

Telephone Guidelines for AA Volunteers and Groups

1. The answering service receives a call from someone needing to speak to an AA member (someone who has experience in recovery in Alcoholics Anonymous)
2. The answering service calls you with that person's phone number.
3. You call the person back asking if he/she called 532-2111. Remember that someone else may be at that number and we must protect another's anonymity.
4. Suggest an AA meeting. Have a "When and Where" available.
5. Suggest Detox as a possible treatment for the "problem". (#'s on back page)
6. We don't give rides as part of our answering the AA hotline. Some AA's might wish to do this after their shift has ended. If you decide to take the twelve step call, always take someone with you – someone in AA is recommended.
7. Inform the person that calls you that you are a member of AA and inform them (if you need to) that we are not counselors, patient bartenders, doctors, bankers, lawyers or real estate agents. What we should talk to them about what AA is and how it helped you. In a general way!
8. If there is an emergency and you need to be away from the phone, call the answering service and let them know when you'll be back.
9. If the caller would like a call the next day, tell the answering service and they'll forward the call to the day operator.
10. At no time should a non-AA be left to answer a call.
11. We are at all times Alcoholics Anonymous. We have no opinion on outside agencies or other 12 Step Programs.
12. If a person asks what to do with a severely intoxicated or drugged individual highly suggest they call professional help. A doctor or ambulance; never diagnose anyone over the phone.
13. Do not suggest to anyone that they give a person under the influence or with the DT's alcohol; this could kill them. Suggest professional help.
14. No caller is to abuse anyone who is taking the call. If this happens tell them to call when they are sober and inform the service of the situation. The service then will not forward them to you again that night.

OUR MAIN PURPOSE IS TO CARRY THE MESSAGE

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.

We provide 24 hour service & there are 9 twelve hour slots to be filled by the group that has coverage for the week. Your group must call the Intergroup office between 9:00 am & 1:00 pm by Wednesday prior to the start of your group's coverage or as soon as you have the time slots covered.

ALL PHONE NUMBERS ARE CONFIDENTIAL!!

Intergroup office/answering service – 532-2111

To block your phone # from caller ID – dial *67

WEEK BEGINNING SATURDAY: ____/____/____ GROUP COVERING: _____

GROUP CONTACT: _____ DATE CALLED IN: ____/____/____

WESTERN MASS DETOXES

CARLSON RECOVERY CENTER - (413) 794 – 3971 - SPRINGFIELD
PROVIDENCE DETOX - (413) 539 – 2975 - HOLYOKE
MCGEE UNIT (413) 442 – 1400 - PITTSFIELD
MT. TOM INSTITUTE (CRISIS) - (413) 536 – 2251 - HOLYOKE