

Confidential List Protocol

THINGS NOT TO DO

1. Never give out the name or phone number of anyone on the 12-Step Call list, even to another alcoholic. Use *67 to prevent your number from showing up on Caller ID.
2. Do not identify the A.A. program on your call to the person on the 12-Step Call list until you are sure you are talking to the right person and not someone else in the house.
3. Do not keep the caller on the phone for an extended period of time. Remember, our primary purpose is to provide information and contacts who can help the person who is still suffering. We are not babysitters or a taxi service.

THINGS TO DO

1. You should not have to talk to the caller for more than a few minutes before you can establish the best way to be of service. If the caller needs to speak for more than a few minutes utilize this 12-Step Call list. Remember, men with the men and women with the women.
2. If a 12th step call is required, tell the caller that you will have someone call him/her back as soon as possible. Inform the caller this may take some time, and ask them to be patient.
3. Answer your phone promptly. Try to keep your phone free by minimizing personal calls and by keeping them brief.
4. Keep an updated meeting list near your phone..
5. Make sure you are the only person to answer the phone.
6. You do not have to answer, "Hello, this is A.A.". You can just say, "Hello?" or "Hello, may I help you?", and the caller will probably ask if they have reached A.A..
7. Do not trust your memory. Keep a pen and paper handy to write down the name and phone number of the caller if a 12-Step call is necessary.
8. Be courteous and compassionate, but establish as soon as possible if the person calling needs help for him or herself in accordance with our primary purpose. If not, the party should be referred to the appropriate numbers, as necessary. (see Referral Numbers).
9. If you can't reach anyone on the 12th step list, call your sponsor or another alcoholic you trust, and ASK FOR HELP!

This 12-Step Call list is divided into sections according to the area volunteers are willing to be of service. An "M" (male) or "F" (female) is adjacent to certain names to help you identify gender. Attached is a list of the towns in Orange County followed by the volunteers for the corresponding town. This will help the volunteer answering the AA hotline in finding a meeting or in setting up a 12-Step call.