

Temecula Valley  
Intergroup Hotline  
Information Packet



Alcoholics Anonymous 24 Hour Hotline

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# Temecula Valley Intergroup Hotline Volunteer Workshop

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**Hotline Information Packet** - These documents can be downloaded from our website at [www.temeculacentraloffice.org](http://www.temeculacentraloffice.org)

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The following documents are provided to everyone at the workshop. It is the Hotline Rep's responsibility to provide these documents to any member within their group that they feel may meet the requirements for Hotline Rep and 12<sup>th</sup> step work.

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## Temecula Valley Intergroup Hotline - Introduction / Disclaimer



The purpose of this information packet is to assist the AA member who has received a phone call from someone in need.

It is not all-encompassing, and does not provide the user with answers to every question. This is an ever changing, living document, which means we hope that you add to it and update the information that is contained within. If you identify some outdated material please contact the committee at email: [hotline@temeculacentraloffice.org](mailto:hotline@temeculacentraloffice.org) or Temecula Valley Central Office at (951) 695-1535.

There is a certain amount of coordination involved with regards to scheduling and information updates. Being proactive with Central Office and the hotline committee will enable Temecula Valley the ability to provide quality 24 hour support for the alcoholic who is suffering and is in need of help. A lack of input from the group/member can easily allow the system to breakdown.

We have decided to **exclude** contact information and phone numbers for privately run detox's, recovery centers, sobriety houses, and services for those in need. As a committee we do not want to endorse any particular facility or outside enterprise. The phone numbers listed in this information packet are government funded and nationally recognized.

The Statement of Responsibility says:

I am responsible. When anyone, anywhere, reaches out for help, I want the hand of AA always to be there. And for that: I am responsible...

Keeping that in mind, let us do our best to represent the message of Alcoholics Anonymous.

Yours in Service,

Temecula Valley Hotline Committee



## Temecula Valley Intergroup 24 Hour Hotline invites your group to participate



"I am responsible, when anyone, anywhere, reaches out for help I want the hand of A.A. always to be there. And for that: I am responsible."

Possibly, the most important job that Intergroup does is maintaining the 24 Hour Hotline. This phone line allows the hand of A.A. to always be there to anyone who needs Alcoholics Anonymous' critical help, meeting information or to speak with another alcoholic. During working hours the phones are staffed by Temecula Valley Central Office Volunteers from 10am - 5:30pm Monday thru Friday and 9am - 12pm on Saturdays. When the Central Office is closed the phone is answered by volunteer A.A. Groups who divert the calls to their home phones.

Most Groups that have volunteered find that, by sharing their experience, strength and hope, they not only get to help a fellow alcoholic, but they also empower their own sobriety.

Any A.A. Group within our service area can participate. It is asked that your group identify a single representative who then becomes the liaison and coordinator (**Hotline Rep**) between the hotline committee and the group. The group Hotline Rep would be responsible for informing the group of scheduled days, and ensuring the phone is being forwarded to a sober member who is prepared to answer the phone and provide assistance when needed. It is suggested that your group Hotline Rep have a year of sobriety and have taken the 12 Steps with a sponsor. It's a great experience. It gives you a chance to be personally (though anonymously) helpful to others. It's also fun to be a **Hotline Volunteer**, help answer the phones and welcome a visitor who called to ask about where local meetings are. Many calls are routine questions, but now and then, you get to try to allay the fears and awaken the hope of a suffering alcoholic, while telling him or her an AA member (**12<sup>th</sup> step Volunteer**) will contact him or her soon and pass the call.

If you have a home group and would like it to be of service then discuss it at your next business meeting, during the break or as an AA Announcement. We will gladly visit to discuss Hotline opportunities with your group. Please contact the Hotline Committee at: [hotline@temeculacentraloffice.org](mailto:hotline@temeculacentraloffice.org) and we will set up a 10 to 15 minute presentation.

"For us, if we neglect those who are still sick, there is unremitting danger to our own lives and sanity. Under these compulsions of self-preservation, duty and love, it is not strange that our society has concluded that it has but one high mission to carry the AA message to those who don't know there is a way out.", Pg 151 of the Twelve Steps and Twelve Traditions.



# TVCO Intergroup Hotline - Volunteer Types and Requirements

## There are 3 Types of Service Opportunities

**Hotline Volunteers** ❖ **Hotline Reps** ❖ **12<sup>th</sup> Step Volunteers**

What is the difference between a **Hotline Volunteer** and a **12<sup>th</sup> Step Volunteer**?

TVCO Intergroup Hotline is a group of alcoholics who answer the local AA Hotline outside of the normal business hours of the Temecula Valley Central office. Calls to the Hotline range from requests for meeting information (whether it's their first or just visiting our area), general information about AA or people who just simply need to talk to someone in recovery either because they think they might drink or want to stop drinking. **Hotline volunteers** are given training and guidelines to assist them in handling calls.

Calls beyond information about AA meetings, which may involve personal discussions about the benefits of continued sobriety within the AA program, are referred to **12<sup>th</sup> Step Volunteers** of the same gender as the caller. A 12<sup>th</sup> Step Volunteer has additional training and more experience to assist in this discussion and the possible 12<sup>th</sup> step location visit.

What is a **Hotline Rep** and what are their responsibilities?

**Hotline Reps** represent a meeting group that he or she regularly attends. They become the liaison and coordinator between the group and Hotline Committee passing hotline information and updated schedules to group and Hotline Volunteers. The group Hotline Rep is responsible for informing the group of scheduled days, and ensuring the phone is being forwarded to a sober member who is prepared to answer the phone and provide assistance when needed. Hotline Reps provide instruction and orientation for group members wanting to become involved with the hotline.

### **Suggested Requirements:**

Requirements to answer the **Hotline Volunteer** phones are:

- 1) Six (6) months of continuous sobriety
- 2) Have an understanding of AA's Twelve Steps with the guidance of a sponsor
- 3) Have been given Hotline Workshop training or have been trained with an experienced Hotline Rep

Suggested Requirements to be a **Hotline Rep** are:

- 1) Twelve (12) months of continuous sobriety
- 2) Have worked AA's Twelve Steps with a sponsor
- 3) Have been given Hotline Workshop training or equivalent by an experienced AA Group member and is able to serve for one (1) year.

Suggested Requirements to be a **12<sup>th</sup> Step Volunteer** are:

- 1) Twelve (12) months of continuous sobriety
- 2) Have worked AA's Twelve Steps with a sponsor
- 3) Have been given 12<sup>th</sup> step Workshop training or have been on a 12<sup>th</sup> Step call with an experienced 12<sup>th</sup> step member of AA.
- 4) Have an understanding of the 12 Traditions

It is suggested that each participating meeting strive to be "self-supporting" and maintain all 3 Hotline volunteer positions from within the group. This may not always be possible especially having volunteers of both genders so the Hotline Committee provides a list of both 12<sup>th</sup> step volunteers and Hotline Volunteers to pool from as needed.

Would you like to be a Hotline Rep? It's easy, simply make a decision and volunteer at [hotline@temeculacentraloffice.org](mailto:hotline@temeculacentraloffice.org)

## Temecula Valley Intergroup Hotline - Hotline Volunteer Suggested Guidelines



It is your responsibility to ensure that the phones are answered by a sober member of AA during your shift.

It is your responsibility to have a copy of the Hotline Information Packet that is available on-line and downloadable/ printer friendly; it contains useful information that will help you answer phones.

If the need for a 12<sup>th</sup> step call arises, take the callers information and pass the call to an experienced Hotline 12<sup>th</sup> Step Volunteer from your group (same gender as the caller). If your group is gender specific or you do not have anyone in your group that has 12<sup>th</sup> step experience then call your Hotline Rep and they will utilize the list of 12<sup>th</sup> step volunteers provided by the Hotline Committee.

### **Before your Hotline shift starts please do the following:**

1. Ensure you have a **Hotline Information Packet** (downloadable on-line).
2. Ensure you have your **group phone list**, a list of **experienced 12th step members** in your group, your sponsor's phone number, Reps number and the Hotline Committee phone numbers.
3. Ensure you have a current **meeting schedule**.
4. Ensure you understand the importance of **privacy**; we do not hand out other members phone numbers to the caller, we ask the caller for their information and pass it along to the sober AA 12<sup>th</sup> step member.

When in doubt, call your sponsor, your Hotline Rep or a member of the Hotline Committee.

Thank you for your service.



Temecula Valley Intergroup Hotline  
**CONFIDENTIAL** Personal Information Policy



1. Your phone number is important and is not being given out to the world.
2. The phone call you will be receiving is being forwarded from the Central Office phone. **The caller has no idea what your personal phone number is.**
3. It is up to **YOU** whether or not **YOU** want to give **YOUR** personal phone number to the individual seeking help on the other end of the phone.
4. **YOU ARE NOT AUTHORIZED** to give out another member's personal information unless you have their specific approval.
5. The personal phone numbers of A.A.'s listed in this information packet are **CONFIDENTIAL** and are provided for you to use as a tool, not for you to give out to people looking for help.
6. If you would like to pass on the caller to another A.A.;
  - a. Let them know you know someone else who can help.
  - b. Get the caller's Phone number.
  - c. Read it back to them to make sure it is correct.
  - d. Tell them someone will call them back (within the next few minutes or so)
  - e. Hang up
  - f. Call another A.A. and give him/her the caller's information.\*

\* It is your responsibility to make sure someone calls back promptly to the person in need. If your Home Group is not participating in the hotline, feel free to call the A.A. 12<sup>th</sup> Step Volunteers (who are willing to take calls) listed in the information packet or call the Hotline Committee.



## Temecula Valley Intergroup Hotline- Quick Reference Sheet updated 2/25/2012

*"If the person on the other end IS ready, nothing you say is going to be wrong.  
If, the person is NOT ready, everything you say will be wrong"*

### Basics:

- Always have a current meeting schedule with you – the on-line schedule is the most current schedule and updated weekly; it's print friendly. If you do not have computer access, central office can print an updated copy for you. Sign up at [DLservant@temeculacentraloffice.org](mailto:DLservant@temeculacentraloffice.org) and are added to "The List" for email notifications. You will **automatically be notified and receive** meeting schedule changes and the updated schedule without having to do a thing!
- Have your home group's phone list ready for potential 12 step calls.
- Have this sheet of important #'s close.
- When in doubt about anything call your Sponsor or a Hotline Committee Member.
- If and when you have to return a call to a potential alcoholic **remember to dial \*67** in order to block your number from being seen.

### Greeting:

- "Hi, Temecula Valley Central Office. This is " \_\_\_\_\_ " -- Callers could hang up if you just say Hello...
- When you know the person calling needs a 12 step call, ask for their name & phone number in case you get disconnected and need to call them back.

### Important Phone Numbers:

- **AA Temecula Valley Central Office: 951-695-1535**
- **AA Local Spanish Contact: AI: 951-756-2574**
- AA Riverside / Colton Central Office: 909-825-4700
- AA North County San Diego Central Office: 760-758-2514
- AA San Diego Central Office: 619-265-8762
- NA Hemet Office: 951-652-5326
- Al-Anon Riverside County: 909-824-1516
- American Council On Alcoholism: 800-527-5344
- Temecula Police Department: 951-696-4357
- Murrieta Police Department: 951-696-3560
- National Suicide Prevention Lifeline: 1-800-273-8255
- Riverside County Dept. of Mental Health: 1-800-706-7500
- Riverside County Substance Abuse Helpline: 1-800-499-3008

### Temecula Valley Intergroup Hotline Committee can be reached:

Kirk D: (951) 719-6190      Sandy S: (951) 642-1555      Maureen H: (951) 816-5257  
or via e-mail: [hotline@temeculacentraloffice.org](mailto:hotline@temeculacentraloffice.org)





## Temecula Valley Intergroup Hotline - What Is Alcoholics Anonymous?

(Information to help the Hotline Volunteer answer calls)



1. Alcoholics Anonymous is a voluntary, worldwide fellowship of men and women from all walks of life who meet together to attain and maintain sobriety. The only requirement for membership is a desire to stop drinking. There are no dues or fees for A.A. membership.
2. It is estimated that there are more than 100,000 groups and over 2,000,000 members in 150 countries.
3. A.A. is a program of total abstinence. Members simply stay away from one drink, one day at a time. Sobriety is maintained through sharing experience, strength and hope at group meetings and through the suggested Twelve Steps of recovery from alcoholism.
4. Anyone may attend an open meeting of A.A. These usually consist of talks by a leader and two or three speakers who share experience as it relates to their alcoholism and their recovery in A.A. Some meetings are held for the specific purpose of informing the non-alcoholic public about A.A.. Doctors, members of the clergy and public officials are invited.

Closed meetings are for the admitted alcoholic only.



## Temecula Valley Intergroup Hotline - Possible Phone Conversations

(Information to help the Hotline Volunteer answer calls)

A great way to prepare yourself for your shift is to read chapter 7 from the Big Book, which will help you focus your efforts, then let your intuition be your guide.

1. Remember to be courteous and empathetic to the person calling, he or she might be frightened and confused particularly if they are drunk.
2. Determine if the caller is an alcoholic. They may need of some other service that we don't provide.

### Call #1 Someone with a drugs problem

Caller: My name is Lois and I need to straighten my life out what can you do for me?

Hotline: Hello Lois my name is Bob, you sound like you are asking for help, what is the problem?

Caller: What do you think my problem is? Why do you think I am calling? I have to stop using so much damn dope.

Hotline: Are you having a problem with your drinking as well?

Caller: No, drinking is not my thing, I can handle my booze, I have to cool it with the drugs, what are you going to do for me?

Hotline: I am sorry Lois, we are Alcoholics Anonymous and the best we can do is refer you to a group that is set up to help people like you who have a problem with drugs, are you familiar with Narcotics Anonymous or Cocaine Anonymous, perhaps one of those organizations will give you what you need.

Caller: Isn't booze and drugs the same thing? I just have to get straight so I can handle my life, why can't I come to A and A?

Hotline: Well they are alike in many ways but they are just different enough that they each have their own specific message, not many of us in AA are familiar with drug use and all that it entails. You would be better with people that are just where you are. Let me give you the telephone number of CA and NA Do you have a pencil?

Caller: Yup

Hotline: OK NA's number is 555-5555 and CA's number is 555-5555 let me say the again, NA is 555-5555 and CA is 555-5555, got those?

Caller: Yup

Hotline: Great, good luck to you.



## Temecula Valley Intergroup Hotline - Possible Phone Conversations

(Information to help the Hotline Volunteer answer calls)

### Call #2 The spouse of a drinker who wants help

Caller: My name is Henry and I need you people to do something with my wife.

Hotline: Hello Henry, my name is Bob, what seems to be your problem?

Caller: You don't understand, I don't have the problem, my wife does.

Hotline: Just what seems to be her problem Henry?

Caller: She drinks and you have to do something about it! She cannot be trusted for a moment, you have to do something.

Hotline: Let me explain how this works Henry, this is Alcoholics Anonymous and we offer help to alcoholics who want to stop drinking. Has your wife expressed the desire to stop drinking?

Caller: What difference does that make? She is ruining everything and you have to make her understand.

Hotline: Henry, drinking often causes terrible things in the home but we cannot help unless your wife wants help. We can know she is reaching out when she makes the call to us. But there is a group that can specifically help you until she does ask for help; it is called ALANON Family Groups.

Caller: ALANON Family Groups? Will they help her with her drinking? How do I contact them?

Hotline: They won't be able to help her with her drinking but they will be able to help you and your family through this period of your lives. Their phone number is 555-5555. Do you have something to write with? Let me give it to you again.

Caller: Who is this ALANON and what do they do?

Hotline: ALANON is a group of family members of alcoholics who are able to help one another based on their shared experiences. It is made up of people who have been in your situation and can offer specific help to you and your family; you should call them, because they can help you.

Caller: So, you can't help my wife?

Hotline: We can help your wife Henry, but she needs to ask for help. Please ask her to call. We are always here for anyone who wants help with their drinking problem.

Caller: OK I will tell her to call you and maybe I will call ALANON. Goodbye.

Hotline: Goodbye Henry and good luck.



## Temecula Valley Intergroup Hotline - Possible Phone Conversations

(Information to help the Hotline Volunteer answer calls)

### Call #3 The caller is drinking and needs help

Caller: Hello my name is Frank, my life is in ruins and my wife has just left me. I cannot seem to do anything rights, I just lost my job and my dog has run away too.

Hotline: Hello Frank, my name is Bob. That sounds really tough; do you have a problem with drinking?

Caller: I cannot live without my family you have to get them back for me, I don't care about anything else, if you

Hotline: (Interrupting the caller) Frank, do you have a problem with your drinking? That is what we are able to help you with.

Caller: Joan says I drink too much and that's why she left.

Hotline: Do you want help with your drinking problem?

Caller: Yes, I guess so, I want my family back.

Hotline: We can help with your drinking. Your Family problem will sort itself out in due time. What is your phone number so I can have someone call you with help?

Caller: Are you going to have someone check up on me?

Hotline: No, no, we will have someone call you and help you get started on helping you with your drinking. What is your phone number?

Caller: I don't want anyone to know that I have called you.

Hotline: No one will know except the man that will call you back, what is your phone number?

Caller: Well if you are sure, my number is 555-5555.

Hotline: Let's make sure I copied it down right is it 555-5555?

Caller: Yup, that's right when will someone call?

Hotline: Soon, this is a voluntary service; I will do my best to get someone to call you quickly but it may take a little while for me to locate someone in your area. Be patient, someone will call you today. OK?

Caller: Yup, but have them hurry will you?

Hotline: ruler We will do our best Frank; I have to hang up now so I can get someone to help.

Caller: OK, goodbye



## Temecula Valley Intergroup Hotline & 12th Step Dos and Don'ts

(reminders of what we do and don't do as a member of AA)



### “The Dos List”:

Dial \*67 when calling the alcoholic back. You don't know who it is and DO NOT want them to have your number immediately. Wait until they actually attend a meeting before giving out your number.

Treat the alcoholic in a loving and caring manner.

Let them know a little about your recovery.

It's ok to let them know what your sober time is!

Suggest they attend a meeting right away.

Give them your experience strength and hope.

Do let them know how you started in AA.

Relieve some fears of theirs.

Tell them it is an anonymous program.

Give them directions to meetings in their vicinity.

Possibly meet them at a meeting if you feel so inclined.

Use your discretion as to giving them a ride (never by yourself!)

State only what has worked for you, de are not Doctor's or therapists

Read and understand this 12 Step List Do's & Don'ts list (discuss it with your sponsor if you have questions)

### “The DONT'S List”:

Do not offer any personal information.

First name only basis, do not use last names.

Never give out phone number or address.

Protect your anonymity and theirs.

Do not give advice.

We don't do Crisis work

If the addict is suicidal tell them to call 911... in a loving and caring way!

Do not Endorse ANYTHING:

Detox centers

Treatment facilities

Other fellowships (except for Nar-anon or the NH Crisis Helpline)

Do not “Bad Mouth” anything or anyone, this means other fellowships!

Don't be taken Hostage! ...“If you hang up I'll drink” “Please don't go, I am afraid?”

Don't give out information about others. Please be aware that this does happen. A caller may ask “Do you know so and so,” “does so and so still go to meetings?”

Do not argue About ANYTHING

Do not go alone for a 12 step call.

Do not have an opinion on outside issues.



## Temecula Valley Intergroup Hotline

### Phone Numbers for Problems Other Than Alcohol

#### **Narcotics Anonymous:**

- Inland Empire: 951-652-5326
- San Diego/Imperial: 619-584-1010
- 24 hour hotline: 619-584-1007
- Toll free: 800-479-A062

#### **Cocaine Anonymous:**

- Inland Empire: 951-359-3895
- San Diego: 619-268-9109
- National Office: 800-347-8998
  
- ALANON Riverside County: 909-824-1516
- Over-Eaters Anonymous: 951 -887-7972
- Gamblers Anonymous: 951-242-5020
- Adult Children of Alcoholics: 951-507-2264

#### **Other Important Phone Numbers:**

- Temecula Police Department: 951-696-4357
- Murrieta Police Department: 951-696-3560
- Lake Elsinore Police Department: 951-245-3300
- Perris Police Department: 951-210-1000
- Hemet Police Department: 951-765-2400
- San Jacinto Police Department: 951-654-2702, Emergency # for Cell phones: 951-776-1078
- Riverside Co. Fire Department: 951-955-4700
- Poison Control: 800-222-1222
- National Suicide Prevention Lifeline: 1-800-273-8255
- Riverside County Dept of Mental Health: 1-800-706-7500
- Riverside County Substance Abuse Helpline: 1-800-499-3008
- Domestic Violence: 800-799-2733, 800-787-3224

**Temecula Valley Hotline Committee** can be reached via e-mail [temeculaahotline@yahoo.com](mailto:temeculaahotline@yahoo.com)  
Kirk: (951) 719-6190 Sandy S: (951) 642-1555 Maureen H: (951) 816-5257



## Temecula Valley Intergroup Hotline

### Hotline Rep Suggested Guidelines



As a Hotline Rep of your group it is **your responsibility** to ensure that the phones are being answered for your groups scheduled day. You may split the shifts up any way your group see fit. It would be wise to ask for Hotline Volunteers to commit to a shift before your day approaches.

A copy of the Hotline Information Packet is available on-line at [www.temeculacentraloffice.org](http://www.temeculacentraloffice.org) under the "Hotline link". It contains useful information that will help you and your Hotline Volunteers when answering the phones. Feel free to make as many copies as you'd like.

**Something NEW Just for You:** You will receive an email or text message "reminder" (per your request) on the morning of your group's hotline commitment. Please call Temecula Valley Central Office at (951) 695-1535, 30 minutes prior to the office closing and let the office volunteer know you are ready to transfer the phones yourself or are prepared to answer the phones within the next 30 minutes when they transfer them to you or another number. It is a good idea to call the central office number at 5:30PM to make sure the phone was transferred and the correct person is answering.

If the need for a 12<sup>th</sup> step call arises, you (Hotline Rep) need to be prepared to assist the caller. Both you and the Hotline Volunteer should have a list of phone numbers from your group of men and or women of who have experience in 12 stepping. If your group is gender specific or you do not have anyone in your group that has 12<sup>th</sup> step experience then utilize the list of 12<sup>th</sup> step volunteers provided by the Hotline Committee.

#### On your group's hotline day:

1. **Call central office** at (951) 695-1535 30 minutes prior to the office closing. Office Hours: 10AM to 5:30PM Monday through Friday, 9AM to 12 PM Saturday.
2. **Transfer the phone lines** to your scheduled volunteers.
3. Ensure your volunteers have a **Hotline Information Packet** (downloadable on-line).
4. Ensure your volunteers have your **group phone list**, your phone number and the Hotline Committee phone numbers.
5. Ensure your volunteers have a current **meeting schedule**.
6. Ensure your volunteers understand the importance of **privacy**; we do not hand out other members phone numbers to the caller, we ask the caller for their information and pass it along to the sober AA 12<sup>th</sup> step member.



# Temecula Valley Intergroup Hotline

## How Central Office & the Hotline Work Together

1. Prior to your scheduled day, or in the morning of that day you may receive an email or text reminding you of your commitment. This is just a “courtesy reminder”; it is your responsibility as Hotline Rep to reminder and schedule your Hotline Volunteers weather or not the reminder is transmitted or received. Email the Hotline Committee at: **hotline@TemeculaCentralOffice.org** your TXT number or email address, commitment day, meeting name, first name and last initial to receive the Reminder Notices.
2. If your current situation has changed and you will not be able to be of service on your scheduled day then we ask that you notify Central Office of the change, and provide a suitable replacement from your home group. If your home group is not participating, then attempt to find a replacement outside of your home group. There is a list of “Hotline Volunteer Backup Phone Contacts” on the Hotline Schedule that may be able to assist.
3. **Call Central Office 30 minutes prior to the end of Central Office's work day** (5:00pm M-F, 11:30AM on Sat) and let the Volunteer know your are ready to transfer phones or ask them to initiate call forwarding to a designated number.
4. There will be no way for you to identify the difference from a forwarded call and a regular incoming call.
5. If there is a chance that someone other than a member of AA answers your phone, we ask that you properly coordinate with your household so they are aware that you are on call for that night. This situation could potentially create an awkward situation for the person in need who is calling Alcoholics Anonymous for help. If it will be impossible for you to be available to answer the phone on behalf of A.A. then perhaps you should reconsider this commitment.
6. If your group has decided to assign members to specific time slots throughout the night then you will have the ability to forward the phone to that individual member's phone.

### Transferring Phone calls—This is CONFIDENTIAL information:

Call forwarding procedures from your phone to another phone is the responsibility of the Hotline Rep. The Rep has the codes to complete this process. NEW PROCEDURE as of

FEBRUARY 2012: You will receive an email or text message reminder” (per your request) on the morning of your group's hotline commitment. Again, please call Temecula Valley Central Office at (951) 695-1535, 30 minutes prior to the office closing and let the office volunteer know you are ready to transfer the phones yourself or are prepared to answer the phones within the next 30 minutes when they transfer them to you or another number. It is a good idea to call the central office number at 5:30PM to make sure the phone was transferred and the correct person is answering.





## GUIDE TO 12 STEP WORK

1. Usually one year of sobriety is suggested but many members begin sooner. Your own sponsor is your best guide. Most people who think they would not be good at 12 step work are wrong. If your motive is to help another suffering alcoholic, you cannot do it wrong.
2. It is almost always a good idea to go in pairs on 12 step calls. Know the telephone numbers and availability of some friends in AA willing to go on 12 step calls with you.
3. It is up to the individual to decide:
  - Whether to call on a very drunk person
  - Whether to call on a drunk in the wee hours
  - Whether to go alone
  - Whether to call on a chronic slipper who calls again
  - How to deal with an abusive drunk
  - Whether to go on a call made to you by a third party – Doctor – relative – social agency
  - Whether to take a drunk person to a meeting
4. Detox or a hospital would be indicated if the individual seems to be near seizures or collapse. Otherwise, you have to decide whether to try to admit the person or not. The Central office is available to help you with your 12 step work, but they are amateurs too. Always try to call back to Central office later and let them know what happened
5. 12 steppers should have a list of addresses and phone numbers of detox and hospitals. Detox is listed in our meeting schedule. For emergency medical attention call 911. Keep An extra big book, 20 questions, meeting schedule and favorite pamphlets on hand at home, in the car, or at the office.
6. A 12 stepper is not obligated to secure lodging for the indigent newcomer. Some get the Address and phone numbers of step houses in the area to use if needed. Remember, most halfway houses require a sober period of 24 to 72 hours before they will admit the newcomer.
7. No AA member is required to act as a taxi service for professional alcoholic agencies, However, many members do.
8. Some 12 steppers turn the newcomer over to another member if they feel it would be more helpful to the newcomer.
9. There are less than ten percent of the sober alcoholics on the 12 step list in North County.
10. 12 step calls never come at a convenient time. YOU HAVE TO RESPOND WHEN THE DRUNK ASKS FOR HELP! If you can't, do not sign up with Central office. The biggest problem in the office is members on the 12 step list refusing calls. Please notify Central office of any phone number changes (moving, etc.)
11. Do not go on your first 12 step call until you have read, digested and meditated upon Pages 89-103 of the big book. (Chapter 7-Working with others) Practical experience shows that nothing will so much insure immunity from drinking as intensive work with other alcoholics. It works when other activities fail. This is our Twelfth Suggestion!. Carry this message to other alcoholics. You can help when no one else can! You can secure their confidence when others fail. Remember, they are very ill!

## Temecula Valley Intergroup Hotline - How Do You Make An Old-Fashioned Twelfth Step Call?

With many treatment facilities closing their doors, more and more A.A.'s are seeking guidelines for making old-fashioned Twelfth Step calls.

The 1998 Conference Literature Committee considered a pamphlet on making Twelfth Step calls that was compiled and in use by Area 25 (Kansas). Although Conference committee members felt this effort was fine for local use, they emphasized the importance of the use of "How It Works" in the Big Book, as well as seeking guidance through sponsorship, the experience of older members and workshops.

One such workshop was held last spring by the Answering Services Committee of the Elmira (New York) Area Intergroup. The area's second Twelfth Step workshop, developed its program along lines of the G.S.O.'s service piece "Suggested Workshop Format." Out of the workshop experience has come some suggested guidelines. Because they have proven so useful, the committee has shared them with G.S.O., as follows, in the hope that others will be helped too:

- 1. Return calls ASAP.** Call back immediately to listen, share and arrange a time and place to meet-but not at a bar. If you are called to a bar, go there only to pick the person up and, preferably, to get him or her to a meeting.
- 2. Twelfth Step in pairs, with a same-sex member if possible.** Twelfth-Step calls can be intense, and there is safety in numbers. Besides, two heads are better than one. Be punctual and look your best.
- 3. Twelfth Step when the prospect is sober or fairly sober.** Calls on intoxicated alcoholics seldom work because of blackouts. Wait for the end of a spree or a lucid interval when the prospect is still jittery.
- 4. During home calls, separate prospect from family if you can (suggest Al-Anon for family members).** Too many people butting in to influence you about the "bad guy" can be disruptive. Learn from experienced A.A.s how to interact with family or significant others on the scene, and when it is wiser to leave than to stay:
- 5. Suggest detox/rehab if needed.** If such is indicated, arrange with family or significant others, with prospect's permission if possible. Should violence seem imminent, leave. If necessary, make the appropriate phone call.
- 6. Share how it was (your own drunkalog).** Don't moralize or lecture or brand prospects as "alcoholics." That decision is theirs-even as to tossing out alcohol they have on hand. Detail your own symptoms, drinking habits and other personal experiences with alcohol.
- 7. Share your understanding of the disease of alcoholism.** Let the person know that this disease is progressive and can end with insanity or early death. Describe the conditions of body, mind and spirit that accompany alcoholism.
- 8. Share exactly what happened to you.** The prospect will probably want to know how long you have been in A.A. and how you got and stayed sober.
- 9. Share your A.A. experience.** Share how A.A. has worked for you and helped you to regain your sanity while maintaining sobriety, how it has led to being willing to believe in a power greater than self. Use everyday language and avoid arousing prejudice against theological terms and conceptions.
- 10. Share how it is now-your recovery program and spirituality.** Outline the A.A. program of action and emphasize that this isn't the somber end of something (preferably drinking) but the start of a challenging, rewarding way of living based on spiritual principles.
- 11. Leave a meeting schedule, A.A. pamphlets and your phone number; and make one follow-up visit or phone call.** Offer to return for further questions, and help with transportation to a meeting if possible. Mention Al-Anon meetings available to family members and significant others.
- 12. Understand that success means YOU are still sober.** Practical experience shows that nothing will so much insure immunity from drinking as intensive Twelfth Step work with other alcoholics. *Reprinted with permission from Box 459, Vol. 44 #5.*



## Temecula Valley Intergroup Hotline — Resources for Working With Wet Drunks

In Alcoholics Anonymous, Chapter Seven, "Working With Others," contains specific recommendations and suggestions on how to best carry the message to wet drunks, such as:

"You will be most successful with alcoholics if you do not exhibit any passion for crusade or reform. Never talk down to an alcoholic from any moral or spiritual hilltop; simply lay out the kit of spiritual tools for his inspection. Show him how they worked for you. Offer him friendship and fellowship. Tell him that if he wants to get well you will do anything to help."

Today, it remains the basic script for AAs carrying the message to other alcoholics. To read Chapter Seven, "Working With Others," visit [www.aa.org](http://www.aa.org).

AAs have found that when experience is shared, good results often follow. Wanting to increase Twelfth Step efforts and avoid missteps, the St. Paul, Minneapolis Intergroup offered "Tips On Making Twelfth Step Calls" in their May 2001 newsletter, Lifeline. Among the suggestions offered: When making a Twelfth Step call, arrange for another AA member to accompany you.

Congratulate the prospect on wanting to do something about his drinking problem. Give him some AA literature. Tell him what you used to be like, what happened, and what you are like now. And note what the Big Book says on page 96: "We find it a waste of time to keep chasing a man who cannot or will not work with you. If you leave such a person alone, he may soon become convinced that he cannot recover by himself." Below is the list in full. You may also wish to contact your local area or intergroup to find more information about how AAs in your area make Twelfth Step calls and work with wet drunks.

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### Tips on Making Twelfth Step Calls

When a Twelfth Step call is received, we begin with the assumption that another human being's life is at stake -- literally. This means that, without delay, this call is to be answered at once.

1. Arrange for another AA member to go with you.
2. Have a quiet time, read Chapter Seven in the Big Book.
3. Maintain anonymity.
4. Talk to the prospect alone, if possible. (That is, without his family and friends there.)
5. Congratulate him on wanting to do something about his drinking problem.
6. Give him some AA literature.
7. Note well what the Big Book says at the bottom of page 94: "On your first visit tell him about the Fellowship of Alcoholics Anonymous. If he shows interest, lend him your copy of this book."
8. Each of you tell him "what you used to be like, what happened, and what you are like now."
9. If he wants to talk, let him.
10. At the top of page 95, it advises, "Give him a chance to think it over. . . . Sometimes a new man is anxious to proceed at once, and you may be tempted to let him do so. This is sometimes a mistake. If he has trouble later, he is likely to say you rushed him. . . . If he is sincerely interested and wants to see you again, ask him to read this book in the interval (at least ask him to read the first 164 pages). After doing that (reading the book), he must decide for himself if he wants to go on ."
11. When you are ready to leave, tell him you will call on him the following day if he wants, and he will have had time to read the first 164 pages, or had time to think about your conversation.
12. Note that the second paragraph on page 96 says, "Suppose you are now making your second visit to a man. He has read this volume, and he is prepared to go through with the Twelve Steps of the program of recovery." At this point you review the Twelve Steps with him, and arrange to bring him to your group meeting. If he does not want to go on, or feels that he can do it some other way, pick up your copy of the Big Book and invite him to call on you again if he changes his mind and decides that AA can be of help.

Finally, note how the Big Book, at the top of page 96 says, "We find it a waste of time to keep chasing a man who cannot, or will not, work with you. If you leave such a person alone, he may soon become convinced that cannot recover by himself."