

PLEASE COMPLETE THIS SURVEY ONLINE IF POSSIBLE USING THE LINKS AT [www.na.org/toolbox](http://www.na.org/toolbox)



## NA World Services: Local Service Toolbox Project



### Virtual Meetings Service Tool

This survey is the first step in the creation of a service tool for virtual meetings and will be available until December 31st. It has been created by reviewing the material from locally created resources, the input from Fellowship discussions, and the many questions we have been asked about virtual meetings. We encourage you to share your experience and ideas here. You are welcome to complete the survey as an individual member, or with others in a group or service event setting.

We are using the term virtual meetings to refer to online, phone, and chat-based meetings—really any meetings that do not meet in person or that are hybrid and have some remote attendees. We are open to any ideas you have about which terms we use as long as they include the variety of ways that NA members come together to meet.

The survey focuses on three areas: best practices, applying NA principles, and virtual meetings and the service system.

For the first two areas we are offering a list of topics that each will cover. Think of these as section headings in the finished tool. Please share any practical experience you have by typing it alongside each topic.

We have included the option to add more topics if you think there is something else the tool needs to cover.

The final area of the survey offers two questions about virtual meetings and the NA service system. We have also provided a space for any additional thoughts you may have.

1. **Best Practices for Virtual Meetings:** Please share any experience you think would be useful to include in a resource or tool for virtual meetings.

Choosing a meeting platform:

Listing information about virtual meetings:

Keeping a virtual meeting secure:

Technical tips (e.g. helping with low bandwidth, orienting members to the platform):

Maintaining personal anonymity:

Basic meeting protocols and etiquette:

Practicing the Seventh Tradition:

Signing attendance cards:

Additional service positions for virtual meetings:

Distributing literature and keytags:

Suggestions for effective virtual meeting formats:

Hybrid meetings:

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2. **Best Practices:** Are there any other topics that you think the tool needs to cover? Please include any experience you may have. [Please use a new line for each topic to help us compile the survey responses.]

Topic 1:

Topic 2:

Topic 3:

3. **Applying NA Principles in Virtual Meetings:** Please share any experience you think would be useful to include in a resource or tool for virtual meetings.

Welcoming newcomers and helping them get connected:

Operating within the Third Tradition (e.g. not silencing or ejecting people without an acceptable reason):

Administering meetings (e.g. avoiding dominance by individuals, creating an atmosphere of recovery):

Accessibility for members with additional needs:

Finding a sponsor in a virtual environment:

4. **Applying NA Principles:** Do you have any additional ideas for topics that the tool needs to cover? Please include any experience you may have. [Please use a new line for each topic to help us compile the survey responses.]

Topic 1:

Topic 2:

Topic 3:

**We are aware that some meetings are being held virtually on a temporary basis because they cannot meet in person, while others are intended to be virtual on a permanent basis. This difference may affect how you respond to the next two questions. Please help us to better understand your input by indicating in your response whether the meetings you are sharing experience about are virtual on a temporary or permanent basis.**

5. **Virtual Meetings and the Service System:** We are aware of a number of approaches for how virtual meetings and the rest of the NA community connect within NA today and would like to hear what is happening within your community.

How do virtual meetings and the rest of NA connect in your community?

6. **Virtual Meetings and the Service System:** We have heard of some virtual meetings reaching out to treatment, probation, and correctional facilities to invite them to their meetings. Are there any other ways that virtual meetings are providing services other than recovery meetings?

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7. Do you have any additional thoughts or ideas you would like to share?

8. Please let us know who is filling out this survey: member, group, or service body/event

9. We ask for information about your location to ensure that we are hearing from members all over the world. Please tell us which country you are from:

10. If you live in the US, please tell us which state you are from:

11. Please enter your email address here if you would like to continue contributing to the project:

Please contact us at [toolbox@na.org](mailto:toolbox@na.org) if you have any questions.