

## 1-800 Proposal and Answers

Q- My area has been asking how exactly the 1-800 service will be paid for. Is it intended for all areas? What if an area does not want to participate? Who will man it etc... these are just a few of the question from our last area meeting.

A - The proposal will be paid for by region if they chose to adopt it. Any Area that can't afford their own 800 line will be covered by Region and again if they chose to adopt it. If an area doesn't want to be in on it then that's OK. It's a little of both as far as just reading the proposal and grasping it. Cliff will be contacting your RCM and will brief you fully on all the aspects of this plan. The basic idea is to create 1 single call in point for all of Ontario. Then there will be options to select the Area you want etc..., all other services are pass through. We don't man anything at this point. Later there are features that can be set up that will require servants. If an Area has a 800 number then we just add it to the set up on its own option. So if Toronto is option 3 when someone calls in then they get routed to your Areas phone lines and Prompts.

Q- What is the best way for our Outreach and PR chairs request access to the website?

A - The only way for Outreach Chairs and PR/PI chairs of Areas to access the site is to Email Me, Steve Kelly [inovate@cyberbeach.net](mailto:inovate@cyberbeach.net) for Outreach and Mark F. [mafilo@golden.net](mailto:mafilo@golden.net) the PR/PI chair for R/PI. We want to Stress as we did at Region and in my report that this site is not designed for anything other than committee members. This means, local Area Sub chairs for Outreach and PR/PI, and the currently elected Outreach and PI/PR members.

### The Outreach 1-800 Proposal

**Motion:** To have the ORSC executive establish Bell Canada's Single Number Reach (snr) service x 2i n the 416 area code which would include the Call director service and the Voicemail option on one line only (to be used at a later time) \*\*\*\*. In addition a 1 800 number x 2 linked to this service available everywhere in Ontario.

In Addition to this to Ontario Region will request that each Area Service Committee link a 1 800 number to their phone line number. Any Areas Service Committee not wishing to incur this cost can request that it be covered by the Ontario Region.

**Intent:** To provide easier access to addicts/ groups / areas looking for meetings in Ontario & to allow the ORSC a tool to use for Fellowship development. The Call director feature will be used to link to the meeting lists of the Area Service Committees in Ontario.

To include all Areas on Ontario or be limited to the Northern Regions listed below if we only want the cost of one Single number reached service. (Northwestern Region, Sault Ste Marie, Northern Lights Area, Sudbury Area, North Bay Area, Georgian Heartland Area and Groups without and Area Service Committee.)

## Financial Implications:

|   |                    |
|---|--------------------|
| Single number reached.(1st number)                    | \$ 17.95 per month |
| Single number reached (2nd number)                    | \$ 17.95 per month |
| Voicemail option (1st number) (at a later time)****   | \$ 7.00 per month  |
| Call director (1st number)                            | \$ 7.95 per month  |
| Call director (2nd number)                            | \$ 7.95 per month  |
| 1 800 number associated with each snr #               | \$ 16.00 per month |
| \$ 8.00 per month plus 4.5 cents per minute per call. |                    |

For each area 16 x 8.00                      \$ 128.00 per month plus 4.5 cents per minute per call.

The Call Director feature when used to access the meeting lists will incur long distance charges unless the area has a 800 number for their meeting list.

The Basic cost of \$ 897.60 per year.

$$17.95 \times 12 = 215.40$$

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$$7.95 \times 12 = 95.40$$

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$$8.00 \times 12 = 96.00$$

$$8.00 \times 12 = 96.00$$

$$7.00 \times 12 = 84.00$$

$$(215.40 + 95.40 + 96.00) \times 2 + 84.00 = \$ 897.60$$

Plus \$ 1,536.00 per year

$(16 \times \$8.00) \times 12 = 1536.00$  for 1 800 number for each area assuming 16 areas wanting us to pay for the 1 800 number for their area. Plus 4.5 cents per minute for each call.

Also we would need to make sure each area has an 800 number or we will be paying Long distance charges when the single number reached number calls there Phone line number.

I propose that the ORSC chair or vice chair call Bell Canada to establish the service and arrange billing to be paid by the Treasurer. This would make sure that the service and numbers would belong to the ORSCNA committee...

**Each RCM can take back to their Areas that we have are establishing this service and ask them:**

- 1) If they are willing for us to link to there present phone line number.
- 2) Are they willing to establish a 1 800 number associated with there present phone line number and pay for the call from our single number reach number.
- 3) If not are they willing for us to establish and pay for this 1 800 number and the cost of the calls incurred.

In the case of Northwestern Area and the Limestone Area which has no phonenumber is the Ontario region I propose that the Ontario region pay for and help them to establish a phone line.

With the system I have outlined about WE can split the Areas into 2 or 3 for the call director feature....

For example...

When call the first 1 800 number you will have a greeting

Welcome to the Ontario region of Narcotics Anonymous If you wish to get information or contact us on the web your can do so at [www.orscna.org](http://www.orscna.org).

If you wish information meeting information without incurring long distance charges and are in the 416, 905, or 519 area codes

please press option 1

this would connect you to the 2nd Single number reach number..... which would give you

if you want the Anchor area meeting information press option 1 which will connect you to 416 410 3689 number or preferably the 1 800 number we have associated with that number.

if you want the Central Lake Area meeting information press option 2 which will connect you to 905 434 2020 number or preferably the 1 800 number we have associated with that number.

if you want the Essex – Kent Area meeting information press option 3 which will connect you to 519 977 8063 number or preferably the 1 800 number we have associated with that number.

if you want the Greater London Area information press option 4 which will connect you to 519 661 0119 number or preferably the 1 800 number we have associated with that number

if you want the Hamilton Area meeting information press option 5 which will connect you to 905 522 0332 number or preferably the 1 800 number we have associated with that number

if you want the Kingston Area meeting information press option 6 which would connect to the phone line number and 1800 number we have....

if you want the Ottawa Area meeting information press option 7 which will connect you to 1 888 922 7822

if you want the Golden Triangle Area meeting information press option 8 which will connect you to 519 651 1121 number or preferably the 1 800 number we have associated with that number

if you want the Toronto Area meeting information press option 9 which will connect you to 416 236 8956 number or preferably the 1 800 number we have associated with that number

If you wish meeting info in the North Bay Area press option 2 which will connect you to the 705 475 3168 number or preferably the 1800 number we have associated with that number.

if you wish meeting info in the Sudbury Area press option 3 which will connect you to the 705 688 9929 number or preferably the 1 800 number we have associated with that number.

if you wish meeting info in the Northern Lights Area press option 4 which will connect you to the 705 688 9929 number or preferably the 1 800 number we have associated with that number.

if you wish meeting info in the Sault Ste. Marie Area press option 5 which will connect you to the 705 945 1580 number or preferably the 1 800 number we have associated with that number.

(For Future use when we come up with guidelines on the use of Voicemail / email forwarded voicemail option) if you wish to leave a message for our Hospitals and Institution Committee of the Ontario Region press option 6

if you wish to leave a message for our Public Information Committee of the Ontario Region press option 7

if you wish to leave a message for our Outreach Committee of the Ontario Region Area press option 8

if you wish to leave message for the Ontario Regional Service Committee of Ontario press option 9

Once established. The Northern Outreach committee will hold a meeting to develop guidelines as to how the voicemail option will be used

These guidelines will be presented to the ORSCNA as soon as they are ready or at such reasonable timeline as directed by the ORSCNA. The voicemail option would not be initiated until the guidelines are approved at the ORSCNA.

These guidelines will include the method to be used to answer the voicemail and who is responsible to make sure the response is made in a timely manner and in accordance with our Public Information guidelines. The guidelines I believe should include a method to use this voicemail option to allow rcm's for each area to update their areas meeting information monthly and for the Outreach chair to confirm the updates are accurate at each regional meeting. It could also be set up to allow the email to be also forwarded to the Web Site person so he can keep it current as well.

Cliff R.