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## Answering Service Volunteer Guidelines for Southern Delaware Intergroup

Our primary purpose is to stay sober and help others to achieve sobriety. The answering service phone line helps us to carry the message to the still sick and suffering alcoholic. When someone reaches out for help, I want the hand of A.A. to always be there and for that I am responsible.

Your voice is often the first contact a caller seeking help might have with A.A. A calm, gentle manner can instill trust in a prospective newcomer. The caller may have a vague idea of what they are looking for. Often, they only know they are in trouble and need help and recall hearing somewhere that A.A. might be able to help!

When receiving a call for help, AA Volunteers:

- Ask how they can be of assistance.
- If the caller needs to talk it's best to say, "May I have your phone number and call you right back?" Otherwise, the answering service is billing us for those minutes.
- Share your own experience, strength and hope — you may want to familiarize yourself with pamphlets: [Frequently Asked Questions about A.A.](#), [A Newcomer Asks](#) and [A Brief Guide to A.A.](#) You can also look at [sdiiaa.glideapp.io](http://sdiiaa.glideapp.io), our newcomer app, which is a digital source for A.A. materials that includes links to literature and meeting information. Alternatively, you can scan the QR code image with the camera on your phone to preview it. Your app will automatically update when new features or information is added. On iOS, make sure to open the link in Safari.
- Assist callers in finding A.A. meetings in their area
- Share helpful A.A. on-line resources such as: the [Meeting Guide app.](#), the [Sussex AA Intergroup website](#) or the [aa.website](#).
- Share information on any upcoming A.A. events (Gratitude Breakfast, Workshops, etc.).
- If the caller needs a ride to a meeting and you can take them, treat it as a 12-step call and take another AA member with you. Remembering that women should pick up women and men should pick up men. *Don't* go alone!
- If a family member is calling on behalf of a loved one's drinking suggest [Al-Anon](#) and let them know about open AA meetings and [what to expect at a meeting](#).



What AA answering Service Volunteers **do not do**:

- Don't recommend any "for profit treatment facility or recovery homes".
- Don't give opinions on Antabuse, or other drugs or recovery programs.
- Don't share personal information of other alcoholics without getting permission to share names and or phone numbers.
- Don't accept money for services.
- Don't provide housing, money, or jobs.
- Don't make a medical or psychological diagnosis.
- Don't offer religious counseling.
- Don't provide letters of reference.

We at the Southern Delaware Intergroup thank you for your service and are here to be of assistance!

If you have any questions or comments, please contact the answering service committee at [calls@sussexaa.org](mailto:calls@sussexaa.org).