

I am responsible. When anyone, anywhere, reaches out for help,

I want the hand of A.A. always to be there. And for that:

I am responsible.

FOR THE

A.A. HOTLINE & 12th STEP CALL LIST

SHARE YOUR EXPERIENCE, STRENGTH AND HOPE WITH SOMEONE WHO MAY BE
REACHING OUT TO A.A. FOR THE FIRST TIME.

HERE'S HOW IT WORKS:

- Your name will be put on a list of A.A. contacts at the answering service.
- **When** the answering service receives a call from someone who wants to get in touch with A.A., your name may be picked from the list. **If** the answering reaches you, you will be given the phone number of the person trying to contact A.A. **Once** the answering service reaches you it becomes your responsibility to call the person back and find out what he or she is looking for.
- **This** may be an A.A. member passing through or someone new to the area looking for a meeting. Sometimes it is a call from someone who is reaching out for help for the first time. Your telephone number is never given out to the caller.

**** Although there are no rules in A.A., experience has shown that the following suggestions work best: ****

HOTLINE VOLUNTEER GUIDELINES

A.A. Guidelines are compiled from the shared experience of A.A. members in various service areas. They also reflect guidance given through the Twelve Traditions and The General Service Conference (US and Canada). In keeping with our Tradition of autonomy, except matters affecting other groups or A.A. as a whole, most decisions are made by group conscience of the members involved.¹

SUGGESTED QUALIFICATIONS:

1. At least 2 years sobriety.
2. Active involvement in A.A. and familiarity with 12 step work.
3. Have a sponsor.
4. Contact with your District and/or Area Hotline Chairperson.

The answering service will take the initial call. If needed, they will find someone in your district to return the call either by phone or text. If you are the person they contact these guidelines may be helpful.

1. Before you return the call, you can dial *67 to prevent your number from appearing on their caller I.D.
2. Be certain you are speaking to the person who called, **do not break their anonymity.**
3. Give your first name only and state that you are a member of Alcoholics Anonymous.
4. Identify the needs of the caller (A.A. information, ride to a meeting, etc...).
5. You may face some different circumstances:
 - a. If they ask to meet you please be sure to bring someone along and refer to "HOW TO MAKE AN OLD FASHIONED TWELTH STEP CALL" Guidelines. (attached)
 - b. If they want to go to a meeting, offer to meet them there or offer them a ride; whichever you choose. Please be sure to bring someone else if you are offering a ride.
 - c. If they are too drunk to talk, offer to call them later or ask them to call the answering service when they are sober.
 - d. IF THEY SEEM LIKE THEY ARE IN TROUBLE, THREATEN SUICIDE OR TO HARM THEMSELVES, **CALL 911.**
 - e. If the person you're talking to is a relative or a friend of an alcoholic, suggest they call AL-ANON (Tel: 1-877-825-2666)
 - f. If you cannot handle the call, let them know someone else will be contacting them. Then call your sponsor, an A.A. friend or your hotline district chairperson for help.
6. It is recommended that you do not give out your phone number until the person gets to a meeting. **DO NOT GIVE OUT ANYONE ELSE'S NUMBER.**

TOOLS YOU MAY NEED:

- A.A. schedules
- Big Book
- Step Book
- Pamphlets

Please note if you need help, contact:

Your Sponsor	PHONE: _____
Your District Hotline Chairperson	PHONE: _____
Your Area Hotline Chairperson	PHONE: 603-852-3713 (Todd S.)

¹ GSO Answering Service Guidelines



How Do You Make An Old-Fashioned Twelfth Step Call?

With many treatment facilities closing their doors, more and more A.A.'s are seeking guidelines for making old-fashioned Twelfth Step calls. A 12 Step workshop was held last spring by the Answering Services Committee of the Elmira (New York) Area Intergroup. The area's second Twelfth Step workshop, developed its program along lines of the G.S.O.'s service piece "Suggested Workshop Format." Out of the workshop experience has come some suggested guidelines. Because they have proven so useful, the committee has shared them with G.S.O., as follows, in the hope that others will be helped too:

1. ***Return calls ASAP.*** Call back immediately to listen, share and arrange a time and place to meet-but not at a bar. If you are called to a bar, go there only to pick the person up and, preferably, to get him or her to a meeting.
2. ***Twelfth Step in pairs, with a same-sex member if possible.*** Twelfth-Step calls can be intense, and there is safety in numbers. Besides, two heads are better than one. Be punctual and look your best.
3. ***Twelfth Step when the prospect is sober or fairly sober.*** Calls on intoxicated alcoholics seldom work because of blackouts. Wait for the end of a spree or a lucid interval when the prospect is still jittery.
4. ***During home calls, separate prospect from family if you can (suggest Al-Anon for family members).*** Too many people butting in to influence you about the "bad guy" can be disruptive. Learn from experienced A.A.s how to interact with family or significant others on the scene, and when it is wiser to leave than to stay:
5. ***Suggest detox/rehab if needed.*** If such is indicated, arrange with family or significant others, with prospect's permission if possible. Should violence seem imminent, leave. If necessary, make the appropriate phone call.
6. ***Share how it was (your own drunkalog).*** Don't moralize or lecture or brand prospects as "alcoholics." That decision is theirs-even as to tossing out alcohol they have on hand. Detail your own symptoms, drinking habits and other personal experiences with alcohol.
7. ***Share your understanding of the disease of alcoholism.*** Let the person know that this disease is progressive and can end with insanity or early death. Describe the conditions of body, mind and spirit that accompany alcoholism.
8. ***Share exactly what happened to you.*** The prospect will probably want to know how long you have been in A.A. and how you got and stayed sober.
9. ***Share your A.A. experience.*** Share how A.A. has worked for you and helped you to regain your sanity while maintaining sobriety, how it has led to being willing to believe in a power greater than self. Use everyday language and avoid arousing prejudice against theological terms and conceptions.
10. ***Share how it is now-your recovery program and spirituality.*** Outline the A.A. program of action and emphasize that this isn't the somber end of something (preferably drinking) but the start of a challenging, rewarding way of living based on spiritual principles.
11. ***Leave a meeting schedule, A.A. pamphlets and your phone number; and make one follow-up visit or phone call.*** Offer to return for further questions, and help with transportation to a meeting if possible. Mention Al-Anon meetings available to family members and significant others.
12. ***Understand that success means YOU are still sober.*** Practical experience shows that nothing will so much insure immunity from drinking as intensive Twelfth Step work with other alcoholics.



SIGN UP FOR HOTLINE VOLUNTEERS

Have you been getting calls from the Hotline?

Callers to the 800 number will be referred to a volunteer using the information on this list. The Answering Service will make a selection based on the caller's town and gender. The Answering Service will call a volunteer of the corresponding town and gender and provide the volunteer with the phone number of the person who has called the Hotline asking for help.

Please list all the towns you can take calls from, especially if your community is small.

SUGGESTIONS:

- 1) It is suggested that volunteers have at least two years sobriety.
- 2) If you are asked to take the caller to a meeting, it is suggested that you do not go alone.

Volunteers need to update their information every six months or their names are automatically dropped from the list used by the hotline answering service.

FIRST NAME	PHONE NUMBER	GENDER (M/F)	TOWN	DAY/NITE BOTH

Return this form to your District Hotline Rep or send it to the NH Area Assembly at 1330 Hooksett Road, Hooksett, NH 03106, or you may also fax it to 603-624-9507. Thank you for your work in service.