

District #61 Guidelines for Answering Service Volunteers

The answering service for many of us was the introduction to Alcoholics Anonymous and was a giant step to keep in mind when we offer help.

1. Have at least one year of sobriety and have a sponsor.
2. Contact Ted H. or Bob J. to be certain that you are on the volunteer list or have any other questions.
3. Enter the answering service identifier 815-459-5757 into your cell phone so that you know it is the AA Hotline calling you.
4. The person in need of help calling the answering service will be calling 630-377-6610 which is **not** the number that will appear on your phone.
5. The most important part is to answer the phone when the hotline calls which is the reason the volunteer sheet is so detailed in regards to days and times of day that you are available to answer the phone. If you are on another call the answering service will go to next on list.
6. The answering service will not give out your name or phone number to anyone who calls the hotline for help. The answering service will call you and give the person's first name only and ask that you give them a call because they need help or information about the AA program.

7. Call the person in need of help and identify yourself by first name only.
ex. "Hi this is Ted from AA; how may I help you?"
8. Be inviting. Ask when they had their last drink if they seem to have been drinking. If it's in the morning you may suggest that they go to a meeting that evening and offer to do a twelfth step visit to pick them up for a trip to an AA meeting if they can go without a drink for 8 hours. Make certain that you are accompanied by another AA member if you follow this procedure.
9. If this doesn't fit, suggest that they don't drink the remainder of that day and attend a meeting the next day (sober).
10. Practice empathy and try not to give advice to a point of scaring them away, Let them know that we were all in the same spot at a point in time.
11. Talk to them about the successes of AA and the many lives that have been saved and restored.
12. Let them know that "All they have to do to get help from us is to have a desire to stop drinking."
13. Before ending the conversation, give them the website for district #61. (aadistrict61.org) for additional meeting information.