

TIPS from our current Hotline volunteers to consider while on your shift:

1. When on a hotline shift, please answer all phone calls regardless of caller ID (or lack of) in case it is for AA.
2. Please return any missed calls to see if they were for the hotline.
3. Never give out someone's phone number to a caller. The proper procedure is to get their number, name, and have someone call them back.
4. Consider removing your caller ID when on the hotline shift and/or change your voicemail announcement to a temporary one to keep your anonymity, otherwise hotline callers see and hear your personal information.
5. Be open and willing to listen to a caller for more than just a minute or two. Remember, we are sensitive people. They may feel discouraged, rejected or "put off by AA" if we are too quick to hand them off to someone else. Sometimes just a listening ear is the kindness that they need to receive to feel connected with another human being.
6. People will want to talk on the hotline when they are drunk. Listening is good, but giving advice may not be effective. Sometimes it's best to just remind them to "put it down for today, (get rid of any alcohol in the house), and get to a meeting when you can" or "sleep it off, and get to a meeting tomorrow", or even "I will have someone call you later."
7. Remember, a drunk person will enjoy talking to the opposite sex for a long time. It's best to find the same gender who is willing to talk to them.
8. Keep your calls discreet, especially if you recognize the person's voice, but they don't necessarily give you their name.
9. May want to read chapters 2, 3, & 7 in BB before taking your shift.
10. Regarding 12-step calls, never send someone alone. It has been proven that when 2 members go together to a 12-step call, the result is safe, secure, and effective. May want to have the 12-step call list available during your shift for a quick reference. Because of COVID-19, face to face 12-step calls may not be the best idea. Consider safety and protection with proactive service.
11. Get as much information as you can before handing-off a call. (Ex.: Age, physical condition, symptoms of alcoholism, concerned family members, willingness to quit drinking, previous sober time held, last meetings attended or familiarity with the AA program). More information is always helpful and remember, God is always there.