

Instructions for AA Answering Service Volunteers

BEGINNING OF SHIFT: Call the **AA Answering Service** at 843.723.9633 to tell the previous volunteer that you are ready to take over. Ask if there are any messages or calls to be made. It is important to do this transition to ensure no one falls through the cracks.

NEXT: Call the **Professional Answering Service** at 843.724.1204 to have the service transferred to YOUR phone. The operator will call back to make sure the service has been switched. Now when someone calls the AA Hotline, your phone will ring. If the answering service fails to call you back, call them again to ensure that the service has been transferred.

RECEIVING A CALL: YOU are Alcoholics Anonymous to the caller!! Both your number and the caller's number are "blocked" as part of the forwarding process so be sure to get the caller's number if you need to call them back for any reason. If you chose to maintain your anonymity when returning a call, you can block your number by dialing *67 then their number with the area code (no "1" is required).

Be sure you have the **current** meeting schedule handy in case you need to help the caller find a meeting.

If a 12-step call or visit is needed, get the caller's first name, phone number and location/district so we can find someone in that area to contact the person in need. Assure the caller that a member of AA will call back within an hour. Use this list to find someone of the same sex and located in the same area to make the 12-step call or visit. Keep trying until you get someone to respond.

END OF SHIFT: You should receive a call from the next volunteer at the end of your shift. They will initiate the phone transfer procedure outlined above. In the event this does not happen, call the **Professional Answering Service** at 843.724.1204 to have call forwarding terminated. The **Professional Answering Service** will handle calls until a volunteer takes over.

POSSIBLE PROBLEMS: If you can't take your shift, try to get a substitute. If unsuccessful, notify your group's Communication representative. If all else fails, call the TCIO Communications Committee Chairperson, Brian S. at 530.318.3324.

REMEMBER ANONIMITY! Speak only to the person on the list. DO NOT give anyone a volunteer's name or phone number.

Thank you for your service and for being responsible.

Examples of calls:

Suicide threat – call 911 if you have the caller's name, number and location

Needs a ride to a treatment center – contact someone on the 12-step list and hand the call off to them

Looking for a sponsor – use 12 step call list and/or post in closed FB group and ask for a volunteer to contact the person directly or meet them at an AA meeting in the area specified.

Family member calling for an active alcoholic – refer them to Alanon