

GUIDELINES FOR AA PHONE SERVICE VOLUNTEERS

1. CALL THE HOTLINE NUMBER 845-534-8525) and let the person before you know you are taking over the service. **PLEASE DO THIS STEP.**
2. Follow the instructions from the Call Forwarding Instructions sheet given to you by your group phone representative in order to have the calls forwarded to your number.(**See Handout Your Group Rep Gave You.**)
3. Make a test call to ensure you have connected properly.
4. If a situation arises that requires you to disconnect from the service, or if you have a problem you're not sure how to handle, it is **your responsibility** to find someone qualified to cover for you or help you with the situation.
This can be your group phone representative, another alcoholic, your sponsor, a group member, or anyone you know that has phone service experience.
5. Please call Willoe or Rita if you can't get anyone else to help you. (**See Handout Your Group Rep Gave You for their numbers.**)
6. If you have a non-alcoholic on the phone seeking information for professional reasons, refer them to the referral guide at the bottom of this page.
7. Keep a current meeting list, the 12th Step Confidential List, the Protocol for using the 12th Step List, and the Protocol for the Prank Caller List with you or in your phone. Also refer the caller who is looking for a meeting to our website where they can obtain a list.
www.orangenyaa.org
8. **If for any reason you are calling the caller back please use *67 to block the special services such as call return and caller ID, which can allow the 12 stepper to call you directly or even get your phone number.**
9. Be courteous and compassionate, but establish as soon as you can whether the person calling is the person who WANTS HELP FOR THEMSELVES in accordance with our primary purpose. If not, the party should be referred to the appropriate numbers, as necessary (see Referral Numbers below).
10. You should not have to talk to the person for more than 5 or 10 minutes before you can establish the best way to be of service. It is suggested that you refer the call to a Twelve Stepper who resides in the same area as the caller. Remember, we do not provide taxis or babysitters. Make that clear if necessary.
11. Tell the troubled person that you will have someone call him/her as soon as possible. If you are unduly delayed in reaching a Twelve Stepper, call the person back and ask them for their patience. The return call will be greatly appreciated by the person.
12. In the event that the party is threatening suicide, try to keep the conversation going and calm the party down. Please advise them that we are here for those

who are suffering from struggles with alcohol. We are not professional counselors or therapists. We can give them the **hotline number which is 988 for suicide prevention**. Please use your discretion, be kind, and understanding; and if unsure of what to do tell them you will have someone call them back immediately. This is where you can call the hotline and give them the person's name and number.

13. If you are unable to contact someone on the Twelve Step call list when you are scheduled to go off duty, please continue with the search to find an appropriate twelve stepper to handle the caller. Again, the caller should be kept informed of any delays.

DON'Ts

1. Never give out a different alcoholic's last name or phone number, even to another alcoholic. If the caller insists on speaking to a particular person and you have their number; you may place the call to the person and have them return the call.
2. Do not identify yourself as associated with AA when calling the Twelve Stepper until you are sure you are talking with the Twelve Stepper, and not to another member of the family, a friend or babysitter, etc. This will protect their anonymity.
3. In general, do not process a call unless it is from an alcoholic who wants help. Refer all other callers politely to one of the other appropriate numbers on the referral lists.