

District 48 AA
Williamsport, PA
Hotline 866-671-6130

Things to have by the phone:

- This handout
- Current Meeting Card
- Pen and paper for notes

IMPORTANT

When someone calls out hotline number (above), the phone is answered by our answering service, located elsewhere. If your caller ID registers the number 570-456-0100, it's a hotline call.

This handout is meant to be a help to those who volunteer to answer AA hotline calls. Comments and suggestions should be addressed to the District 48 Hotline Committee.

When answering a call you will be greeted by the answering service. You will be told there is a person named (caller) on the line asking to speak to someone about their drinking. When you accept the call you will be patched in. Say something like, "Hello, (caller). My name's (_____) and I'm an alcoholic. How can I help you?".

Listen more than you talk. Encourage him/her to talk. Assure him/her that you're familiar with the situation and intimately acquainted with the disease of Alcoholism and its symptoms.

Determine if the person wants to stop drinking. If so, encourage him to get to a meeting. You can suggest a meeting from the meeting card and offer directions. If your caller has a computer, offer the website address: www.district48aa.org/

Above all, let the caller know he/she is not alone and doesn't *have* to drink.

Suggestions:

DON'T	DO
Attempt to counsel anyone who threatens suicide	Assure them that treatment is available at no cost. Suggest: 570-220-9799 (West Branch after hours) 570-326-7895 (County MH/MR) Veterans can call 1-800-273-8255
Spend too much time on a caller who is very drunk. Tomorrow they'll have no memory of the call.	Encourage the caller to sleep it off and call back in the morning.
Offer your own number or any other personal information	Protect your own anonymity
Interrupt the caller	Let the caller talk or ramble, waiting for an opportunity guide the conversation toward his/her admission of needing help.
Monopolize the conversation with too much of your own story	Briefly relate your experience as it relates to the caller's situation.

Remember your function is to be a liason between the caller and AA. If you've listened with empathy, treated the caller compassionately and directed him/her to a meeting, you've done your job correctly.