

# AA HELPLINE VOLUNTEER INFO



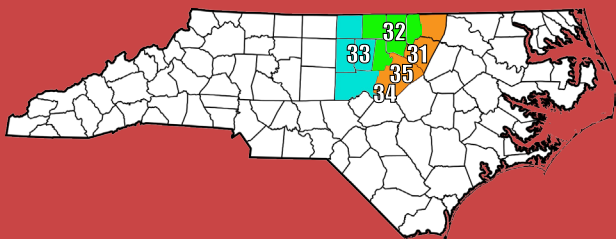
## TRIANGLE AA HELPLINE

*“...he commenced to present his conceptions to other alcoholics, impressing upon them that they must do likewise with still others.”*

Alcoholics Anonymous pg. xxv

🌐 [TriangleAAHelpline.com](http://TriangleAAHelpline.com)

✉ [help@triangleaahelpline.com](mailto:help@triangleaahelpline.com)



SERVING DISTRICTS 31,32,33,34,35

**NORTH CAROLINA - AREA 51**

 TriangleAAHelpline.com

 help@triangleaahelpline.com

### **Mission Statement**

To provide 12 step opportunities to members of participating AA home groups.

## **BASIC GUIDELINES**

1. Respond to the reminder text the day before your shift begins so we know that you'll be available for your shift.
2. Ensure your phone isn't muted at least 30 minutes before your shift begins.
3. Be available and sober for your entire shift.
4. Never give out an AA member's phone number.
5. Get the caller the help they need and keeps calls short.
6. Use the Helpline's website for meeting schedule links and other info.

[www.triangleaahelpline.com](http://www.triangleaahelpline.com)



# VOLUNTEER TIPS

Have at least one of these handy during your shift:

1

- [www.triangleaahelpline.com](http://www.triangleaahelpline.com)
- current *meeting schedule* booklet(s)
- *Meeting Guide* app

2

Have the *Big Book of Alcoholics* close by. It's a great tool.

3

Only give advice for alcohol related issues.

4

It's easy to focus on just giving out meeting times and locations and missing the larger role that we can fulfill.

You will get calls requesting meeting info, but our main function is to be a friendly, welcoming voice.

In addition to finding a meeting, the Caller also wants to know what to expect at their first meeting. Remember yours?

**Here are some things that you might say to a caller to ease their mind about their first meeting:**

“There is no *registration* or *checking in*, just show up and have a seat. Grab some coffee if you’d like.

There are no dues or fees. In fact, we ask that you do not put money in the basket because we only take contributions from AA members. If and when you decide to be a part of the fellowship, then you are welcome to contribute.

Some groups go around the room and have everyone introduce themselves. Introduce yourself if you’d like, but it helps that you do so that everyone can get to know you and offer help.

The most important thing is to find a seat and **listen.**”

The caller will often express real relief and then ask about specific meetings they saw online. There is no better way to make a connection with the caller than sharing your own experience as a newcomer.

**Thanks for volunteering!**

# THE HELPLINE WORKFLOW

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YOU

You sign up for a **Helpline** shift on the sheet your *Home Group's Helpline Rep* presented to the group.

Home Group  
Helpline Rep

Your *Home Group Helpline Rep* turns the volunteer signup sheet into your group's *Call Captain*.

Call Captain

Your group's *Call Captain* turns the signup sheet into one of the *Helpline Chairs*.

Chair/Alt-Chair

A *Helpline Chair* will contact you the day before your shift to ensure you'll be ready to take calls. They will then turn the "ready" list over to a *Call Forwarder*.

Call Forwarder

The *Call Forwarder* will text you ~30 minutes before your shift to make sure you are ready. They will forward the **Helpline** to your phone at the shift change. They will text you when they do and when your shift has ended.

YOU

Without **you** and **your service** we couldn't do this.

# HELPLINE TEAM

## CHAIRS

|       |           |                        |
|-------|-----------|------------------------|
| Alan  | Chair     | Garner Big Book (D34)  |
| Korin | Alt-Chair | Raleigh Big Book (D35) |

## CALL CAPTAINS

|         |                             |
|---------|-----------------------------|
| Ali     | Holly Springs (D34)         |
| Jeanine | Change Agents (D34)         |
| Tony    | Working With Others (D50)   |
| Trudi   | Knightsdale Group (D35)     |
| Bill    | Last Call (D35)             |
| Terri   | Unity Group (D35)           |
| Alex    | Gratitude Study Group (D35) |
| Jesy    | Primary Purpose (D33)       |
| Alana   | Basics Group (D32)          |

## CALL FORWARDERS

|         |                          |
|---------|--------------------------|
| Barbara | Principles Group (D35)   |
| Randy   | Principles Group (D35)   |
| Jeanine | Change Agents (D34)      |
| Danta   | Sobriety First (D35)     |
| Cam     | Hayes Barton (D35)       |
| Maggie  | Sobriety First (D35)     |
| Laura   | What Now? (D35)          |
| Mitch   | Primary Purpose (D35)    |
| Sherry  | Hawfields Group (D33)    |
| Corrie  | Hawfields Group (D33)    |
| Sarah   | Primary Purpose (D32)    |
| Amy     | Primary Purpose (D32)    |
| George  | Prodigious Results (D35) |

The primary purpose of A.A. is to carry its message of recovery to the alcoholic seeking help. Together, we can do what none of us could accomplish alone. We can serve as a source of personal experience and be an ongoing support system for recovering alcoholics.