

C.O.A.S.C.N.A.

AREA OFFICE POLICY

Version 3

May 6, 2018

DESCRIPTION

The **Area Service Office** is a service center that involves a partnership among groups in the community, just as the **NA** groups themselves are a partnership among individuals. The office is established to carry out certain functions common to all groups. A centralized office best handles these functions. The office is maintained, supervised and supported by the groups. In return, the office aids the groups in their efforts to carry the message of **NA** to the still suffering addict.

MISSION STATEMENT

The goals and objectives of this office are for the express purpose of helping the still suffering addict. Attraction rather than promotion is our means of carrying the message of **Narcotics Anonymous**.

The **ASO** operates under a set of guidelines utilized to help serve the community in the most effective manner possible, continuing to ensure our message reaches all suffering addicts, for whom it is intended. **The ASO policy is not intended to and shall not, in whole or in part, supersede policy set by COASCNA.**

LOCATION AND OFFICE HOURS

Address: Central Area Service Office of Narcotics Anonymous
1313 East Broad St, Ste 204
Columbus, Ohio 43205

Phone Number: (614) 252-1700

Office Hours: Office hours are subject to volunteer availability and will be posted on
on
www.nacentralohio.org

FUNCTIONS

The ASO is:

- ◆ to function as a centralized distribution point for all Narcotics Anonymous approved literature.
- ◆ to maintain the phone line and provide a listing of groups and refer callers to meetings.
- ◆ to provide information and support to new members.

FUNCTIONS - continued

- ◆ to function as a clearinghouse for the circulation and exchange of information among NA groups.
- ◆ to house all committees involved in carrying the NA message that wish to utilize the facility.
- ◆ to work with these committees and help in any capacity needed for these committees to succeed.
- ◆ to connect newcomers or those newly released from an institutions to an experienced member of NA through the Clean Connections program.
- ◆ to connect newcomers or those newly released from institutions struggling to obtain transportation to NA meetings with an experienced member of NA through the Rides for Recovery program.

ASO SERVICE COMMITTEE GUIDELINES

The ASO Chairperson is elected by all the groups associated with the **Central Ohio Area Service Committee of Narcotics Anonymous**, as represented by their **GSRs**, and is responsible for overseeing the election of the **ASO Committee** which is composed of the **Chairperson, Vice-Chairperson, Secretary, Treasurer, Vice-Treasurer** all **Office Volunteers**, and all concerned **NA members** wishing to participate. All officers attend monthly meetings and all other concerned **NA members** are invited and strongly encouraged to do so.

To ensure that information from sales transactions in the office is secure and available to ASO committee members, original copies of completed Sales Order Forms are **NOT** to be removed from the office.

A. Chairperson

- 1.) Elected by the groups to serve a one-year term.
- 2.) Recommended to have served as Vice-Chairperson for one year and/or have at least three years clean-time.
- 3.) Attends and reports to the ASC monthly meetings.
- 4.) Oversees the Area Office activities.
- 5.) Is responsible for all office supplies.
- 6.) Updates Area Service Office Inventory Program with purchases and sales.
- 7.) Is responsible for literature inventory and adhering to literature minimums calculated by Area Service Office Inventory Program

- 8.) Answers inquiries pertaining to NA.
- 9.) Authorizes the office access key list.
- 10.) Has the ability to suspend office volunteers for reason listed in the Removal section.
- 11.) Must be financially stable.

B. Vice-Chairperson

- 1.) Elected by subcommittee members to serve a one-year term.
- 2.) Recommended to have served as an office volunteer for one year and/or have at least two years clean-time.
- 3.) Requires a working knowledge of ASO policy guidelines.
- 4.) Acts as Chairperson in the event of the elected Chairperson's absence.
- 5.) Updates ASO Policy in the event of a policy change.
- 6.) Reminds ASO/Phone Line volunteers of subcommittee meetings monthly and provides information to volunteers as needed to cover ASO shifts, Phone Line and when changes to Rides to Recovery and Clean Connections programs occur.
- 7.) Must be financially stable.

C. Secretary

- 1.) Records and distributes minutes of all **ASO** committee meetings, retaining copies for office files.
- 2.) Reads minutes and motions at committee meetings.
- 3.) Tallies votes.
- 4.) Maintains an updated list of office volunteers and committee members.
- 5.) Maintains an updated list of Clean Connections and Rides To Recovery volunteers.
- 6.) Suggested one year clean-time.

D. Treasurer

- 1.) Elected to serve a one-year term.
- 2.) Keeps an accurate record of all ASO financial transactions.
- 3.) Prepares monthly financial reports.
- 4.) Recommended to have served as Vice-Treasurer for one year and to have at least three years clean-time.
- 5.) Is responsible for all ASO financial accounts, and all required filings to maintain 501.c.3 non-profit status and Ohio Vendor's License as outlined in section **O.** of this policy.
- 6.) Provides COASCNA Treasurer with scanned copies of Bank Statements and electronic copies of Area Service Office Account Log, Sales Log, Treasurer Workbook and Area Service Office Inventory program.
- 7.) Must be financially stable.

E. Vice-Treasurer

- 1.) Elected to serve a one-year term.
- 2.) Recommended to have served as an office volunteer for one year and/or have at least two years clean-time.
- 3.) Acts as Treasurer in the event of the elected Treasurer's absence.
- 4.) Must be financially stable.

F. ASO Volunteers

- 1.) Has willingness to serve.
- 2.) Suggested six months clean-time.
- 3.) Suggested knowledge of the NA Twelve Steps and Traditions.
- 4.) Follows office and phone line procedures as set for office volunteers by **ASO Committee** and **COASCNA**.

G. ASO "In Office" Volunteers in Training

- 1.) Train in office a minimum of two shifts
 - i. Train with a volunteer who has been with office at least six months or with an administrative member
- 2.) Must be able to commit to a consistent day and time for a minimum of six months
- 3.) Has reliable transportation and form of communication
- 4.) Suggested knowledge of the NA Twelve Steps and Traditions
- 5.) Agrees to follow office and phone line procedures as set for office volunteers by **ASO Committee** and **COASCNA**

H. Members

- 1.) Are any and all concerned addicts who choose to attend **ASO** committee meetings.
- 2.) Attendance at the most recent previous **ASO** committee meeting is required to vote at the meeting in session.

I. Clean Connections Volunteer

- 1) Has willingness to serve.
- 2) Can be contacted through a variety of media, including phone, text, and e-mail, in a relatively short amount of time.
- 3) Suggested one year clean time.
- 4) Suggested knowledge of the NA Twelve Steps and Traditions.
- 5) Has a home group.
- 6) Has a sponsor.

J. Rides for Recovery Volunteer

- 1) Has willingness to serve.

- 2) Can be contacted through a variety of media, including phone, text, and e-mail, in a relatively short amount of time.
- 3) Suggested six months clean time.
- 4) Suggested knowledge of the NA Twelve Steps and Traditions.
- 5) Has a home group.
- 6) Has a sponsor.

K. Voting

- 1.) When possible all decisions should be made by consensus, as noted in our second tradition, vote should only be used as a rough tool to determine our group conscience.
- 2.) Only members may vote. An “active member” is defined as any member that has attended 2 consecutive office committee meetings.
 - i. An active member becomes an active member at the beginning of the 2nd consecutive meeting that they are represented at, and can vote at that meeting.
 - ii. An active member will become inactive only after having no representation for 2 consecutive office committee meetings, and shall stay inactive until they are represented at 2 consecutive meetings once again.
- 3.) Motions can be made and seconded only by voting members.
- 4.) Input and discussion is welcome from all attending NA members.
- 5.) A two-thirds majority of those in attendance **of the eligible** voting body is required to amend ASO policy.

L. Financial Audits

- 1.) The **ASO** shall perform its annual financial audit in **April** of each year as well as each time there is a change in the **Treasurer**.
- 2.) The Central Ohio Area Service Committee will form an Ad Hoc Audit Committee. The ASO Chairperson, Treasurer and Vice-Treasurer will be present to assist the Ad Hoc Audit Committee with questions that arise during the course of the audit.
- 3.) The ASO total inventory shall not exceed \$5,000 except in preparation for sales at COACNA. All excess funds will go to the COASCNA general fund.
- 4.) Prudent reserve for the ASO checking account is \$3,000. All excess funds will go to the COASCNA general fund.

M. Checking Account

- a. The C.O.A.O.N.A. checking account will require two signatures of three of the signers on the account on all

- checks.
- b. The **Treasurer** shall take care of updating the signature cards with the bank whenever there needs to be a change.
- c. Signers on C.O.A.O.N.A. shall be the ASO Chairperson, ASO Treasurer and ASO Vice-Treasurer.
- d. An account signer shall not sign a check made out to him or herself for reimbursement of expenses.
- e. **Two members living in the same household cannot both be signers on the account.**

N. Checks and Money Orders

- 1.) Per area service policy, ASO will only accept checks or money orders for purchases and area service donations.
- 2.) All checks and money orders are to be made out to C.O.A.O.N.A.
- 3.) If a check is returned by our bank for insufficient funds...
 - a. The ASO Treasurer will contact the individual who wrote the check to repay the insufficient funds and any bank charges incurred by ASO.
 - b. The repayment of insufficient funds shall be done within seven days of notification by ASO Treasurer.
 - c. The repayment of insufficient funds shall be made with a money order only.
 - d. If a check is returned for insufficient funds for the purchase of literature or area service donation for a group and the repayment is not made, the ASO Chairperson, Vice-Chairperson, or Treasurer will contact the group to notify the group about the missing funds.
- 4.) If an individual has a check returned for insufficient funds, that individual will no longer be able to write checks for the purchase of literature or area service donations.
- 5.) A list of individuals who have checks returned for insufficient funds will be kept for use by ASO volunteers and shared with the COASCNA Treasurer.

O. Maintenance of 501.c.3 non-profit status and Ohio Vendor's License

- 1.) The ASO Treasurer is responsible for maintaining active 501.c.3 non-profit status and Ohio Vendor's License:
 - a. Sales tax payment due **Jan. 23** (July – December sales) and **July 23** (January – June sales) each year. Sales tax payment is calculated as 7.5% of all sales collected during the previous 6 month period.
 - 1.) Sales tax is already included in the price of literature. So, “sales without tax” = (6 month sales from worksheet) / 1.075. This is the number to report at ohiobusinessgateway.gov.
 - 2.) Sales tax owed = “sales without tax” * 0.075.
 - 3.) [Ohiobusinessgateway.gov](http://ohiobusinessgateway.gov) may give a discount for filing tax payment online.

- b. Form 990-N due **November 15** notifies the IRS the ASO is still an active non-profit, and can be filed at IRS.gov.
- c. Ohio charitable organization registration due **November 15** registers our non-profit with the state of Ohio, as required by Ohio law, at OhioAttorneyGeneral.gov.

PROCEDURES FOR ASO VOLUNTEERS

A. Primary Responsibilities

- 1.) Answer telephones according to **COASCNA** procedure guidelines.
- 2.) Sell and/or otherwise distribute NA literature according to guidelines in volunteer training materials.
- 3.) We ask all volunteers to please, report to the **ASO** according to schedule and to call in ahead if they are unable to attend.
- 4.) We would suggest that everyone visiting our office deserves to be greeted with a HUG!
- 5.) Cabinets should be locked between sales.
- 6.) Literature sales should be picked up for deposit within five days of the earliest sale.
- 7.) Deposits should be made within five days of the pickup of sales.
- 8.) General Information
 - i. The literature cabinet shall be locked at all times.
 - ii. Only the assigned, on shift, volunteer shall have authorized access to the literature cabinet.
 - iii. Said volunteer shall be the only person to count and distribute literature.
 - iv. Said volunteer shall be the only person to handle any and all payments received for the purchase of literature.
 - v. Literature shall not be borrowed or loaned.
 - vi. All literature is for sale.
 - vii. Literature shall not be purchased on credit.
 - viii.** No literature shall be sold when office is not open unless special arrangements are made.

B. Other Major Responsibilities

Volunteer for the shift shall:

- 1.) Keep the office clean. Clean up after each shift.
- 2.) Take messages. All messages for **ASC Trusted Servants and Committee Chairs** are to be forwarded to the appropriate addict.
- 3.) Hold noise level to a courteous minimum.
- 4.) Act responsibly in the use of the building's facilities.
- 5.) All **ASO** members and volunteers shall accept responsibility for being accountable to **COASCNA**.
- 6.) Donations to **COASCNA**
 - i. Donations should be logged in a receipt book provided by the **COASCNA** Treasurer.

- ii. Donating group is given white copy from receipt book for the group's records.
- iii. Donations are placed in a white envelope with the following information:
 - 1) Group Name
 - 2) Date of donation
 - 3) Amount of donation
 - 4) Office volunteer name
 - 5) Receipt number
- iv. COASCNA Treasurer should be notified within five days of any group donations made at the office.
- v. Donations shall be locked in the **front** literature cabinet.
- vi. All donations to the area must be in the form of a check or money order.
- vii. Estate contributions of NA members are limited to a one-time maximum of \$1000.00. This means that NA members can leave up to \$1000.00 to NA in their wills.
- viii. COASCNA doesn't accept any memorial donations from any person that is not an NA member per the 7th Tradition. This means that donations from others in the name of an NA member who has passed will not be accepted unless they are from another NA member.

C. Closing Responsibilities

Volunteer for final shift of the day shall:

- 1.) Turn off all lights with accessible switches.
- 2.) Empty trash.
- 3.) When leaving...
 - a.) Return literature cabinet key to secure location.
 - b.) Ensure both literature cabinets are locked.
 - c.) Forward phone.
 - d.) Lock door handle and dead bolt.

D. REMOVAL

1. Volunteers shall be subject to removal from ASO and/or Volunteer list for the following:

- a.) Relapse.
- b.) Two (2) No Shows without notifying Office Chair or Vice-Chairperson before scheduled start time.
- c.) Neglect of duties.
- d.) Excessive inappropriate behavior.
- e.) Violence, theft or any other act that is a threat to the welfare of

any individual, the facility and/or NA as a whole.

2. The procedure for removal shall be as follows:

- a.) A majority vote of ASO Committee members shall be required for removal of any office volunteer.
- b.) On an interim basis, the **ASO Chairperson** shall have the authority to remove a volunteer for any reason stated under heading **1** of **the REMOVAL** section until such time as the **ASO Committee** can vote on the in question volunteer's removal.

Clean Connections Program

Clean Connections is a temporary contact program for the Central Ohio Area of Narcotics Anonymous. Addicts new to recovery in the community or nearing release from facilities and institutions can experience feelings of fear about attending meetings regularly. Many of us can empathize with this fear and worry that they won't find the support to keep their recovery going.

We want to connect newly recovering or released addicts with members of Narcotics Anonymous. Shortly after receiving a request for help, an NA volunteer will contact the addict. In those first critical days, the temporary NA contact will potentially meet the addict at a variety of NA meetings, make introductions to other members of Narcotics Anonymous, and share his/her experience of recovery as experienced through the Narcotics Anonymous program.

Rides for Recovery Program

Rides for Recovery creatively enough is a ride program for the Central Ohio Area of Narcotics Anonymous. Addicts new to recovery in the community or nearing release from facilities and institutions can experience difficulties obtaining transportation to NA meetings.

We want to connect newly recovering or released addicts with members of Narcotics Anonymous who can give them rides to NA meetings. Shortly after receiving a request for help, the program coordinator will contact the addict. The program coordinator will attempt to connect the addict with a volunteer who can offer them a ride to the meeting. These ride offers will be offered for a limited time and the addict requesting help can be asked to meet the volunteer at a location of the volunteer's choosing.