

Phone Service Volunteers

(Home Answering Service)

- We try to answer as many questions and listen to individuals as time permits as we are but a link to all who call, whether emotional or not.
- We are not a taxi service.
- We only give rides to people if they are going to a hospital, detox, rehab or AA meeting.
- Get newcomer to their first and second meeting of driver's choice.
- Help out of town visitors to a meeting in their area.

Finding people to help with 12-step calls can be difficult at times. Let the caller know that you are going to try to find someone but if you are unable to find someone **CALL THE PERSON BACK AND LET THEM KNOW!** Another alternative is to find someone who can call and talk to the person, even if they can't pick them up.

- No one should do 12-step work by themselves, always bring someone with you! This is for your safety and the person you pick up.

****If the caller says anything about harming themselves or others, try to get as much information about their location and hang up and dial 911. We are not equipped or trained to help in those situations. ****