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# REGIONAL WEBSITE POLICY AND GUIDELINES

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## INTRODUCTION

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The following outlines policy and guidelines for the website “na-hawaii.org”, formally a service of the Web Page Work Group for the Public Information Subcommittee of the Oahu Area Service Committee.

The following guidelines are derived from the decisions and policies created by said Web Page Work Group. In addition, they reflect policy or guidelines that are pertinent to the Hawaii Regional Service Committee (HRSC).

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### SECTION 1: PURPOSE, NAME AND ACCOUNTABILITY

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- 1) The purpose of the HRSC 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 HRSC.
- 2) The name of the group of trusted servants responsible for publishing the HRSC website is the “HRSC Web Page Work Group”.
- 3) The Uniform Resource Locator (URL) for this site is <http://www.na-hawaii.org>.
- 4) This Web Page Work Group is accountable to NA Fellowship through the Hawaii Regional Service Committee through its work group leader, the “Webservant”.
- 5) The “Webservant” is the point of accountability for the Web Page Work Group and is responsible to the HRSC for the website.

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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 Hawaii Regional Service Committee. Costs for Internet access by members of the Web Page Work Group are not included.
- 2) The Webservant is responsible for communicating all financial needs and consequences to the Hawaii Regional Service Committee’s Administrative Officers, primarily the Treasurer.
- 3) This Hawaii Regional Service Committee is the owner of the domain name “na-hawaii.org”. The Webservant is responsible for maintaining the ownership of the domain name for the Hawaii Regional Service Committee.
- 4) The Web Page Work Group is responsible for investigating and choosing a vendor for hosting the HRSC website. Final responsibility rests with the HRSC for distribution of funds.
- 5) All budget considerations will be addressed as outlined in the Hawaii Regional Service Committee’s own policy.

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### **SECTION 3: WEB PAGE WORK GROUP REPORTING AND COMMUNICATIONS**

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- 1) The Webservant will submit a written report on behalf of the Web Page Work Group to the Hawaii Regional Service Committee at each quarterly meeting. This report communicates all financial, technical and correspondence related to the operation of the website. The Webservant is only required to attend HRSC quarterly service meeting by request of HRSC. In the event such a request is made by HRSC transportation funding will follow HRSC guidelines/policy.
- 2) The Webservant is responsible for downloading and distributing e-mail and website feedback communications. E-mails will be distributed to regional and area service committees' point(s) of responsibility. It is the responsibility of HRSC and all AREA service committees to designate their point(s) for distribution. It is also the responsibility of HRSC and all AREA service committees to work out such details with Webservant. Website feedback will be distributed to members of the Web Page Work Group. See Section 9: General Guidelines And Policies.
- 3) Personal e-mail addresses are not to be used on the HRSC website 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 na-hawaii.org domain for such replies.
- 4) 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.
- 5) The HRSC quarterly meeting minutes will be posted on the website for downloading and review by any Fellowship member as they become available.

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### **SECTION 4: WEB PAGE WORK GROUP MEMBERS**

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- 1) The Web Page Work Group will consist of a Web Servant, a Web Servant Alternate and members from each Area of the Hawaii Region. In addition to these work group members, volunteers are encouraged to participate but do not have voting privileges as stated in Section 5 on concerning decision-making.
- 2) The Hawaii Regional Service Committee chooses the Web Servant and the Web Servant Alternate. Web Page Work Group members are chosen by their respective areas.

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### **SECTION 5: WEB PAGE WORK GROUP DECISION-MAKING**

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- 1) Decisions by the Web Page Work Group are made 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: WEB PAGE WORK GROUP MEETINGS

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- 1) Meetings of the work group may occur when the group believes a meeting is necessary.
- 2) Most work group business should be done over the Internet utilizing technologies that are practical and economically feasible.

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## SECTION 7: WEBSITE CONTENT AND COMPONENTS

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*The purpose of this section is to outline the baseline content of the HRSC website.*

The website will contain the following sections and/or pages:

- 1) *Area Gatherings and Regional Conventions* - Information on Hawaii Regional Conventions and Area Gatherings.
- 2) *Asia Pacific Forum* – Description and link to the APF website.
- 3) *Contact Info* – Contact information for the Hawaii Region (address, phone numbers, e-mail addresses for the HRSC, Area Service Committees and NA World Services).
- 4) *Downloads* – All available download files for the website (meetings, convention or gathering forms, service committee communications, etc).
- 5) *Feedback* – Form for feedback from website visitors.
- 6) *Hawaii Area Service Committee Pages* – Links to area service committee web pages, internal and external.
- 7) *Hawaii Regional Service Committee Page(s)* – Communications content for the HRSC.
- 8) *Helplines* – A listing of all helpline telephone numbers in the Hawaii Region.
- 9) *Home Page* – Entry page to website, normally the index.htm file, may be another page if desired.
- 10) *Links* – List of external hyperlinks to NA approved websites with disclaimer notice.
- 11) *Meeting Schedules* – Meeting schedules for the Hawaii Region.
- 12) *Privacy* – Notice of privacy of communications.
- 13) *Search* – Search component for website.
- 14) *Site Index* – Table of contents component used for viewing website in hierarchy format.

- 15) *What is NA?* – Public information content excerpted from "Narcotics Anonymous: A Society of Recovering Addicts" that is approved for Internet usage by NA World Services.

The HRSC website will have the following content on each page:

- 1) The title of page
- 2) Each page should display a copyright notice and technical contact information for the website.
- 3) A date and time component describing the last update to the page.
- 4) The index or home page will have the following content: in addition to the standard page information:
- 5) A welcoming paragraph (with announcements when necessary).
- 6) Clear text stating that this is an official website for Narcotics Anonymous in the Hawaii Region through the administration of the Hawaii Regional Service Committee.
- 7) Text containing hyperlinks for sections of the site such as "Meeting Directories", "Area and Regional Conventions", "Helplines" "Hawaii Area Service Committee Websites", and "Hawaii Regional Service Committee". These sections may be further broken down into links for sub-pages to these sections.

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## SECTION 8: TECHNICAL GUIDELINES

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

- 1) The user name and user password to publish the website will be held by the Webservant, alternate Webservant and the HRSC Chairperson only.
- 2) Internet browser compatibility will be as universal as possible when considering design elements of the website.
- 3) The site will be designed for a browser window of 800 x 600 pixels.
- 4) 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.
- 5) The size of files for downloading should be kept low to reduce the time needed for downloading and slow connection speeds, whenever possible.
- 6) 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.
- 7) Files for downloading should be scanned for viruses before posting to the website.

- 8) External hyperlinks should be checked on a monthly basis for integrity and site content examination.
- 9) Registration of the website with major search engines should be reviewed every six months.
- 10) Text font size will be chosen for easier reading for all platforms.
- 11) Alternate text tags will be used for images.
- 12) Plain text alternatives should be available for all meeting directory pages and contact information pages.
- 13) The Webservant will make regular and frequent “back-up” copies of the website. These back-up copies of the website shall be an agreed to media that can be utilized by the Webservant Alternate (or other HRSC Trusted Servants). The purpose for the back-up copies of the website is for archival and rescue purposes by the webservants in maintaining the website.

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#### **SECTION 9: GENERAL GUIDELINES AND POLICIES**

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- 1) External hyperlinks will be only to official NA websites. The Web Page Work Group will evaluate these websites for upholding the 12 Traditions and 12 Concepts of Service before making a hyperlink to that website.
- 2) Meeting directory pages should be checked for updates at least every 30-45 days.
- 3) A single point of contact for each Area Service Committee is established for the purpose of communications to the Web Page Work Group. This communications liaison is utilized for the purpose of updating information on the website.
- 4) Registration for Area Service Committee events will be done directly with those committees.
- 5) Each Area Service Committee may request to post information concerning local area activities, meeting minutes or other NA related information — excluding personal recovery communications.
- 6) Newsletters or other similar content concerning personal recovery are not posted on the website since the site is open to the public's scrutiny; opinions presented may confuse readers as being the opinion of NA as a whole.
- 7) Images of any identifiable person, whether an NA member or not, are never used.
- 8) Sales of merchandise are not done on the website.
- 9) Requests for literature purchases will be referred to Narcotics Anonymous World Services.
- 10) If an Area Service Committee has its own website, the HRSC website will link to it

and not reproduce meeting directory information. This is to avoid duplication of effort and avoid confusion. Information such as contact information will still be posted on the HRSC website.

- 11) Copyrighted material will not be used on the website without ~~specific~~ permission from the owner of the material.

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#### SECTION 10: QUALIFICATIONS FOR WEBSERVANT AND ALTERNATE

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- 1) The minimum clean time for Webservant and Webservant Alternate position(s) is (4) four years.
- 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 HRSC by election according to the HRSC policies.
- 6) Removal of these trusted servants from their positions are covered by the HRSC policies.
- 7) The term for each position is to be two years in length.

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#### SECTION 11: PRIVACY POLICY

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

- 1) Privacy policy on communications with the NA service structure is an important aspect of our Twelfth Tradition of anonymity.
- 2) The Web Page Work Group will apply all of the Traditions and the Twelve Concepts of Service in developing and implementing a "Privacy Policy" for the HRSC website.
- 3) This privacy policy will evolve as needed and be approved by the Web Page Work Group before posting on the website.
- 4) The following is the current "Privacy Policy" as posted on the HRSC website:

Our Twelfth Tradition states, "Anonymity is the spiritual foundation of all our traditions, ever reminding us to place principles before personalities."

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. You may take this promise of anonymity for granted as an NA member and wonder why we need to bring this issue up. We do so because of our experience with a few NA related websites that use "cookies" to track your usage of their websites. Even more objectionable is the use of cookies by outside organizations on these NA websites. For further information on "cookies", consult your Internet browser's help utility or other Internet resource.

Communications: Any communication submitted to na-hawaii.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.

All communications are considered to be official NA business requires 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.

There are alternative methods for communicating with service committees within the Hawaii Region. These alternatives are listed on our contact information page. Please utilize this information if it is necessary to fulfill your needs.

Personal Requests: Under no circumstances will we forward e-mail of a personal nature to any NA member here in the Hawaii Region. This is an official website of the Hawaii Region and we do not acknowledge anyone's membership in Narcotics Anonymous. Thank you for respecting this policy.

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 Hawaii Regional Service Committee and/or the Web Page Work Group. Your comments are welcome on this topic so please use our feedback form.