

HARRISBURG AREA INTERGROUP AA HOTLINE: HOW IT WORKS

THANK YOU for volunteering to answer the AA hotline! This is a wonderful way to give your time and experience in service to others who either are alcoholic or think they may have a problem with alcohol.

Please take a moment and review the enclosed materials within the binder to become familiar with what the expectations are and where to find answers to questions you may receive from callers.

First, we ask you to PLEASE update your group's Volunteer Data Sheets. A perfect time to do so is when your group has signed up for a particular month and you are passing around a calendar to be filled with volunteers, also pass around the Volunteer Data Sheet so that group members can volunteer to be of assistance to those in need, in whatever way they are able to. It is essential that the information from the Volunteer Data Sheets is up-to-date so that when a caller is looking for a contact in a particular area, the Hotline contact can call someone on the Volunteer Data Sheet and connect them with the caller. Under NO circumstances do we provide a caller with volunteer phone numbers! The Hotline contact will find available volunteers and call the caller back.

So, what do you do when a call comes in? Answer the call "Harrisburg Area Intergroup AA Hotline". Some callers are looking for a meeting either in the Harrisburg area or outside of the area. You can find schedules on aaharrisburg.org, or there are also meeting schedules in the binder. Other callers may be looking for transportation to a meeting, or an AA contact once they get out of a rehabilitation center or the like. In those cases, that's where the Volunteer Data Sheets come in handy. Obtain the callers name and phone number, and let them know you (or the volunteer you've contacted) will call them back.

In an emergency, tell the caller to either call 911 or go to the nearest emergency room. We are not doctors and withdrawal from alcohol can be very dangerous. There is a list of recovery services and contacts in the binder. If the caller talks of suicide, the National Suicide Prevention Lifeline is 800-273-8255. You will be connected to a skilled, trained counselor at a crisis center in your area, 24/7.

If you happen to miss a call, don't be discouraged. The caller has the option of leaving a message; but please get back to them as soon as possible.

~~Once you receive a call and have identified the purpose of the call, please record the call and related information on the Call Log sheets, also found in the binder. Once your group is done volunteering for the month, we ask you to please put the call log sheets in the BLUE plastic file folder entitled "Old Call Logs". Prior to passing the phone off to the next group, we ask that you make additional copies of blank Call Logs for the next group!~~

Please DO NOT use the cell phone for personal use. Both incoming and outgoing calls cost money and the phone line should be kept open for the next caller.

REMEMBER: We share our experience, strength and hope. Should we stray into giving advice we are headed for trouble. We are not qualified to give out professional advice. Rely on your experience, and on GOD! Never underestimate the power of one alcoholic talking to another alcoholic!

Again, THANK YOU for your SERVICE! Should you have any questions or concerns regarding the hotline, please contact the Central Office Chairperson

To retrieve voice messages - enter pass code of
1212 #