

# GREATER CHARLOTTE AREA OF NARCOTICS ANONYMOUS

## WEBSITE POLICY AND GUIDELINES

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AREA WEBSITE  
POLICY AND GUIDELINES  
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**INTRODUCTION**

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The following outlines policy and guidelines for the website “charlotte-na.org”, a service of the Public Information Subcommittee of the Greater Charlotte Area of Narcotics Anonymous (GCANA).

The following guidelines are derived from the decisions, experience and policies created by said Sub Committee. In addition, they reflect policy or guidelines that are pertinent to the GCANA Area Service Committee.

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**SECTION 1: PURPOSE, NAME AND ACCOUNTABILITY**

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- 1) The purpose of the GCANA website is to further the NA groups’ primary purpose of carrying the message to the addict that still suffers by providing easily accessible information and communicate the activities of the GCANA.
  - 2) The trusted servant responsible for publishing the GCANA website will be called the “webservant”.
  - 3) The Uniform Resource Locator (URL) for this site is “<http://www.charlotte-na.org>”.
  - 4) This Webservant is accountable to NA Fellowship through the P.I. Sub Committee through its Chairperson.
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**SECTION 2: FINANCES AND OWNERSHIP**

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- 1) Costs for web hosting, domain registration and associated publishing software are the responsibility of the GCANA Area Service Committee. Costs for Internet access by the Webservant or members of the P.I. Sub Committee are not included.
- 2) The Webservant is responsible for communicating all financial needs and consequences to the GCANA Public Information Sub Committee’s Administrative Officers, primarily the Chair.
- 3) The GCANA’s Bound For Freedom Inc. is the owner of the domain name “charlotte-na.org”. The Webservant is responsible for maintaining the ownership of the domain name for the GCANA Bound For Freedom Inc.

- 4) The Webservant is responsible for investigating and choosing a vendor for hosting the GCANA website. Final responsibility rests with the GCANA Public Information Sub Committee for distribution of funds.
- 5) All budget considerations will be addressed as outlined in the GCANA Area Service Committee's own policy.

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### **SECTION 3: WEBSERVANT REPORTING AND COMMUNICATIONS**

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- 1) The Webservant will submit a written report to the GCANA Public Information Sub Committee at each monthly meeting. This report communicates all financial, technical and correspondence related to the operation of the website.
- 2) The Webservant is responsible for downloading and distributing e-mail and website feedback communications. E-mails will be distributed to area service committees' point(s) of responsibility. It is the responsibility of GCANA ASC and all AREA service committees to designate their point(s) for distribution. It is also the responsibility of GCANA ASC and all AREA service committees to work out such details with Webservant. Website feedback will be distributed to members of the Public Information Sub Committee. See Section 9: General Guidelines And Policies.
- 3) E-mail addresses will be established for the GCANA ASC, Area Sub Committees and other trusted servants as needed. The Webservant or Alternate Webservant will distribute all e-mail received through the POP e-mail accounts established for the corresponding trusted servants that do not have internet access. All others will be forwarded to the Trusted Servants personal email address.
- 4) Personal e-mail addresses are not to be used on the GCANA website other than for forwarding purposes so that official NA communications are processed properly and appropriately. It is up to the trusted servant whether to use their own personal e-mail to reply to communications or have the Webservant relay e-mails through the charlotte-na.org domain for such replies.
- 5) Trusted servants and/or service committees receiving communications relayed from the Webservant are responsible for acknowledging the communication and informing the Webservant of the disposition of the communication.
- 6) The GCANA ASC monthly motions will be posted on the website for downloading and review by any Fellowship member as they become available.

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### **SECTION 4: ELECTION OF WEBSERVANT**

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- 1) The GCANA Public Information Sub Committee chooses the Web Servant and the Web Servant Alternate. In addition to these trusted servants, volunteers are encouraged to participate but do not have authority to edit or post content to the website.

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### **SECTION 5: WEB PAGE CONTENT DECISION-MAKING**

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- 1) Decisions for content are made by the GCANA Public Information Sub Committee by consensus when possible.

- 2) Consensus decision-making is when after full discussion on a proposed action, no one member of the work group is unwilling to support the proposed action.
- 3) If consensus cannot be reached, a two-thirds majority is needed for a decision to be carried out.

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## SECTION 6: WEBSITE CONTENT AND COMPONENTS

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*The purpose of this section is to outline the baseline content of the GCANA website. Content for inclusion will be added as need or requested by the GCANA and Public Information Sub Committee.*

- 1) The website will contain the following sections or pages:
  - a) *Home Page*- Entry page to the website, normally the index.htm file.
  - b) *Meeting Directories* – Meeting lists for the GCANA
  - c) *About NA* – Information for Professionals and interested parties including content excerpted from "Narcotics Anonymous: A Society of Recovering Addicts" that is approved for Internet usage by NA World Services.
  - d) *Helplines* – A listing of all helpline telephone numbers including the Carolina Region or appropriate link.
  - e) *Service* – Links to area service committee’s web pages, internal and external or appropriate description of each service committee including meeting times and locations.
  - f) *Downloads* – All available download files for the website (area forms, service committee communications, area motions, etc).
  - g) *Contact Info* – Contact information for the GCANA (address, phone numbers, and e-mail addresses for the GCANA)
  - h) *Feedback* – Form for feedback from website visitors.
  - i) *Links* – List of external hyperlinks to NA approved websites with disclaimer notice. (NA Approved sites are those listed with NAWS only.)
  - j) *Privacy* – Notice of privacy of communications.
  - k) *Search* – Search component for website.
  - l) *Site Index* – Table of contents component used for viewing website in hierarchy format.
- 2) The GCANA website will have the following content on each page:
  - a. The title of page
  - b. The left of the page will have a top-level navigation bar for the top tier pages under the index page.
  - c. The bottom of the page will display a copyright notice and technical contact information for the website.
  - d. A date and time component describing the last update to the page.
- 3) The index or home page will have the following content: in addition to the standard page information:

- a. A welcoming paragraph (with announcements when necessary).
- b. The GCANA Helpline number.
- c. A navigation bar component for the first tier of child pages under the index or home page.
- d. A visitor “hit counter” component.
- e. Clear text stating that this is an official website for the Greater Charlotte Area of Narcotics Anonymous.
- f. Text box containing recent updates to the website.

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## SECTION 7: TECHNICAL GUIDELINES

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*This section describes technical design, philosophy and guidance information.*

- 1) The software used for the website publishing is Microsoft FrontPage 2000 or greater.
- 2) Website host must support Microsoft FrontPage server extensions.
- 3) The user name and user password to publish the website will be held by the Webservant, alternate Webservant and the GCANA Public Information Sub Committee Chairperson only.
- 4) Internet browser compatibility will be as universal as possible when considering design elements of the website.
- 5) Website design should be tailored to the download rate of 56Kps. No page should take more than 30 seconds to download at 56Kps.
- 6) The site will be designed for a browser window of 800 x 600 pixels.
- 7) The use of JavaScript will be curtailed to basic website components.
- 8) The use of images other than for buttons and other technical components will be minimized to reduce the time needed for downloading our web pages.
- 9) The size of files for downloading should be kept low to reduce the time needed for downloading and slow connection speeds, whenever possible.
- 10) Files for downloading should be offered in differing formats such as “Plain Text with Line Breaks – filename.txt”, “Rich Text Files - filename.rtf” and “Portable Document Format - filename.pdf”, as determined by Section 8, item #9.
- 11) Files for downloading should be scanned for viruses before posting to the website.
- 12) External hyperlinks should be checked on a monthly basis for integrity and site content examination.
- 13) Registration of the website with major search engines should be reviewed every six months.

- 14) Text font size will be chosen for easier reading for all platforms.
- 15) Alternate text tags will be used for images.
- 16) Plain text alternatives should be available for all meeting directory pages and contact information pages.
- 17) Regular and frequent “back-up” copies of the website are made by the Webservant. These back-up copies of the website shall be an agreed to media that can be utilized by the Webservant Alternate. The purpose for the back-up copies of the website is for archival and rescue purposes by the webservant in maintaining the website.

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#### **SECTION 8: GENERAL GUIDELINES AND POLICIES**

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- 1) External hyperlinks to sites that are not affiliated with the NA fellowship will have a disclaimer stating that the link will take the visitor away from the GCANA site and the said link will open in a new browser window.
- 2) Meeting directory pages should be checked for updates at least every 30 days.
- 3) A single point of contact for each Area Service Committee is established for the purpose of communications to the Webservant. This communications liaison is utilized for the purpose of updating information on the website.
- 4) Each Area Service Committee may request to post information concerning local area activities, meeting minutes or other NA related information — excluding personal recovery communications.
- 5) Newsletters or other similar content concerning personal recovery will be moderated by the webservant or appointed trusted servants. Content will be monitored for any violations of Traditions or Website Policies. Any content deemed inappropriate in accordance with website guidelines will be removed immediately. Such formats will be approved by the GCANA Public Information Sub Committee.
- 6) Images of any identifiable person, whether an NA member or not, are never used.
- 7) Sales of merchandise are not done on the website, but the site may contain a link to NAWS Literature sales.
- 8) Requests for literature purchases will be referred to Narcotics Anonymous World Services.
- 9) Copyrighted material will not be used on the website without specific permission from the owner of the material.

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#### **SECTION 9: QUALIFICATIONS FOR WEBSERVANT AND ALTERNATE**

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- 1) The minimum clean time for Webservant will be (2) two years continuous clean time and Webservant Alternate position is (18) eighteen months.
- 2) An understanding of the Twelve Traditions is vitally important in this service position as it involves communications and public relations with non-addicts as well as the still suffering addict.
- 3) Any person considered for this position should demonstrate an ability to write HTML code and administer a website.

- 4) These trusted servants should provide proof of access to a computer that is capable of running the latest generation of web browsers and has a suitable connection to the Internet. The costs for these requirements are borne by the trusted servants.
- 5) The Webservant and Webservant Alternate are chosen by the GCANA Public Information Sub Committee by election according to the GCANA Public Information Sub Committee Website policies.
- 6) Removal of these trusted servants from their positions are covered by the GCANA and Public Information Sub Committee policies.
- 7) The term for each position is to be two years in length.

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#### SECTION 10: PRIVACY POLICY

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*This section describes the current privacy policy of the website.*

- 1) A Privacy policy on communications with the NA service structure is an important aspect of our Twelfth Tradition of anonymity.
- 2) The Webservant will apply all of the Traditions and the Twelve Concepts of Service in developing and implementing a “Privacy Policy” for the GCANA website.
- 3) This privacy policy will evolve as needed and be approved by the GCANA Public Information Sub Committee before posting on the website.
- 4) The following is the current “Privacy Policy” as posted on the GCANA website:
  - a) Our Twelfth Tradition states, "Anonymity is the spiritual foundation of all our traditions, ever reminding us to place principles before personalities."
  - b) Cookies: We believe in supporting the spirit of our tradition of personal anonymity on the Internet by stating clearly that we do not employ any technical means to track or identify any visitor to this website. For further information on "cookies", consult your Internet browser's help utility or other Internet resource.
  - c) Communications: Any communication submitted to charlotte-na.org will be treated with confidentiality and anonymity in mind. We will delete all communications received on a regular basis. We do not guarantee total anonymity in all circumstances. We suggest that the senders of e-mail or feedback forms take their own precautions if they desire to remain anonymous.
  - d) All communications are considered to be official NA business and require some level of identification for the purposes of responding to those communications. All efforts will be made to pass on communications in a timely manner to a responsible trusted servant.
  - e) There are alternative methods for communicating with service committees within the GCANA. These alternatives are listed on our services page. Please utilize this information if it is necessary to fulfill your needs.

- f) Personal Requests: Under no circumstances will we forward e-mail of a personal nature to any NA member here in the GCANA. This is an official website of the GCANA and we do not acknowledge anyone's membership in Narcotics Anonymous. Thank you for respecting this policy.
- g) Policy Changes: The policy outlined here will evolve in the future as the guidelines and policies for our website are changed at the direction of the GCANA Public Information Sub Committee. Your comments are welcome on this topic so please use our feedback form.