

How do I prepare?

1. Read this package a few days prior to the night that you've volunteered to answer the telephones.
2. Although most of us know what A.A. is and is not for us, we may not be familiar with what the **A.A. World Services** guidelines are. We have included information in this package from **A.A. At A Glance and Information on Alcoholics Anonymous**. These contain conference-approved information about what **A.A. is** and is **not**. Please read these before answering the telephones.
3. You may also want to become familiar with some of the handouts from **GSO: A Newcomer Asks, 44 Questions**, etc. Most groups have a selection of these available or you can stop by the **Central Office** to read them over. Some volunteers find it helpful to reread "**Working with Others**" prior to answering the telephones.
4. As a matter of **Central Office** policy, we do not distribute the twelve step list. It may be helpful to prepare a list of alcoholics that you know (friends, home group members, etc.) willing to make a twelve-step call. If you can't do this, please do not worry—all that you have to do is call the **Answering Service at 801-299-7655**. They have the **Central Office** twelve-step list, and will attempt to arrange for a twelve-step call. For twelve-step calls, it is recommended that men deal with men and women deal with women. It is also recommended that no one makes a twelve step call alone — always, always take along another alcoholic.

What should I expect?

1. We've found that during most evenings, somewhere between one and four calls come in. Even if there are no calls, you have provided a valuable service—for one night you have been the responsible "**hand of A.A.**" available in case "**anyone anywhere reaches out.**"
2. Most of the calls are for meeting information or transportation to a meeting. You will be receiving various types of calls.
3. One suggested form of answering the telephone is "**Hello, (insert your first name) speaking, may I help you?**" This preserves your anonymity.
4. The following pages contain material on how to deal with different types of calls.
5. It is suggested that you **NEVER** give out your, anyone else's, or the answering service's telephone number.
6. In the cases where you must talk to the caller later, e.g., arranging a ride or twelve-step visit/talk, always ask for the caller's telephone number and call them back with the information or tell them to call back later for the information. We have broken down our calls into the following categories:
 - a. **Referrals to other agencies or programs:** This package contains a list of commonly requested telephone numbers and addresses. **For information on DUI classes or various treatment programs, the caller needs to call during the Central Office's regular hours.**

- b. **Twelve-step calls:** Some of these are current members of A.A. that need a ride to a meeting. If you've prearranged with some of your friends, then you can contact one of them to give the caller a ride. If you can't find someone to give the caller a ride, then call the **Answering Service at 801-299-7655** and give them the caller's telephone number. They have the Central Office twelve-step list and will try to arrange for a ride.
- c. **Meeting Information Calls:** Please obtain a current meeting schedule prior to taking the telephones.
- d. **A.A. committee calls** (i.e., treatment, public information, etc.): Please ask them to call the Central Office the next day.
- e. **Literature information:** Obtain the caller's address and give the information to the central office the next day. Central Office sends out schedules, **A.A. at a glance, and Information on Alcoholics Anonymous.**