

CAN YOU HELP THE STILL-SUFFERING ALCOLHOLIC?

CAN YOU TAKE CALLS FROM THE ANSWERING SERVICE?

The District 41 Answering Service, serving Northeast DuPage County, needs qualified sober alcoholics (I used to think that was an oxymoron) to receive phone calls from "the alcoholic who still suffers". You may be called by an office volunteer from 9 to 9, Monday through Friday; or by a computer during "off hours" (See other side for an explanation of the calls from the computer.)

Needed: Sobriety, Consistent availability, A desire to do 12th step work.

Sobriety: You should have a reasonable amount of sobriety. (If in doubt, ask your sponsor.) You should be actively working the steps (6 months or 30 years). You should be familiar with both the Big Book and "12 Steps and 12 Traditions". In other words, you should be an **ACTIVE** member of AA.

Consistent availability: This doesn't mean ALL the time. You should be available to take calls at the same times every week. If you use an answering machine or caller-ID to screen your calls, don't bother to volunteer. Neither the office staff nor the computer will leave messages. If you frequently do not answer or refuse calls we will stop calling you.

A desire to do 12th step work: You want to "pass it on". Be patient and caring. Remember what it was like for you and those you care about.

Remember that each call could be a life-or-death situation. From the out-of-towner who is in desperate need of a meeting, to the drunk who is sick and tired of him/herself and that way of life, to the spouse/parent/child/friend of a drunk who needs some hope and some information, to the newcomer/old-timer who just needs to have someone listen.

Please call me with AA Answering Service calls. I can give rides to meetings ____.

I can go on 12th Step Calls ____.

____ (____) ____ -- _____
NAME (PLEASE PRINT LEGIBLY) PHONE CITY / VILLAGE

ADDRESS (OPTIONAL - FOR AA USE ONLY - FOR PERIODIC MAILINGS CONCERNING THE ANSWERING SERVICE) (OPTIONAL - E-MAIL ADDRESS)

I am (usually) available on the following days at the following times (am/pm):

Date:	Sun	Mon	Tue	Wed	Thu	Fri	Sat
AM From	_____	_____	_____	_____	_____	_____	_____
To	_____	_____	_____	_____	_____	_____	_____
PM From	_____	_____	_____	_____	_____	_____	_____
To	_____	_____	_____	_____	_____	_____	_____

Experienced volunteers suggest that you keep a meeting schedule handy by the phone. (A Chicago directory is also handy, along with phone numbers for Al-Anon, NA, CA.) Be familiar with your directory(s) and keep it current. Keep a phone list from your meetings handy. Always call someone to go with you on a 12th Step call – NEVER go alone! (A ride to a meeting is not a 12th Step call.)

Questions? Call Art Comings – 630 530-2001 (Leave a message – he'll get back to you!)

Mail response to Answering Service P.O. Box 6365 Villa Park, IL 60181-5318

THIS IS AN "AA-CONFIDENTIAL" DOCUMENT! ALL INFORMATION WILL BE KEPT WITHIN AA

At-Home Volunteers

When The Call Comes From The Computer

When the computer calls you, the following will take place when you answer the phone (Caller ID should say "Smith and Wilson"): *(We are constantly updating this menu, so all entries here (except the password) are approximations and may change without notice.)*

"I have a message for (your first name).

"This is District 41 calling.

"If you need more time, please press 1. If you are unavailable, just hang up. If you want to take this call, please enter the password followed by the pound sign (#)."

The password is **4 4 4 4 #**. It is not to keep the process secret, but to keep your nosy neighbor, the babysitter, your in-laws, etc. from attempting to take the call.

If you can't take the call, just hang up.

If you want to take the call and enter the password/#, you will hear:

"This is for the volunteer. Thank you for volunteering and here is the message for you.

"Please write this down. You will be able to replay it later."

(Be ready to take notes - the phone number comes at you quickly.)

"You will now hear the caller's name and message."

The computer will now give you the time the original call was made, the sex of the caller, the caller's phone number, and the caller's message - (hopefully) including name.

"If you would like to hear this information again, please press 1." (And the entire information will be repeated.)

"If you accept responsibility to call this person back, please press 2.

(IF YOU DON'T, THE COMPUTER WILL KEEP CALLING PEOPLE!)

"If you decline, please press 3, have a nice day, and hang up."

(IF YOU DON'T, THE COMPUTER WILL DELAY BEFORE MAKING THE NEXT CALL!)

If you accept responsibility for the call, press 2 and hang up. Then call the original caller back and take it from there.