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• **TCIO WORKSHOP**

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Communication and Service: Extending the Hand of AA

July 25, 2020

Agenda

- Welcome and Housekeeping
- Introductions
- Communication Team: What we do
- Navigating the TCIO Website
- Hotline: Coverage and Process
- Q&A



Welcome & Introductions

- Claudia S., District 72 TCIO Workshop Coordinator and Host
- Mandie P., District 73, Moderator
- Brian S., TCIO Communication Chair & District 72 Representative
- Lela M., District 70 TCIO Rep
- Crystal S., District 71 TCIO Rep
- Paul B., District 72 DCM
- Adam G., District 73 TCIO Rep

COMMUNICATION TEAM



BRIAN S.

Communication Team Meetings



We meet the first Tuesday of odd months at 7pm at the Tri-County Intergroup Office (TCIO) - 1827 Reynolds Avenue, North Charleston

Open to group representatives and members from AA groups in the Tri-County area looking for an opportunity to get involved



What Do We Do?

- Responsible for oversight of the AA Hotline.
- Serves as the Group Conscience for the Tri-County area to make decisions related to the staffing of the hotline.
- Provide service work and support to those seeking help.

"I am responsible, when anyone, anywhere, reaches out for help, I want the hand of AA always to be there, and for that I am responsible."



Team Member Responsibilities

- Regularly attend each Communication meeting (one-hour duration).
- Each group providing coverage for the hotline should have a Communication Representative that will be the primary point of contact.
- The Communication representative for each group staffing the hotline is responsible for:
 - Ensuring their assigned shift is covered
 - Providing the person staffing the hotline with information needed to cover the shift
 - Notifying the TCIO Communication Chairperson when his/her communication service commitment (term) ends and who will be the new representative for that group
 - Knowledge of the TCIO website and how to locate documents related to the Communication team to ensure each group has the most up to date information

Q&A





HOTLINE



MATT G.

Hotline: How it Works

- Offers 24/7 support to anyone dialing the number printed on the back of our white chip.
 - TCIO recommends 90 days of sobriety to staff the hotline.
 - Supported by various groups in the Tri-County area from 7am-11pm.
 - A professional answering service covers from 11pm-7am.
- Helping people find meetings and connect with the AA community.
- Other services may include:
 - 12-Step calls.
 - Rides to meetings.
 - Transportation to treatment centers.
 - Getting someone connected to other alcoholics in a specific area.

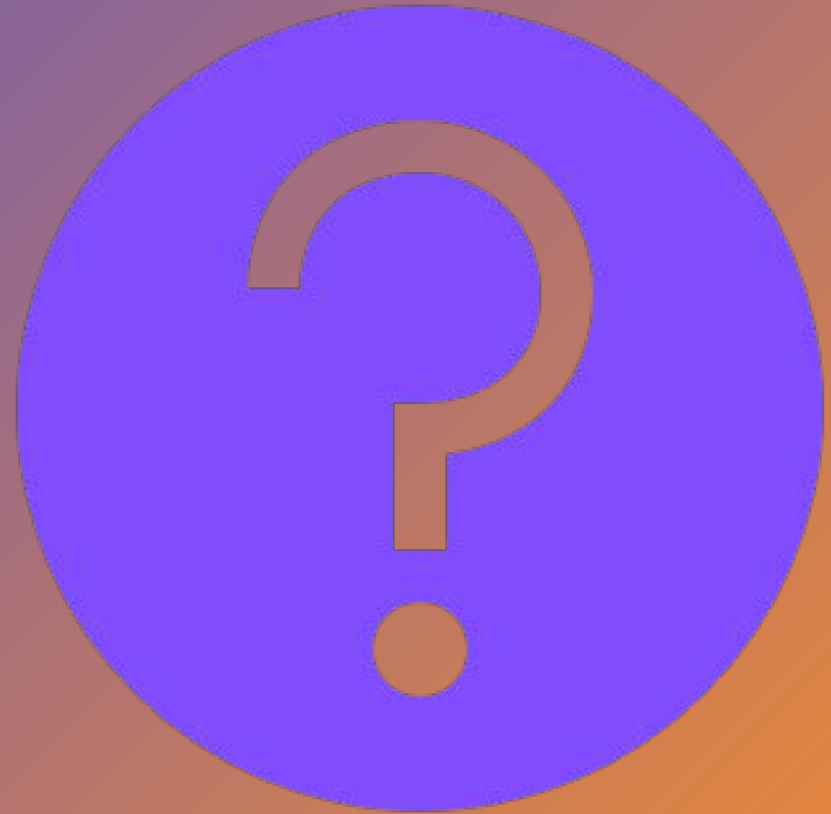
Hotline Process

- Call in to get report from previous person staffing the hotline.
- Call the answering service to have the service transferred to your phone.
- You represent Alcoholics Anonymous to anyone that may call in!!
 - Both your number and the caller's number are "blocked" as part of the forwarding process.
 - 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.
 - 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, then use the 12-step list provided to locate someone of the same sex in their area to contact individual.
- You should receive a call from the next volunteer at the end of your shift unless your shift ends at 11pm.

Real Life Experiences

- TCIOs Role, Pete L.
- Staffing the Hotline, Tom F.
- Calling into the Hotline, Courtney B.

Q&A



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TCIO WEBSITE




JACKIE L.

Navigating the TCIO Website – www.tcio.org

The screenshot shows a web browser window displaying the homepage of the Tri-County Intergroup Office (TCIO). The browser's address bar shows the URL 'www.tcio.org' and the page is not secure. The browser's taskbar shows several open tabs, including 'Inbox (1,164)', 'SC Works Online Se...', 'DEW - Unemploy...', 'SC Blues', and 'ECSG Readings Fol...'. The website header features a logo of colorful stylized people on the left, a search bar on the right, and a navigation menu in the center. The navigation menu includes links for 'HOME', 'MEETING SCHEDULE', 'EVENTS', 'RECENT NEWS', 'RESOURCES', 'COMMITTEES', and 'CONTACT'. The 'COMMITTEES' link is highlighted with a red box. Below the header, the main content area has a grey background. On the left, there is a sidebar with a 'WELCOME TO THE TRI-COUNTY INTERGROUP OFFICE - TCIO' message and a list of links: 'Meeting Information', 'Events', 'Recent News', 'Resources', and 'Committees'. The 'Committees' link is also highlighted with a red box. On the right, the main heading reads 'Welcome to the Tri-County Intergroup Office – TCIO'. Below this, it says 'Tri-County Intergroup Office' and 'ZOOM (VIRTUAL) MEETING LINKS'. At the bottom, it provides the service area: 'Serving A.A. Districts 70, 71, 72, 73 of Area 62: Berkeley, Charleston and Dorchester Counties of South Carolina'.


← → ↻ 🏠 ⓘ Not secure | tcio.org

📱 Apps 🌐 New Tab 📧 Inbox (1,164) - ccox... 🌐 SC Works Online Se... 🌐 DEW - Unemploy... 🌐 SC Blues 🌐 ECSG Readings Fol...



**TRICOUNTY
INTERGROUP OFFICE**

AA Information for the Lowcountry



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Communication Committee Page

Committees

[TCIO Bylaws](#)

Committee Pages: (see below for Committee Meeting dates)

-[Inter-District Corrections Committee Page](#)

-[Inter-District Public Information\(PI\) and Cooperation with the Professional Community_\(CPC\) Committee Page](#)

-[Inter-District Treatment Committee Page](#)

-[TCIO Communications Committee Page](#)

Communication Committee Page

Communications Committee

The TCIO Communications Committee meets on the 1st Tuesday of odd months at 7:00 p.m. at the TCIO office: [1827 Reynolds Avenue, North Charleston, SC.](#)

(updated January 21, 2020)

[Instructions for the AA Answering Service](#)

[AA Hotline Sign-up sheet](#)

[12 Step Sign-up sheet](#)

[Hotline Schedule](#)

[Additional Resources](#)

[Communications flyer](#)

Q&A



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