

## DISTRICT 14 12-STEP PHONE SERVICE SCRIPT

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. 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 off the phone and talking to another member of AA. If the caller is not able to receive a call back, then arrange to meet them at an AA Meeting as soon as possible and get off the phone.

### **We suggest you respond to calls as follows:**

**"Thank you for calling AA. I'm a member of AA and I would like to have another AA member call you back so we can keep this phone line open. Would you tell me your first name and a phone number so someone can call you right back."**

It is very important for the responding AA member have a female alcoholic call women and a male alcoholic call men. First try calling AA members on the 12-step list 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.