



REGIONAL WEBSITE POLICY AND GUIDELINES

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INTRODUCTION

The following guidelines reflect policy or guidelines that are pertinent to the Hawaii Regional Service Committee (HRSC).

SECTION 1: PURPOSE, NAME AND ACCOUNTABILITY

- 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 information on Narcotics Anonymous in Hawaii and the World. The site also communicates the activities of the HRSC.
- 2) The name of the group of trusted servants responsible for publishing the HRSC website is the "Web Page Work Group" (WPWG).
- 3) The Uniform Resource Locator (URL) for this site is <http://www.na-hawaii.org>.
- 4) The Web Page Work Group is accountable to the NA Groups in Hawaii by way of the HRSC.
- 5) The "Webservant" leads the Web Page Work Group and is elected by the HRSC.
- 6) The "Webservant" is the point of accountability for the Web Page Work Group and is responsible to the HRSC for the website.

SECTION 2: FINANCES AND OWNERSHIP

- 1) Costs for web hosting, domain registration and required associated 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" and "nahawaii.org". The Webservant is responsible for maintaining the ownership of the domain names 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.

SECTION 3: WEB PAGE WORK GROUP REPORTING AND WEBSITE COMMUNICATIONS

- 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 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 communications. E-mails will be distributed to regional and area service committees' point(s) of responsibility as needed. It is the responsibility of HRSC and all AREA service committees to designate their point(s) for distribution. It is also the responsibility of the HRSC and all AREA service committees to work out such details with Webservant.
- 3) Trusted servants receiving communications relayed through the Webservant/website are responsible for acknowledging the communication and informing the Webservant of the disposition of the communication.
- 4) Personal email addresses are not to be posted on the HRSC website for NA communications.

SECTION 4: WEB PAGE WORK GROUP MEMBERS

- 1) The Web Page Work Group will consist of a Web Servant, a Web Servant Alternate and volunteer NA members within the Hawaii Region.
- 2) The Hawaii Regional Service Committee chooses the Web Servant and the Web Servant Alternate. Web Page Work Group members are volunteers.

SECTION 5: WEB PAGE WORK GROUP DECISION-MAKING

- 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. If consensus cannot be reached, a two-thirds majority is needed for a decision to be carried out

SECTION 6: WEB PAGE WORK GROUP MEETINGS

- 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.

SECTION 7: WEBSITE CONTENT

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

The website should have the following content:

- 1) Announcements – A page for announcements, time sensitive communications.
- 2) Area Gatherings and Regional Convention - Information and downloads for HRCNA and Area Gatherings.
- 3) Area Service Committee – Information on Area Service Committees activities or other requested content.
- 4) Asia Pacific Zonal Forum – Description and link to the APF website.
- 5) Am I An Addict – Information on addiction from NA sources.
- 6) Contact Information – Contact information for NA in the Hawaii Region (address, phone numbers, e-mail addresses for the HRSC and Area Service Committees.
- 7) Contact – Method for contact and questions from website visitors.
- 8) Hawaii Regional Service Committee – Vision and Mission Statement, Contributions and other requested content.
- 9) Helplines – A listing of all helpline telephone numbers in the Hawaii Region.
- 10) Home Page – Entry page to website.
- 11) Links – List of external hyperlinks to NA approved websites.
- 12) Meeting Schedules – Meeting schedules for the Hawaii Region.
- 13) Privacy – Notice for privacy of communications.
- 14) Search – Search component for website.
- 15) Site Index – Table of contents component used for viewing all website pages.

SECTION 8: TECHNICAL GUIDELINES

This section describes technical design, philosophy and guidance information.

- 1) The user names and user passwords required to access and modify the website will be held by the Webservant, alternate Webservant, the HRSC Chairperson and Vice-Chairperson.
- 2) Internet browser compatibility will be as universal as is possible when considering elements of the website.
- 3) The site should be designed for a browser window of 800 x 600 pixels.

- 4) Files for downloading should be offered in differing formats such as Plain Text with Line Breaks (filename.txt), Rich Text Files (filename.rtf) or Portable Document Format (filename.pdf), whenever possible.
- 5) Files for downloading should be scanned for viruses before posting to the website.
- 6) External hyperlinks should be checked on a monthly basis for integrity and site content examination.
- 7) Registration of the website with major search engines should be reviewed every six months.
- 8) Text font size will be chosen for easier reading for all platforms.
- 9) Alternate text tags will be used for images.
- 10) 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 Webservant in maintaining the website.
- 11) Email accounts are role based. Other accounts can be setup for specific purposes. The Webservant manages all email accounts.

SECTION 9: GENERAL GUIDELINES AND POLICIES

- 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 schedules should be checked for updates at least every 30 days.
- 3) Each Area Service Committee may request to post content concerning local ASC or meeting activities and other NA related information.
- 4) 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 Hawaii or NA as a whole.
- 5) Images of any identifiable person, whether an NA member or not, are never used.
- 6) Sales of merchandise are done at the direction of the HRSC.
- 7) Requests for literature purchases will be referred to Narcotics Anonymous World Services.
- 8) Copyrighted material will not be used on the website without specific permission from the owner of the material.
- 9) Contributions are accepted through the website at the direction of the HRSC. Contributions are not accepted from non-NA members.
- 10) The Web Page Work Group will be responsible for Group/Meeting updates in “en masse” to NA World Services. This is to keep the WSO database up-to-date with the data gathered for meetings within Hawaii and Guam. This is not to be confused with group registration to NA World Services, which is a responsibility of the group.

SECTION 10: QUALIFICATIONS FOR WEBSERVANT AND ALTERNATE

- 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 manage HTML code, PHP 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.

SECTION 11: PUBLIC RELATIONS

This section describes the PR function for the WPWG.

- 1) The Webservant will respond to PR requests and will make the appropriate referral to the responsible trusted servant (HRSC, ASC or World Services).
- 2) The Web Page Work Group will be responsible for responding to general PR tasks on the Internet not falling under an ASC or NA World Services responsibility.
- 3) The Web Page Work Group may initiate PR activities on the Internet for the benefit of NA in Hawaii.
- 4) PR projects needing funding shall be requested separately from the normal budgetary cost of the maintaining the website.

SECTION 12: PRIVACY POLICY

This section describes the privacy policy for the website.

- 1) Privacy policy on communications with the NA service structure is an important aspect of our Twelfth Tradition (the spiritual principle 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 Twelfth Tradition of anonymity by stating clearly that we do not employ any technical means or programs to track or identify any visitor to this web site. Cookies are issued only for aggregate information (number of unique visitors, date and time of visit, the type of browser used, for example). The cookie issued to visitors of the website is used for no other purpose.

Communications

Any communication submitted to na-hawaii.org will be treated with confidentiality. We delete all communications received on a regular basis. We do not, however, guarantee total anonymity under all circumstances. We suggest that the senders of e-mail or those who use our feedback form take their own precautions if they desire to remain anonymous.

All communications received through this site are considered to be "official NA business" and require some level of identification for the purposes of responding to these communications (if a response is required). All efforts will be made to pass on these communications in a timely manner to a responsible trusted servant.

There are alternative methods for communicating with Narcotics Anonymous within the Hawaii Region. These alternatives are listed on our contact information page. Please utilize that information if it is necessary to fulfill your requirements.

Contributions

As stated on our contributions page, we do not retain the credit card number or other financial details when a contribution is made. These details are held by the credit card processing vendor, not the na-hawaii.org website or the Hawaii Regional Service Committee. However, the Hawaii Regional Service Committee must document the party making the contribution by legal requirement (IRS and Hawaii State Department of Taxation). This means that the HRSC Treasurer will

document name and the contribution received for HRSC tax filings. However we do not use the contributor's information for any other purpose. Contributions are only accepted from NA members.

Personal Requests

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

Privacy Policy Changes

The policy outlined here will evolve in the future as the guidelines and policy for our website are changed at the direction of the Hawaii Regional Service Committee. Your comments are welcome on this topic so please use our feedback form.