

Procedures for After-hours Phone Volunteers

Thank you for offering to serve as an After-hours Phone Volunteer! The first step in volunteering for this service is to fill out the "After-hours Phone Volunteer Form". On that form you will designate the phone number (cell or landline) that you will use to answer after-hours calls and what days you would be available. The current schedule is:

- Weeknights – Monday, Tuesday, Wednesday, Thursday, Friday – from approximately 1:30pm until 9:30am the following morning.
- Weekends – Saturday, Sunday - 9:30am until 9:30am the following morning.

After office hours, the phone is forwarded to an auto-attendant system that instructs callers to press "0" to speak with someone or "1" to leave a message. (You can listen to this message any time at 828-575-2174.)

Callers who press "0" will be transferred to the currently assigned Volunteer's phone. Caller ID will display the caller's number (not the Central Office number) so the Volunteer should be prepared to answer all calls during their shift, "Alcoholics Anonymous. This is [name]. How can I help you?"

The provided Resource Notebook includes a list of 12th Step Call Volunteers and other resource materials. When a caller wishes to speak with someone, the Volunteer should take the caller's contact information and assure them someone will call them soon. **DO NOT give out AA members' phone numbers.** Contact a 12th Step Volunteer of the same gender, preferably in the caller's area, to call the person back. It is important not to tie up the phone with lengthy conversations, but sometimes the After-hours Phone Volunteer needs to use judgment as to whether to continue talking with a caller. It is best not to leave messages for 12th Step Call Volunteers but to continue calling people on the list until you get a volunteer to call the person back.

The most current available AA meeting information is provided at:

- <https://aancmco.org/index.php/meetings/> (all in-person and online meetings in Districts 70, 71, and 80)

After-hours Phone Volunteers must have access to the Internet to get the most up-to-date meeting information.

We ask that the After-hours Phone Volunteers log each call:

- Time of call
- Name of caller
- Phone number
- Nature of the call (meeting information, calls passed on to 12th Step Volunteers, family help, general info, NCMCO business).

Notes about the calls can be sent in an email (info@ncmco.net) or called into the Office (828-254-8539) the following day.

All of this is "a work in progress." Feel free to call Central Office if you have any questions or suggestions. Thank you!