois Ave, Ferndale, MI 48220

All NA Members are Welcome

The Helpline Quiz

1. You are on shift as a Helpline volunteer. You receive a call from a member of Narcotics Anonymous who tells you that their doctor has prescribed them medication that is a narcotic, and they ask you if this is okay. You should:
 - a. Tell them “Yes, it’s okay.”
 - b. Tell them to call their sponsor and read the “In Times of Illness” NA publication.
 - c. Tell them to call their doctor.
 - d. Tell them “No, NA is a program of complete abstinence from all drugs.”
2. You receive a call from a person who wants to make their friend stop using. You should:
 - a. Suggest that no one can be made to stop using.
 - b. Get their address and go to stop the friend from using.
 - c. Suggest they give the addict the Helpline number(s).
 - d. A and C
3. The primary objective of the helpline is:
 - a. To provide information about recovery in Narcotics Anonymous to the still suffering addict.
 - b. To provide members of the fellowship an alternative to meetings.
 - c. To give members of the fellowship a place to call and talk at great length about anything.
 - d. Get the caller to a meeting.
4. You receive a call from a member of the opposite sex who has been in NA for 90 days who says that they understand how important it is to give up old playmates, but they are very lonely. You should:
 - a. Suggest they get involved in service work.
 - b. Suggest they reach out to people during and after meetings.
 - c. Get their home address and phone number and arrange to meet them.
 - d. Have a 12-step volunteer (of the same sex as the caller) get in touch with them.
 - e. All but C

5. You take a call from someone who wants to find a meeting on their own. You should:
 - a. Direct them on how to install the BMLT App on their phone.
 - b. Have them call 911
 - c. Direct the caller to Michigan-Na.org where they can search or print the meeting list.
 - d. A and C

6. You have not received any helpline calls during any of your recent shifts and are concerned that calls are not getting forwarded to your phone. You should:
 - a. Use this time to call your sponsor.
 - b. Use the free time to order pizza delivery.
 - c. Do nothing and be glad you haven't had to answer a helpline call.
 - d. Call the helpline number during your shift and see if your phone rings and make sure that you answer the call so that it does not show up as a missed call.

7. You receive a call from someone who tells you that a meeting in the current meeting guide and in BMLT is no longer existing: You should:
 - a. Contact the area's Outreach committee chair to report this.
 - b. Tell them the Helpline doesn't update the meeting list.
 - c. Tell them you are sorry and offer another meeting.
 - d. Say "Oh well, mistakes happen."
 - e. A and C

8. A correct way to answer the phone while on shift is "Narcotics Anonymous Helpline, my name is _____ and I am
 - a. a dope fiend."
 - b. cross-addicted."
 - c. an addict and an alcoholic."
 - d. in recovery."
 - e. an alcoholic."

9. While you are on shift you receive a call from a local school teacher who wants someone to speak to the students about Narcotics Anonymous. You should:
- Agree to talk to the students yourself. Set a date and time.
 - Tell the teacher that this is an anonymous program and we do not do things like that.
 - Refer them to the Michigan Service Office (248) 544-2010.
 - Agree to have your sponsor talk to the students.
10. A using addict calls and asks for the number for a local treatment center. You should:
- Ask them if they know anything about NA and if not tell them something about the program, suggest they try going to a meeting.
 - Tell them to look it up online.
 - Refer them to their county's Community Mental Health.
 - Tell them to call someone that cares.
 - A and C
11. A local reporter calls the Helpline requesting information about Narcotics Anonymous. You should:
- Give the reporter all the information they asked for, including your name, address and phone number.
 - Refer the reporter to the MSO by giving them the telephone number: (248) 544-2010
 - Refer the reporter to any local meeting where a lot of addicts will be glad to tell their stories and have their pictures taken.
 - Refer the reporter to the World Service Office
 - B and D
12. You receive a call from someone who says they would like to know what could be done for someone with a drug problem. The first thing you should do is:
- Ask the sex of the person with the drug problem.
 - Determine if you are speaking to the person with the problem or a friend.
 - Tell the caller your entire life story before and after you came to Narcotics Anonymous.
 - Offer to be their sponsor and tell them to call you every day.

13. A member of NA calls to get meeting information for Ft. Lauderdale, Florida for their upcoming vacation and will want to go to some meetings there. You should:
- a. Tell them you have no information about meetings in Florida.
 - b. Refer them to the BMLT application or www.na.org
 - c. Put the caller on hold for a long time and hope they hang up.
 - d. None of the above.
14. It's Friday night and you get a call from someone who wants to know about an NA dance this weekend. You should tell the caller:
- a. The helpline does not have activities information.
 - b. They can go to a meeting and look for dance fliers.
 - c. They can go to Michigan-na.org/metro-detroit-region and select their area and checkout the calendar of events.
 - d. All of the above
15. If you receive a call from someone who asks "How long does cocaine stay in your system?," you should:
- a. Give them your opinion.
 - b. Tell them about 12 years.
 - c. Tell them they should direct medical questions to a health care professional.
 - d. Have them look it up on the web and then call you back with the correct information so you can give it to future callers.
16. You are scheduled to work the helpline but have an emergency come up where you are unable to answer your phone. You should:
- a. Call the Helpline and tell the volunteer your dilemma.
 - b. Do nothing, missing one shift is fine.
 - c. Contact your Helpline Chairperson.
 - d. Hope no one calls during the shift your about to miss.

17. Someone calls the Helpline and says that there is a dope house down the street from them and they want you to come over and arrest everyone at the house. You should:
- a. Get the address from the caller and inform your area chairperson.
 - b. Refer them to the MSO manager.
 - c. Explain to them NA is a program of recovering addicts. We are not affiliated with law enforcement.
 - d. Get the address and take care of it like a good recovering addict should.
18. You receive a call from someone who wants to stop using, but they want you to tell them how to handle the withdrawals from all the drugs they have been using for the past 45 years. You should:
- a. Tell them to switch to alcohol.
 - b. Tell them to take a lot of hot baths and eat ice cream.
 - c. Tell them about the NA program and what it has done for you.
 - d. Tell them they should direct medical questions to a well-informed health care professional.
 - e. C and D
19. During one of your Helpline shifts, you get a call from someone who wants a ride to a meeting. What should you do?
- a. Tell the caller to call a taxi and send NA the bill.
 - b. Explain that the helpline does not arrange rides to meetings and refer them to their county's community resources (211).
 - c. Get the address of the caller and pick them up, be sure to go alone.
 - d. Give them the number of another fellowship's helpline.

20. You are talking to a caller who tells you they use both drugs and alcohol. They explain that alcohol is not a problem, but those drugs are ruining their life. What should you say?
- a. Tell them alcohol is a drug and that you have been clean and sober for almost 24 hours.
 - b. Tell them that since alcohol is not a problem for them, they may continue to use it.
 - c. Tell them NA is a program of complete abstinence from all drugs and alcohol is a drug.
 - d. Suggest they start attending NA meetings.
 - e. C and D
21. You receive a call from someone looking for a meeting of Cocaine Anonymous. You should:
- a. Start an argument about the merits of going to NA.
 - b. Explain that our Helpline only has information pertaining to NA.
 - c. Suggest they try an NA meeting, explain about the disease of addiction.
 - d. Refer to Community Mental Health.
 - e. B and C.
22. An NA member calls the Helpline and tells you they have been clean for 60 days and that everyone they live with is still using and they need a place to stay. You should:
- a. Tell them the address to the MSO and tell them they can stay there.
 - b. Give the caller your sponsor's address.
 - c. Wish them luck.
 - d. Tell them to call their sponsor and/or to talk to other members about their problem at a meeting.

End of Quiz – Congratulations!