

## **DO'S AND DON'T'S**

1. We do not give out names or telephone numbers of any member of our AA fellowship even if we may be fairly certain that they would not object. The only Alcoholics Anonymous member's name or phone number you are free to divulge is your own.
2. We cannot confirm or deny whether any person is or is not an alcoholic or whether or not they are a member of Alcoholics Anonymous. Many people will deny they are an alcoholic. We are in no position to make that judgment call. Tell them of the AA meetings in their area and let them take the action. Point them to the direction of our website, [aaharrisburg.org](http://aaharrisburg.org). Offer that they read our book, Alcoholics Anonymous. We only carry the message of Alcoholics Anonymous. We do not have the power to keep anyone sober or drunk.
3. We are not counselors. We do not try to match the caller with someone in our 12 step list or urge them to attend an AA meeting.
4. We do not give medical advice or psychiatric evaluations. Callers who are ill or threaten suicide should be referred to a hospital or agencies such as the National Suicide Prevention Lifeline.
5. We make no recommendations regarding pills, medications, or any other drugs. If a caller indicates that there is a problem here and not with alcohol we should attempt to put them in contact with the appropriate 12 step program. (See binder for additional contacts).
6. We do not provide housing, food, clothing, marriage counseling, jobs, money, legal advice, dating services, or any welfare type assistance.
7. We suggest that you direct any other major problems to HAI Office Chairperson or a member of the Steering Committee.
8. Long distance phone calls are limited to the need to respond to 12 Step calls or transportation calls, where the member is located outside our 717 area code and we ask that you record all long distance calls on the log sheets.
9. The AA Hotline is NOT to be used for personal business. We are limited to a certain amount of time under our contract each month. We are charged additional fees for calls that exceed that allotment. Please help us keep our phone charges to a minimum.