

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" at <https://forms.gle/V24m45AHjNhv9fPR7>.

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. Current volunteer shifts are from 12:00 AM to 6:00 AM, 6:00 AM to 9:30 AM, 1:30 PM to 6:00 PM, and 6:00 PM to midnight on weekdays. On weekends there is an additional 9:30 AM to 1:30 PM shift.

After office hours, the NCMCO office phone is forwarded directly to the volunteer(s) for that day/shift. Central Office will provide volunteers information for their phone contacts that will identify forwarded calls.

Volunteers must be willing to answer forwarded 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. This list will be continuously updated.

When a caller wishes to speak with someone, the Volunteer should take their location and phone number and assure them someone will call them soon. **NEVER give out AA members' phone numbers.** From the list included in the volunteer handbook, contact a 12th 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 12th 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://wncaa.org/index.php/meetings/> (a list of all in-person and online meetings in Districts 70, 71, 80, and Rutherford County)

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
- 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@wncaa.org) or called/texted to the Office (828-254-8539).

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

Guidelines for Bridging the Gap Calls

NCMCO acts as the initial telephone contact for Bridging the Gap (BTG) – the program connecting those leaving treatment to the A.A. community – in Districts 70, 71, and 80. If you receive a BTG call, please collect the following information:

Name: _____

Treatment Facility Name: _____

Facility Location: _____

Age range (choose one): Under 21 22-35 36-60 over 60

Gender Identity (e.g. Male, Female, Non-binary) _____

Preferred Language: _____

How can we contact you? _____

Call or Text No: _____

Email address: _____

Call Treatment Facility? Y N

(#): _____

Date of Discharge: _____

Town or City of discharge: _____

Pass this information on to the Office Manager (email: info@wncaa.org; phone or text: 828-254-8539) as soon as possible so it can be forwarded to the appropriate district contact.

If receive a call from someone who will be discharged outside of Western North Carolina, take the information – Bridging the Gap is a national effort and we will see to it that their information gets to the appropriate people.