

## Guidelines 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" (see other side). On that form, you will specify the phone number (cell or landline) that you will use to answer after-hours calls and when you can be available. We currently schedule volunteers:

- 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 NCMCO office phone is forwarded to an auto-attendant system that instructs callers to (1) call 911 for emergencies, (2) press "0" to speak with an A.A. member immediately or (3) press "1" to leave a message.

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 12<sup>th</sup> 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 12<sup>th</sup> Step Volunteer of the same gender, preferably in the caller's area, to call the person back. After-Hours Volunteers need to use judgement as to whether to engage callers in conversation but *it is important that the line be available to the next caller.* For anonymity's sake, we don't generally leave messages for 12<sup>th</sup> Step Call Volunteers; continue calling people on the list until you get an A.A. member willing to call the person back.

The most current available AA meeting information is provided by:

- the smartphone *Meeting Guide App* (supported by G.S.O. and updated twice daily)
- <https://aancmco.org/index.php/meetings/> (a list of all in-person and online meetings in Districts 70, 71, and 80)

After-hours Phone Volunteers must have access to and be able to use one of the above for current 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 12<sup>th</sup> Step Volunteers, family help, general info, NCMCO business).

Notes about the calls can be sent in an email ([info@ncmco.net](mailto: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!