

# Telephone Answering Package

*(Updated 4/13/07- Revised 5-29-2010)*

Thank you for volunteering to answer the Central Office telephone. Your support is greatly appreciated. These sheets contain general guidelines and suggestions.

## How do I prepare?

1. Read this package a few days prior to the night that you've volunteered to answer the telephones.
2. If you have any questions, please do not hesitate to call **Central Office at 801-484-7871**.
3. You also must call **Central Office** a few days before you take the calls to obtain the current security code for the telephones.
4. 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.
5. 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.
6. As a matter of **Central Office** policy, we do not distribute the twelvestep list. It maybe 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.

**IF YOU HAVE ANY PROBLEMS OR QUESTIONS, PLEASE CALL ROB @ 801-647-2411 or Email: [robnsuzzy@aol.com](mailto:robnsuzzy@aol.com)**

## 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.
  - 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.**

### Getting Started:

1. To start: you transfer the **Central Office** telephone number (**801- 484-7871**) to your telephone number.
2. When you finish at the end of the evening, you transfer the calls to the **Answering Service (801-299-7655)**.
3. We've experienced some problems with groups canceling **call forwarding** at the end of the evening instead of transferring calls to the **Answering Service**.
4. When you are finished for the evening, **Do Not Cancel Call Forwarding!** If you cancel call forwarding, all calls will go to **Central Office** and no one will be there to answer.
5. **After have transferred the telephone to the Answering Service, please call the Central Office number (801-484-7871) to double check that the telephone has been transferred properly.** If they answer, you have transferred correctly. If there is no answer, you should follow the procedure for transferring telephones to the answering service again.

# **To Forward the Calls to Your Home: Dial 801-746-1800 And Follow the Instructions Below**

**IMPORTANT: YOU MUST TRANSFER PHONES BY CALLING FROM A NUMBER OTHER THAN THE NUMBER YOU ARE TRANSFERRING TO!**

For example, if you are transferring to your home telephone number, use your cell phone to execute the instructions below.

a. Enter 801-484-7871, then press # - This is the Central Office telephone number or number you wish to transfer.

b. Enter 7777, then press # - This is the security code and may change — please call the **Central Office** the week before to insure that you have the current security code

c. Press \*72

d. Enter YOUR telephone number, the number you are transferring to, then press #. The system will IMMEDIATELY call the number you just input to confirm

**Note: After your shift of answering the telephones, DO NOT CANCEL CALL FORWARDING. If you do, the telephones will be ringing in an empty Central Office. Follow the procedure above to transfer calls to the answering service number: 801-299-7655**

**The Next Day:**

When you get a chance, please call the Central Office and let us know how your evening went. We like to track the number and type of calls that come in, so it would be helpful if you could let us know. Also, we would like your suggestions, so please let us know what we can do to make the next person's shift easier. Once again, thanks for your support. You have made a difference.

**For information on DUI classes or various treatment programs, the caller needs to call during the Central Office's regular hours.**

## **A.A. At A Glance**

### **What is A.A.?**

Alcoholics Anonymous is a voluntary, worldwide fellowship of men and women from all walks of life who meet together to attain and maintain sobriety. The only requirement for membership is a desire to stop drinking. There are no dues or fees for A.A. membership.

### **Current Membership**

It is estimated that there are about 96,000 groups and more than 2,000,000 members in 141 countries.

### **Relations With Outside Agencies**

The Fellowship has adopted a policy of "cooperation but not affiliation" with other organizations concerned with the problem of alcoholism. We have no opinion on issues outside A.A. and neither endorse nor oppose any causes.

### **How A.A. is Supported**

Over the years, Alcoholics Anonymous has affirmed and strengthened a tradition of being fully self-supporting and of neither seeking nor accepting contributions from nonmembers. Within the Fellowship, the amount that may be contributed by any individual member is limited to \$1,000 a year.

## **How A.A. Members Maintain Sobriety**

A.A. is a program of total abstinence. Members simply stay away from one drink, one day at a time. Sobriety is maintained through sharing experience, strength, and hope at group meetings and through the suggested Twelve Steps for recovery from alcoholism.

## **Why Alcoholics Anonymous is "Anonymous"**

Anonymity is the spiritual foundation of A.A. It disciplines the Fellowship to govern itself by principles rather than personalities. We are a society of peers. We strive to make known our program of recovery rather than individuals who participate in the program. Anonymity in the public media is assurance to all A.A.s, especially to newcomers, that their AA. membership will not be disclosed.

## **Anyone May Attend A.A. Open Meetings**

Anyone may attend open meetings of A.A. These usually consist of talks by a leader and two or three speakers who share experience as it relates to their alcoholism and their recovery in A.A. Some meetings are held for the specific purpose of informing the nonalcoholic public about A.A. Doctors, members of the clergy, and public officials are invited. Closed discussion meetings are for alcoholics only.

## **How A.A. Started**

A.A. was started in 1935 by a New York-stockbroker and an Ohio! surgeon (both now deceased), who had been "hopeless" drunks. They founded A.A. in an effort to help others who suffered from the disease of alcoholism and to stay sober themselves. A.A. grew with the formation of autonomous groups, first in the United States and then around the world.

## **How You Can Find A.A. In Your Town**

Look for "Alcoholics Anonymous" in any telephone directory. In most urban areas, a central A.A. office or "intergroup," staffed mainly by volunteer A.A.s, will be happy to answer your questions and/or put you in touch with those who can.

## **What A.A. Does Not Do**

A.A. **does not:**

- keep membership records or case histories
- engage in or support research
- join "councils" or social agencies (although A.A. members, groups, and service offices frequently cooperate with them)
- follow up or try to control its members
- make medical or psychiatric prognoses or dispense medicines or psychiatric advice provide drying-out or nursing services or sanitariums offer religious services
- provide housing, food, clothing, jobs, money, or other welfare or social services provide domestic or vocational counseling
- provide letters of reference to parole boards, lawyers, court officials, agencies, employers, etc.

# **Information on Alcoholics Anonymous**

**FOR ANYONE NEW COMING TO A.A.; FOR ANYONE REFERRING PEOPLE TO A.A.**

This information is both for people who may have a drinking problem and for those in contact with people who have, or are suspected of having, a problem. Most of the information is available in more detail in literature published by A.A. World Services, Inc. A list of recommended pamphlets and guidelines is given on the other side of this sheet. This tells what to expect from Alcoholics Anonymous. It describes what A.A. is, what A.A. does, and what A.A. does not do.

## **What Is A.A.?**

Alcoholics Anonymous is an international fellowship of men and women who have had a drinking problem. It is nonprofessional, self-supporting, nondenominational, multiracial, apolitical, and available almost everywhere. There are no age or education requirements. Membership is open to anyone who want to do something about his or her drinking problem.

## **What Does A.A. Do?**

1. A.A. members share their experience with anyone seeking help with a drinking problem; they give person-to-person service or "sponsorship" to the alcoholic coming to A.A. from any source.
2. The A.A. program, set forth in our Twelve Steps, offers the alcoholic a way to develop a satisfying life without alcohol.
3. This program is discussed at A.A. group meetings.
  - a. *Open speaker meetings*: open to alcoholics and non-alcoholics. (Attendance at an open A.A. meeting is the best way to learn what A.A. is, what it does, and what it does not do.) At speaker meetings, A.A. members "tell their stories." They describe their experiences with alcohol, how they came to A.A., and how their lives have changed as a result of A.A.
  - b. *Open discussion meetings*: one member speaks briefly about his or her drinking experience, and then leads a discussion on A.A. recovery or any drinking-related problem anyone brings up. (*Closed meetings are for A.A.s or anyone who may have a drinking problem.*)
  - c. *Closed discussion meetings*: conducted just as open discussions are, but for alcoholics or prospective A.A.s only.
  - d. *Step meetings* (usually closed): discussion of one of the Twelve Steps.
  - e. A.A. members may also take meetings into correctional and treatment facilities.
  - f. A.A. members may be asked to conduct the informational meetings about A.A. as a part of A.S.A.P. (Alcohol Safety Action Project) and D.W.I. (Driving While Intoxicated) programs. These meetings *about A.A.* are *not* regular A.A. group meetings.

### **Members From Court Programs and Treatment Facilities**

In recent years, A.A. groups have welcomed many new members from court programs and treatment facilities. Some have come to A.A. voluntarily; others, under a degree of pressure. In our pamphlet "How A.A. Members Cooperate," the following appears:

*We cannot discriminate against any prospective A.A. members, even if he or she comes to us under pressure from a court, an employer, or any other agency. Although the strength of our program lies in the voluntary nature of membership in A.A., many of us first attended meetings because we were forced to, either by someone else or by inner discomfort. But continual exposure to A.A. educated us to the true nature of the illness....*

*Who made the referral to A.A. is not what A.A. is interested in. It is the problem drinker who is our concern.... We cannot predict who will recover, nor have we the authority to decide how recovery should be sought by any other alcoholic.*

### **Proof of Attendance at Meetings**

Sometimes, courts ask for proof of attendance at A.A. Meetings. Some groups, with the consent of the prospective members, have the A.A. Group secretary sign or initial a slip that has been furnished by the court together with a self-addressed court envelope. The referred person supplies identification and mails the slip back to the court as proof of attendance.

Other groups cooperate in different ways. There is no set procedure. The nature and extent of any group's involvement in this process is entirely up to the individual group.

This proof of attendance at meetings is *not* part of A.A.'s procedure. Each group is autonomous and has the right to choose whether or not to sign court slips. In some areas the attendees report on themselves, at the request of the referring agency, and thus alleviate breaking A.A. members' anonymity.

### **The Nonalcoholic Addict**

Many treatment centers today combine alcoholism and drug addiction under the terms "substance abuse" or "chemical dependence." Patients (both alcoholic and nonalcoholic) are introduced to A.A. and encouraged to attend A.A. Meetings when they leave. As stated earlier, *anyone may* attend *open* A.A. Meetings. But only those with a drinking problem may attend *closed* meetings or become A.A. members. People with problems other than alcoholism are eligible for A.A. membership *only* if

they have a drinking problem.

Dr. Vincent Dole, a pioneer in methadone treatment for heroin addicts and for several years a trustee on the General Service Board of A.A., made the following statement:

“The source of strength in A.A. is its single-mindedness. The mission of A.A. is to help alcoholics. A.A. limits what it is demanding of itself and its associates, and its success lies in its limited target. To believe that the process that is successful in one line guarantees success for another would be a very serious mistake. Consequently, we welcome the opportunity to share A.A. Experience with those who would like to develop twelve-step/twelve-tradition programs for the nonalcoholic addict by using A.A. methods.”

### **What A.A. Does Not Do**

A.A. does not:

1. Furnish initial motivation for alcoholics to recover
2. Solicit members
3. Engage in or sponsor research Keep attendance records or case histories
4. Join "councils" of social agencies
5. Follow up or try to control its members
6. Make medical or psychological diagnoses or prognoses
7. Provide drying-out or nursing services, hospitalization, drugs, or any medical or psychiatric treatment
8. Offer religious services
9. Engage in education about alcohol
10. Provide housing, food, clothing, jobs, money, or any other welfare or social services
11. Provide domestic or vocational counseling
12. Accept any money for its services, or any contributions from non-A.A sources
13. Provide letters of reference to parole boards, lawyers, court officials

### **Conclusion**

The primary purpose of A.A. is to carry our message of recovery to the alcoholic seeking help. Almost every alcoholism treatment tries to help the alcoholic maintain sobriety. Regardless of the road we follow, we all head for the same destination, recovery of the alcoholic person. Together, we can do what none of us could accomplish alone.

We can serve as a source of personal experience and be an ongoing support system for recovering alcoholics.

## **LOCAL RESOURCES**

### **Name Facility Description Telephone Notes**

Alano Club Club (801) 261-9287 5056 S 300 W, Murray  
Alano West Club Club (801) 250-5991 9087 W 2700 S, Magna  
Al-Anon (801) 262-9587 Hrs: Mon - Sat, 10am - 4pm  
Al-Ateen (801) 262-9587 Hrs: Mon - Sat, 10am - 4pm  
American Lung Association Nicotine Anonymous (801) 484-4456 Mtg 7pm 1930 S 500 E 2nd Flr  
Ark Of Little Cottonwood Treatment Facility (801) 733-0200 2919 E Granite Hollow, Sandy  
Backstreet Club Club (801) 397-0450 567 S 2600 W, Bountiful  
CA Cocaine Anonymous (801) 493-7879 Recording of Mtg Times  
CA Ogden Cocaine Anonymous (801) 626-2652  
Catholic Community Services (801) 977-9119 2300 W 1700 S  
Central Office (SLC) AA (801) 484-7871 80 W Louise Ave  
Central Office (Ogden) AA (801) 393-4728 Tue - Fri 1:30 - 530p; Sat 12 - 4pm  
Central Office (Provo) AA (801) 375-8620 Mon, Tues, Fri 9am - 1pm, Wed, Th 2 - 6pm  
Central Office (St George) AA (435) 674-4791  
Cornerstone Counseling Center Treatment Facility (801) 355-2846 660 S 200 E #308  
Copper Hills Youth Center Treatment Facility (Youth Only) (801) 561-3377 5899 W Rivendell Dr, West Jordan  
Crystal Meth Anonymous CMA (801) 859-4132  
Dayspring (LDS Hospital) Treatment Facility (801) 408-5580 LDS Hospital 8th Ave & C St  
Discovery House Treatment Facility (801) 596-2111 449 E 2100 S, SLC  
Domestic Violence Info Center Referral Center -211  
Salt Lake Chiropractic Drug Testing (801) 487-0841 2605 S West Temple  
Fellowship Hall Club (801) 485-4451 2060 S Windsor St (840 E)  
Fellowship Hall (Payphone) Club (801) 466-0994 2060 S Windsor St (840 E)  
Fist Step House Treatment Facility (801) 359-8862 (Men Only) 411 Grant St  
Gamblers Anonymous GA (801) 566-3390  
Haven Treatment Facility (801) 533-0070 974 E South Temple, Salt Lake  
Highland Ridge Hospital Treatment Facility (801) 569-2153 175 W 7200 S, Midvale  
House Of Hope Treatment Facility (801) 355-8536 (Women & Children) 857 E 200 S, SLC  
House Of Hope (Provo) Treatment Facility (801) 373-6562 1726 S Buckley Ln, Provo  
Journey At Willowcreek Treatment Facility (801) 947-7664 Sandy, UT  
Narcotics Anonymous NA (801) 296-4044  
Odyssey House Treatment Facility (801) 322-1001 (Adult) 340 E 100 S  
Odyssey House Treatment Facility (801) 363-0203 (Teen) 340 E 100 S  
Overeaters Anonymous OA (801) 484-1442  
Pioneer Valley Hospital Hospital (801) 964-3130 3460 Pioneer Parkway, West Valley  
Positive Adjustments Treatment Facility (801) 466-4484 2995 S West Temple (DUI Classes)  
Road Home Shelter Shelter (801) 359-4142 210 S Rio Grande St, SLC  
Salvation Army Treatment Facility (801) 323-5802 252 S 500 E, SLC  
Sexaholics Anonymous SA (801) 261-2772

### **Spanish AAAA**

Spanish Al-Anon Al-Anon (801) 304-2040  
St Mary's Treatment Facility (801) 328-1894 (Mens) Halfway House 1206 W 200 S, SLC  
St Vincent's Homeless Support (801) 363-7710 427 W 200 S, SLC  
Suicide Prevention Hotline Emergency (801) 261-1442 Toll Free Nationwide (800)SUICIDE  
U of U Hospital Emergency (801) 581-2291 50 N Medical Dr, SLC  
Univ Neuropsychiatric Institute Treatment Facility (801) 583-2500 501 Chipeta Way  
Utah Div. of Substance Abuse Gov Programs/ Stats (801) 538-3939 120 N 200 W, SLC  
VA Medical Center Detox/Treatment Ctr (801) 582-1565 500 S Foothill Blvd, SLC  
Valley Mental Health Treatment Facility (801) 263-7225  
Volunteers Of America (VOA) Detox/Treatment Ctr (801) 363-9400 252 W Brooklyn Ave, SLC  
Volunteers Of America (Women) Detox/Treatment Ctr (801) 261-9177 697 W 4170 S, SLC  
VOA Day Treatment & Housing Treatment Facility (801) 355-1528  
Valley Camp Detox/Treatment Ctr (801) 745-0821 5325 North Fork Rd, Eden UT