

DISTRICT 14 12-STEP PHONE SERVICE SCRIPT

REQUIREMENT is a minimum of 6 months continuous sobriety to volunteer for this service.

Please be advised the SUFFERING alcoholic is calling you direct. The 800 service will dial your phone number directly, so you will have no notification that this call is from an alcoholic looking for help other than the recording to press any key on your phone to accept the call that is holding for you. Do not give the caller the identity or phone numbers of any AA members. The objective of the initial contact with the caller is to get the SUFFERING alcoholic connected with a member of AA and ideally to an AA meeting the same day. Try to get the caller's phone number and call him/her right back in order to free up the 800 # phone line. If the caller is not able to receive a call back, then arrange to meet them at an AA Meeting or some alcohol FREE public place as soon as possible to discuss the program of AA. We suggest using the Big Book's chapter on "**Working With Others**" as a guide to your 12 step call. **DO NOT GO ON A 12 STEP CALL ALONE.**

We suggest you respond to calls as follows:

"Thank you for calling Alcoholics Anonymous. My name is (first name only) I'm a member of AA and I would like to have another AA member in your area call you right back so we can keep this phone line open. Would you tell me your first name and a phone number where you can be reached immediately."

It is very important for the responding AA member to have a female alcoholic call women and a male alcoholic call men. If you are a gender match you may call the suffering alcoholic back yourself. If not first try calling AA members on the 12-step list from your home group that live in the same area as the caller. If no one answers your call, try appropriate AA members from the other areas. If you can still not find someone to talk to the caller, call them back yourself.

Since we are paying for forwarded phone calls to your number by the minute, it is very important to keep the initial calls focused on getting the caller's phone number, first name and gender, assuring them you or someone else will call them immediately, and then ending the initial phone call.

If the caller is not seeking help for themselves, but is calling on behalf of someone else, tell the caller that "**Al-Anon provides help and support for friends and family of alcoholics, and the Al-Anon number for North Idaho is (208) 676-0549.**" Tell the caller that we would be glad to speak to the person they are concerned about, if that person would like to speak to a member of AA.