

It is strongly recommended that ALL first-time volunteers read this PDF before volunteering for the service.

The Group Conscience of the ABE Intergroup limits Central Office Telephone Volunteers to self-described alcoholics, sober for at least 6 consecutive months.

Why book a shift at the Central Office?

It's easy!

You can help an alcoholic who is still suffering.



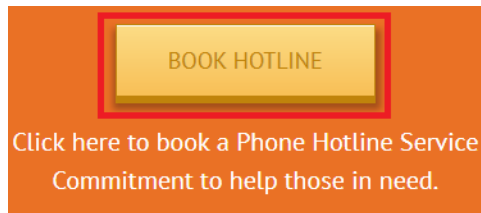
"Face time" with your sponsor or sponsee

It's Fun!

So, let's get you started!!

**** All shifts MUST be reserved using the ABE Intergroup website: www.aalv.org ****

1. Click “BOOK HOTLINE” on the bottom of the “Phone Hotline” page.



3. Choose between 1 to 4 hour shifts.
4. Click on the date you prefer.
5. Once the time choices populate, select the time you prefer to begin.

NOTE: If the time you want does not show up after you select a date, that time slot may be booked already.

Service Commitment Length

1 Hour Phone Hotline Service Commitment

Intergroup

ABE Intergroup

Date

July 2017						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Time

3:30 pm	3:45 pm	4:00 pm	4:15 pm	4:30 pm
4:45 pm	5:00 pm	5:15 pm	5:30 pm	5:45 pm
6:00 pm	6:15 pm	6:30 pm	6:45 pm	7:00 pm
7:15 pm	7:30 pm	7:45 pm	8:00 pm	8:15 pm
8:30 pm	8:45 pm	9:00 pm	9:15 pm	9:30 pm
9:45 pm	10:00 pm	10:15 pm	10:30 pm	10:45 pm

3. If you are a first-time user, you will need to fill out a contact form. If you are a returning user, just enter your Email and Password.

NOTE: This information is ONLY seen by the ABE Intergroup Steering Committee. It is needed so we can contact you should an emergency arise. Can you guess how many Mikes there are in our entire Intergroup?

4. Click “Submit.”

Are you a new or returning user?

- New User
 Returning User

First Name

Last Name

Phone

Email

Password

Retype Password

AA Group or Meeting Represented (optional)

Are you a new or returning use

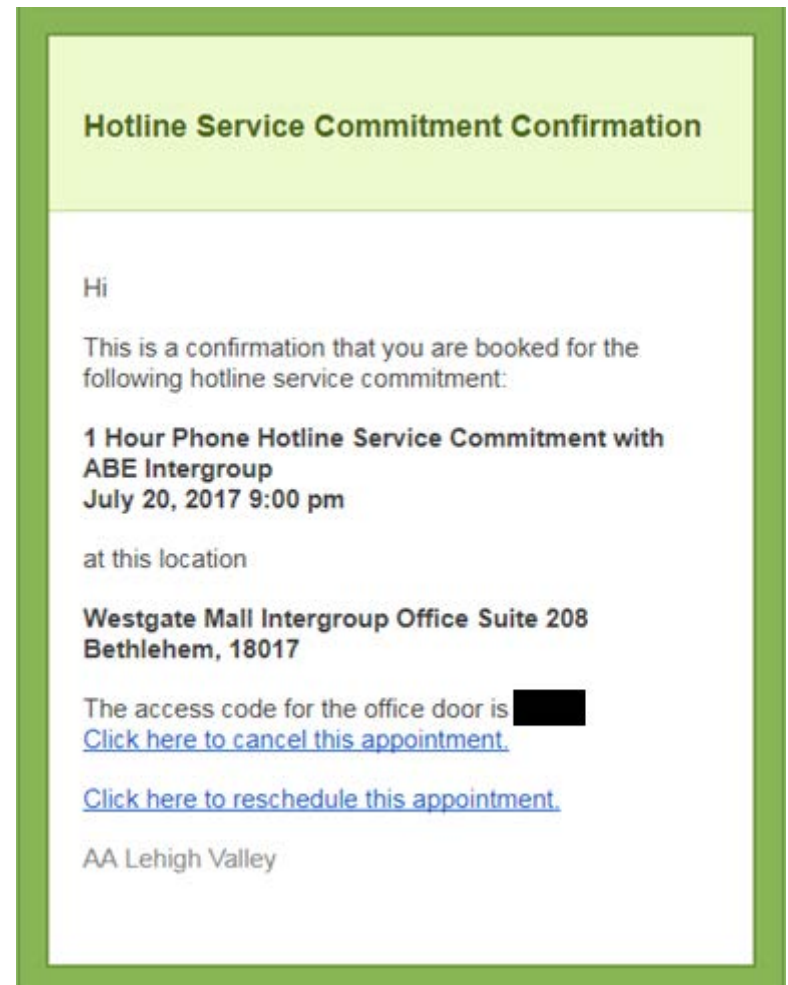
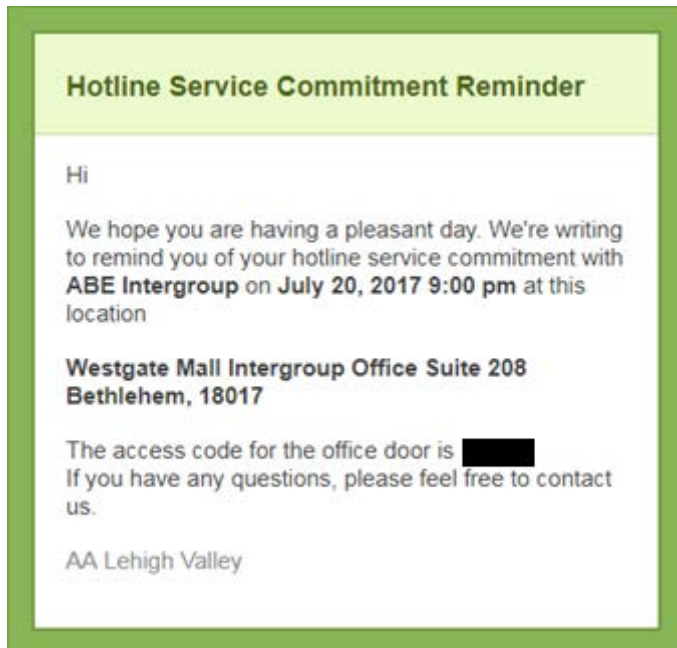
- New User
 Returning User

Email

Password

[Lost your password?](#)

- Prior to your commitment, you will receive an email with the office keypad entry code. Please check your spam folder.
- If you must cancel, the email you receive has the links to do so. Please do not call the office!



- You will also get an email reminder 12 hours before your shift with the code information included.

If a group taking the Hotline shift:

- One person should book the commitment.
- Pass a sheet at your meeting to take sign-ups inside the block of time which your group has selected.
- Share the passcode with the person taking the first shift.





- The office is located in Suite 208 of the Westgate Mall, 2285 Schoenersville Road, Bethlehem, PA 18017.
- It is on the 2nd floor and the stairs are located next to the card shop.
- If the stair door is locked, go to any store and call mall maintenance and they will unlock it.
- Shifts **MUST** be booked at least one hour in advance.
- Sorry, access will **NOT** be granted without prior reservation.
- For your protection, do not allow anyone into the office who has not made a reservation.

For the first shift of the day or if the office is vacant:

- A professional answering service covers the phone lines for us when the office is closed or vacant.
- It may be necessary to return the connection to the office at the start of your shift. Just follow the instructions posted on the desk for retrieving the line.
- If the answering service has any messages for an Intergroup Committee, please log them on the shift sheet.

When the phone rings:

- Please answer each call:
 - “Alcoholics Anonymous, how may we help you?”
- While we get a wide variety of calls, the majority of them are four types:
 1. Meeting Information
 2. Help for a relative or friend
 3. Intergroup Committee information
 4. Wants to stop drinking

If the caller wants meeting information:

If they have internet access:

- Find out where they live. If they are traveling, where are they staying?
- Refer them to our website: www.aalv.org
 - Click on “FIND A MEETING” in the navigation bar.
- **WE DO NOT GIVE RIDES TO MEETINGS!**

If they do NOT have internet access:

- Find out where they live. If they are traveling, where are they staying?
- Use a print schedule to find a meeting time and place.
- Directions to most meetings are in the binder on the main desk.
- We will mail them a print schedule if requested. Envelopes with schedules are in the desk.
- **WE DO NOT GIVE RIDES TO MEETINGS!**

If the caller wants help for a relative or friend:



- Kindly tell the caller that while we understand their concern, we do NOT do interventions. The drinker must ask for help directly.
- Refer them to one of the 12-step programs designed for their significant other.
- There is contact information in the binder on the main desk for these organizations.

If the caller wants Intergroup Committee Information:

- A professional, an institution, a hospital or social agency may contact us about an AA meeting at their location.
 - Ask them for contact information and log it on the Daily Call Sheet.
 - Advise them that someone will contact them back.

Please do not provide ANY contact information over the phone!



If the caller wants AA's help or can't stop drinking:



- **REMEMBER – many of these callers are VERY sick!**
- In addition to reading this PDF, read the information in the desk binder for help on the BEST way to assist these callers.
- Your main objective is to connect the caller with one of our 12th Step Volunteers!
- Get the caller's name and the town where they live.
- Ask for their phone number. Tell them someone will be contacting them shortly.
- Log the caller's information on the Shift Sheet.

How to connect with a 12th Step Volunteer:

- In the desk binder, locate someone from the list to call back your caller.
- Use the following guidelines to find the best match. One being optimal and decreasing to four as least:
 1. Same location and sex.
 2. Same sex and any location.
 3. Same location and opposite sex.
 4. Opposite sex and any location.

If you cannot reach a 12th Step Volunteer:

- You may also take the 12th step call yourself.
- Each recovered alcoholic is uniquely qualified to help one that still suffers, including YOU!
- If all else fails, ask your sponsor for help!



12th Stepping by Phone Guidelines:

- Stick to AA!
- Sometimes, a sympathetic ear is all that is needed.
- Always protect the anonymity of others. NEVER give out a name or phone number.
- Don't offer to do anything you are not comfortable doing.
- If you go to meet a caller, bring someone with you. NEVER 12th step alone!



The (very) Rare Emergency Call:

- We are NOT equipped to handle medical or police emergencies.
- In the highly unlikely event of a call like this, urge the caller to hang up and dial 911 immediately!
- Say a prayer!



For the last shift of the day:

- VERY IMPORTANT!!!!
- If you are the last shift of the day or have not been relieved at the end of your shift, you must return the phones to the Answering Service. Otherwise the phone will ring unanswered!
- Follow the directions posted on the desk.

Other Reminders:



- If you are mailing someone a schedule, please take it to the nearest mailbox when you leave.
- Also, please take any empty food and drink containers with you.
- Please make sure the line is turned over to the Answering Service, if you are not relieved by another volunteer!

Thank you for your service!



Join us as we trudge the road of happy destiny!

This PDF is the property of the A-B-E Intergroup, produced solely for the purpose of training Central Office Volunteers.

It does not represent the program or the organization of Alcoholics Anonymous in any matter, except as described above.

In keeping with AA's Tradition of Anonymity, the producers of this PDF affirm that any persons depicted here are not, to the best of our knowledge, members of Alcoholics Anonymous.