

Central Office Hotline Guide

Primary Purpose: Our first concern when answering the hotline is to carry the message of recovery from alcoholism. Remember the principle of attraction rather than promotion when communicating with those calling. In addition, we emphasize sharing our experience, strength and hope rather than our advice.

Calls With Interested AA's: It may be the case that this is the caller's first interaction with Alcoholics Anonymous. Ask the caller questions about their desire to stop drinking such as; "*Have you tried to stop drinking?*", "*What happens when you stop?*", or "*What happens after you take the first drink?*". When appropriate in the conversation, convey your own experience with alcoholism and your recovery therefrom.

Calls For Meeting Information: It is common that people will call looking for assistance finding a meeting they can attend. Please refer to the [saltlakeaa.org meeting list](http://saltlakeaa.org/meeting-list) when working to help the caller to find a meeting. In the event someone is calling to inform us that a meeting of alcoholics anonymous that is featured on the meeting list is no longer in existence, please send the information on to the Central Office Webservant by emailing webservant@saltlakeaa.org

Calls For 12th Step: In the event that someone is calling looking for assistance with a ride to an AA meeting or is in need of more help than a hotline volunteer is able to provide, it is recommended to take their name and number. This information can then be shared with the Central Office 12 Step Coordinator by texting Charlie C. at 580-920-5970 or emailing 12step@saltlakeaa.org

Calls From Concerned Family Members & Friends: Many times, family members will call seeking help for the alcoholic. Listen sympathetically as these individuals have been directly affected by the drinking of the alcoholic in their life. Emphasize the need to have the alcoholic in question call themselves so they can be helped directly. For the concerned family member/friend, suggest al-anon as a potential resource for them to use. Information on Utah Al-Anon can be found at <http://utah-alanon.org>

Calls For Other "12 Step Programs" & Treatment: Remember that our singleness of purpose is alcoholism and the recovery therefrom. Other recovery programs fall outside this purpose and as such cannot be commented on. Alcoholics Anonymous and Central Office do not delve into outside issues. As a hotline volunteer and a voice for Central Office, it is not recommended we give opinions on these matters.

Calls From Professionals: In the event a doctor, lawyer or employer calls regarding a potential alcoholic, please recommend them to contact the Cooperation With the Professional Community & Public Information Chair by emailing cpc@saltlakeaa.org

Calls For Detox or Treatment Centers: We have no opinion on the merits of any specific medical treatment. Although you may have found AA through treatment, we stick to our collective experience.

Calls From People in a Mental Crisis: It is outside of our ability to address extreme mental duress. In the event, someone calls communicating a need for help in the following areas, please refer them to these resources

National Suicide Prevention Hotline

800-273-8255

National Domestic Abuse Hotline

800-799-7233

To The Volunteers

*If you have any questions, concerns or feedback regarding the guide or volunteering for Central Office Hotline, please email them to **hotline@saltlakeaa.org***