

AA TELESERVICE GUIDELINES

PLEASE read through the following guidelines. **How to transfer the hotline** is described in this document, and is also located on the bottom of page 1 of the 'SHIFT-SUBLIST'. Please don't hesitate to contact your Shift Coordinator, the Orientation Coordinator, the Teleservice Chairperson, or Assistant Chairperson if you have any questions, problems, suggestions, or whatever.

- 1) Lists of Volunteers (*updated frequently through email or regular mail*)
 - a. Shift-Sub List - this is a list of the shifts—the Shift Volunteers and the Shift Coordinators and a list of the Volunteer Shift Substitutes. Please note the Volunteer that follows you. You will need to forward the AA Hotline to this volunteer at the end of your shift. The Volunteers Shift Substitutes are available to work your shift if you are unable, out of town, on vacation, or whatever the reason.
 - b. 12-Step list – this is a list of volunteers available for 12-Step calls. When the caller needs extra help, please get their name, phone #, and zip code. The 12-Step list is arranged by zip code. Extra help includes extra time to talk...we want to avoid tying up the Hotline and thereby excluding other incoming calls.
- 2) Volunteer requirements:
 - a. *Shift volunteers* – 6 months of sobriety, 6 month commitment.
 - b. *12-step volunteers* – 6 months of sobriety.
 - c. *Substitute shift volunteers* – 1 year of sobriety, previously served on a shift for 6 months.
 - d. *Shift coordinators* – 1 year sobriety, 1 year commitment, previously served on a shift for 6 months.
 - e. *Chairperson* – 3 years of sobriety, 1 year commitment, previously served on a shift or coordinator's position for at least 6 months, serves no more than 2 consecutive terms.
 - f. *Assistant chairperson* – 2 years of sobriety, 1 year commitment, previously served on a shift or coordinator's position for at least 6 months, serves no more than 2 consecutive terms.
 - g. *Orientation coordinator* – 2 years of sobriety, 1 year commitment, previously served on a shift or coordinator's position for at least 6 months, serves no more than 2 consecutive terms.
- 3) In keeping with The Spirit of Rotation, we try to rotate out our shifts (not switching to another shift) when our commitment is satisfied in order to allow others the opportunity to be of service.
- 4) At the end of your term, please be proactive and find a replacement for your shift before you leave the shift (announce it at meetings, etc). You can move to the substitute list for a year.
- 5) A volunteer can serve in all areas of teleservice; however, they must rotate out of teleservice after serving in all areas (with exception to the 12-step list). A volunteer should be out of a teleservice shift position for a year before volunteering for a shift again.

SHIFT COORDINATOR

Purpose: Oversees the Shift Volunteers for the specific day they are coordinating.

When Shift Volunteers are absent, it is the responsibility of the Shift Coordinator to fill the necessary slot with another volunteer from the substitute list. If a substitute cannot be arranged, it is the responsibility of the Shift Coordinators to take the time slot themselves. If the Shift Coordinator is unable to take the shift, it will be the responsibility of the Teleservice Chairperson or Assistant Chairperson to take the shift.

At the end of the month, the Shift Coordinator is responsible for reporting all shift-totals (information and 12-step calls) to the Teleservice Chairperson or Assistant Chairperson. This is a VERY important part of this service work. If you are unable to turn in totals, please contact the Chairperson.

SHIFT VOLUNTEERS

Purpose: Responsible for answering the AA Hotline during the assigned hours, providing meeting information and contacting a 12-Step Volunteer on the current 12-Step list when the prospect needs more intense 12-step help. We cannot tie-up the line for all other AA calls.

- 1) *It is the responsibility of the Shift Volunteer to find a Substitute for themselves if unable to do their shift. Please provide the Shift Volunteer on the shift before yours with the name and phone number of the Substitute, so the Hotline can be transferred correctly.*
- 2) At the end of the month, report the monthly total calls (information and/or 12-step) to your Shift Coordinator. These totals are

used in the Teleservice reports which are provided on a monthly basis at the CCFAA Delegates Meeting. The call totals are important to all of us who "Carry the Message."

12-STEP VOLUNTEERS

Purpose: Responsible to make calls to those that need to work longer with an individual.

There are also 12-Step calls that may compel you to meet the prospect, preferably at an AA meeting. Your safety is *always* first and foremost, therefore DO NOT meet the 12-step caller one-on-one; instead, always take another AA member with you or meet the caller at an AA meeting.

If you have any additional questions please call the Teleservice Orientation Coordinator, Chairperson, or Assistant Chairperson.

FIRM SUGGESTIONS FOR TELESERVICE VOLUNTEERS

- 1) We **NEVER** give out phone numbers, names, or addresses, of AA members, including yours. Simply state that neither do we keep records of our members, and therefore do not have the information available, nor, as a matter of our policy regarding anonymity, could we give out the information if we had it. We **NEVER** say that a volunteer is a member of AA.
- 2) We do not routinely promise rides. We defer medical advice to medical-care professionals. We are not affiliated with any recovery/treatment facilities. We routinely do not call police on or for a caller; however there may be some unusual life-threatening situations where you might have to call 911.
- 3) **NEVER** send a male AA member on a 12-Step call for a woman, and **NEVER** send a woman AA member on a 12-Step call for a man. Women work with women, men work with men.
- 4) Keep all calls as brief as possible. Find out what kind of help they need. For 12-Step calls, ask the caller for their Name, Zip Code and Phone Number so that a 12-Step Volunteer can call them back as quickly as possible. The 12-Step list is formatted according to zip code. Give assurance their call will be returned within 10 to 20 minutes. If need be, explain the necessity of keeping the phone line open for other incoming calls for help and be certain they hang up. Remember, your phone is the only link to AA in this area.
- 5) Please maintain the dignity of AA. Our public relations work is not only important in helping others, but also in how others will initially perceive our fellowship. It is important that we be courteous at all times. We need not respond to or accept verbal abuse. If this happens, calmly hang up.
- 6) Be careful to preserve the anonymity of *others*, and be cautious when it comes to *your* anonymity. Avoid discussions of the calls you have received at meetings and elsewhere. Regarding *your* anonymity, be mindful of your outgoing voicemail message—Hotline callers who get shunted to voicemail will hear your message. You may not want your last name or your phone number disclosed in the voicemail announcement. Also, give some thought to the salutation you will use when answering the phone, e.g. "*Hi, this is the AA Hotline.*" could compromise your anonymity when personal calls are received while you are on the Hotline. Consider using something like "*Hello, may I help you?*" if you are concerned about this.
- 7) Please be impartial in placing calls for 12-Step work. It is only fair that we give everyone who has volunteered an opportunity to share these service opportunities.
- 8) When contacting 12-Step Volunteers, be patient.
 - a. If the volunteer reached cannot take the call, try another on your list.
 - b. If no volunteer is available in the given zip code, try the next closest zip code.
 - c. If no volunteer is available, call the Chairperson.
 - d. If the Chairperson is unavailable, call the prospect and inform them that no one is currently available, but that someone will be contacting them in the very near future. In this case, please provide the Chairperson with the prospect's contact information.
- 9) Always remember our "*singleness of purpose*" – *to help the alcoholic who still suffers*. SUICIDE, DRUGS, etc...are peripheral to our primary purpose. We primarily provide INFORMATION ABOUT THE AA FELLOWSHIP AND PROGRAM; requests for other information resources should not interfere with our availability to help the alcoholic seeking help. We, as amateurs, should not answer medical, psychiatric, legal or other questions better left to professionals in those fields. Use discretion with calls regarding these types of questions.
- 10) **DO NOT** accept ANY collect calls, including local collect calls.
- 11) Please **turn off any caller ID blocking** so callers with no caller ID can get through.
- 12) **PLEASE BE ON TIME**. The volunteer on the shift prior to your shift cannot verify the phone transfer until your phone line is free. Avoid unnecessary personal calls when you are on duty, as you are the **ONLY** AA line.

13) Notify callers who have internet access that meeting schedules and other resources:

a. <http://aasacramento.org>

For meeting schedules go to the 'Meeting Schedules' link, click on the labeled locations on the map to get meeting schedules and access to maps for the particular meetings in that area.

For those seeking information on young-people's meetings, you may direct them to the Sacramento Area Young People in AA (SACYPAA) website: <http://www.sacypaa.org/>.

National Council on Alcoholism and Drug Dependence

2316 Bell Executive Lane, Sacramento, CA 95825

916-922-9217 x 104 (m-f 9-6)

www.addictiondata.org

Al-Anon / Alateen (near Auburn & Garfield)

5429 Palm Ave., Sacramento, CA 95841

916-334-2970

Open for walk-ins Thursdays 3-5pm

916-334-2971 After hours#

www.ncwsa.org

Adult Children of Alcoholics

310-534-1815

Cocaine Anonymous

916-927-5740

Co-dependents Anonymous

916-558-0448

Debtors Anonymous

916-349-7093

Gamblers Anonymous

916-447-5588

www.gamblersanonymous.org

Narcotics Anonymous

800-660-HOPE (4673)

916-732-2299

Overeaters Anonymous

916-349-7144

Sex Addicts Anonymous

916-491-1772

Suicide Prevention

916-368-3111

National Suicide Hotline

800-784-2433

PROCEDURE FOR TRANSFERRING PHONES

If you have one of the 6-9am, M-F shifts that precede the time when *teledesk* (the Central Office Hotline that answers calls during business hours on weekdays) has the Hotline, you do not need to transfer the Hotline to them. They will “grab it”. For all other shift transfers between *Teleservice* (that’s us) read on. The following process describes how to transfer the Hotline from one Teleservice shift to the next (note: the “number or pound sign”=“#” is primarily used to punctuate your entries, and you should enter # at the end of these various entries as shown below).

[Phone transfer procedures and access numbers have been removed from this on-line document. The document you receive as a volunteer will have the procedures included here.]

***After transferring the calls to the next volunteer, ALWAYS call the hot line (454-1100) to verify that phones have transferred and are answered by the next teleservice volunteer. Failure to take this step has resulted in the number 1 cause of lost Teleservice volunteers; please make every effort to do this.**

If you have problems transferring the Hotline or the Volunteer is not answering, inform your Shift Coordinator or the Volunteer’s Shift Coordinator. If they are unavailable, inform the Chairperson or Assistant Chairperson. Please do not leave the phones unanswered.

If you need a substitute, please use the Substitute List and arrange for a Volunteer to take your shift. Then inform the Volunteer that has the shift before yours and inform your Shift Coordinator of the change. If you cannot reach your Shift Coordinator inform the Chairperson or Assistant Chairperson. If substitute will be filling a 5pm—9pm weekday shift and you can’t reach any of the above please call Central Office (454-1771) during business hours (9am—5pm) so they know where to transfer the phone at 5pm.

***PLEASE REMEMBER TO PHONE IN THE TOTAL INFORMATION AND 12-STEP CALLS TO YOUR SHIFT COORDINATOR BY THE 1ST OF THE MONTH. LEAVE THIS INFORMATION ON VOICEMAIL IF NECESSARY. WE NEED THIS INFORMATION!**

Keep a tally of 12-Step and information calls for the Chairperson's monthly report.

Totals contain Information & 12-Step Referral Calls sub-totaled separately.

If you substituted for a shift or shifts during the month, please provide your totals to the appropriate Shift Volunteer(s).

FREQUENTLY ASKED PHONE NUMBERS

Alternate Recovery Solutions

American River Alano Club

9346 Greenback Lane, Suite 8, Orangevale, CA 95678

No Phone

Sunset No-AI Alano Club (near Manzanita/Fair Oaks split

5809 Gibbons Drive, Carmichael, CA 95608

916-483-1296

Roseville Alano Club (off Riverside Boulevard)

111 5th Street, Roseville, CA 95608

916-781-2763

Alano Clubs

Sources for Recovery Gifts, Medallions (no AA endorsement implied)

Nothing But Recovery Coffee House & 12-Step Items

5435 Palm Ave., Sacramento, CA 95841

916-334-2370

Sunlight of the Spirit Books and Gifts

2522 J Street, Sacramento, CA 95816

916-440-1533

Serenity Works Recovery Books and Gifts

www.serenityweb.com for online shopping

530-661-3935

B.A.M. Sobriety Medallion Delivery

Ron M. email: redsoxron@comcast.net

916-519-8114

Other AA Addresses, Phone Numbers

Central California Central Office (Sacramento)

9960 Business Park Dr., Suite 110, Sacramento, CA 95827

www.aasacramento.org

916-454-1771 Business line

916-454-1100 Hotline

AA World Services, Inc. (GSO-NY) Grand Central Station, PO Box 459, NY, NY 10163 www.aa.org	212-870-3400 Info 212-870-3003 Fax
Intergroup Assoc. of AA-New York 307 7th Avenue #201, NY, NY 10163 www.nyintergroup.org	212-647-1680
AA Grapevine Grand Central Station, PO Box 1980, NY, NY 10163 www.aagrapevine.org	212-870-3404 Info 212-870-3301 Fax
Stockton – Delta Central Office www.aadelta.org	209-464-1509 209-943-1744 TDD 209-462-1922 Spanish
Vacaville – Northern Solano Intergroup	707-446-2244
Chico – Northern Valley Central Office www.aabutt-glenn.org	530-342-5756
Redding – Northern California Intergroup	530-225-8955

Also please refer to the meeting schedule (first page) for other hot line phone numbers

Spanish Meeting Information

(see current lists in back of meeting schedule)

Oficina Latina Central De A.A. 2251 Florin Rd., Suite 30, Sacramento, CA 95822	916-428-7086
Fe Y Esperanza 2768 Fruitridge Rd., Sacramento, CA 95820	916-424-0819
Latino Americano (Tallac Village) 8982 60th St., Sacramento, CA 95820	916-739-1446
Nueva Vida 2251 Florin Rd., Suite 154, Sacramento, CA 95822	916-427-5698
Un Nuevo Camino 1361 Merkley Ave., W. Sacramento, CA 95691	916-613-4107
Luz A La Vida 477 El Camino Ave., Sacramento, CA 95815	916-501-6900
Un Nuevo Despertar 170A Mc Bean Park Drive, Lincoln, CA 95648	916-532-5449
Camino AA La Libertad 3500 Mobile Way, Sacramento, CA 95833	916-505-2853

Hearing Impaired

Deaf In Sobriety - Sunset No-Al Alano Club 5809 Gibbons Dr., Carmichael, CA 95608	916-483-1296
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