

12 STEP PHONE LIST

PLEASE DO NOT GIVE THE CALLER THE PHONE NUMBERS FROM THIS LIST!

Tell the caller we will arrange for a 12-Step person to call them back shortly, then get their name, *city* and phone number.

GENERAL INSTRUCTIONS:

Our #1 suggestion is *“Thou shall not give out any phone numbers”* from the 12-Step or Phone Army List. Call a 12-Step person from the same city as the caller (men with men, women with women) and arrange to have them call the newcomer back.

Do not accept any collect calls.

Remember the Phone Army is the “Answering Service” part and the 12-Step people are the “12-Step Calls” part. Use it accordingly. Refer Al-Anon and Narcotics Anonymous inquiries to their respective numbers.

“Beaches” are defined as the barrier island area south of Cocoa Beach to the Indian River County line.

When you receive a suicide call, treat it seriously. Stay calm and try to turn it into a “routine” 12-Step call. This may permit you to get their phone number and that’s what you need to give the 911 operator. Immediately after the call, dial 911 and give them the information. If the caller hangs up on you, quickly dial *69 to retrieve the caller’s phone number and proceed to give 911 this information.

When calling 12-Step folks, leave your message of need on answering machines when you encounter them, but for anonymity’s sake, please refrain from identifying AA in the process.

If you call someone who has caller ID, your name and/or number will be known unless you dial *67 first to block this feature (more information available in front pages of phone book).

In the interest of being as helpful as possible, many people are listed in more than one city.

12 STEP GUIDELINES

A 12-Step call is part of your program of recovery ~ it is virtually the 12th Step in action. It is one personal way we can help each other by sharing what was freely given to each of us. Here are a few suggestions that time and experience have shown to be helpful. None of this is a **MUST**, but each can make for a much better 12-Step call.

- **BE AVAILABLE** to carry the message. **CALL BACK PROMPTLY** to arrange your visit. **GET DIRECTIONS**.
- **NEVER** go alone! **ALWAYS** get someone to go with you.
- **WOMEN** call on women; **MEN** call on men. **LOOK NEAT** and presentable – you represent recovery.
- **BE PATIENT** and compassionate, and **LISTEN**. **SHARE** your experience and your feelings of loneliness, hopelessness, and confusion before coming to AA.
- **EXPLAIN** the three-fold aspect of the disease (physical, mental and spiritual), stressing that alcoholism is a **PROGRESSIVE** and **TERMINAL ILLNESS**.
- **DETERMINE** with the family what AA has to offer and suggest **AL-ANON** or **ALATEEN** for them.
- **IF YOU ARE WILLING**, leave your phone number and encourage them to call you.
- **PLEASE DO NOT MAKE PROMISES YOU CAN NOT KEEP!**

This guide is not to be used for any purpose outside of AA. In case of medical emergencies, DTs, convulsions, etc., call 911. Follow suggestions – **DON'T PANIC! In case of suicide threats or violence, call 911!**