

THE PHONE ARMY MISSION STATEMENT

Our mission is to provide a live warm voice for the still suffering alcoholic that gets up the nerve to call Alcoholics Anonymous for help. We provide a 24-hour service, which includes nights, weekends and holidays. Your work will ensure that someone "relatable" is there when the suffering alcoholic reaches out for help. You are being responsible by working the 12th Step. You are that "HAND"!!

We do this by volunteering to work at least one time slot per week (usually 3 or 4 ☺ hr shifts or an overnight shift). We suggest that you have at least 6 months of continuous sobriety, are willing to work from your phone number and are "trained" a little before we put you to work. It's important to know a little about what A.A. does and does not do, have some familiarity with different meetings, and have a sponsor and some A.A. friends for assistance. You must use a phone number that you answer every time. Your cell phone is quite okay, however an answering machine or any other device is definitely not acceptable. You can work from any location - a club or any social event or make it a "group thing" as long as the named person answers the phone when it rings.

We answer the phone to give out A.A. information or to take the caller's name, location and number and contact a "Twelve Stepper" if the caller needs to talk at length or needs more help. Calls vary. It could be from an out-of-town visitor looking for directions to a meeting, or a local member who doesn't have their schedule, or a friend/family member that wants A.A. to do an intervention on their loved one (which AA does NOT do, but you will have a reference guide and other sources for them). Of course it could ALWAYS be that one shaky, lonely drunk who just dialed after staring at the phone for ages.

We must impress upon each volunteer that sometimes we are working with a life or death situation. You are an important link in a chain. Be responsible. When you sign up for a slot . . . DO IT!! If you REALLY can't do your shift, get it covered so that the telephone is always answered. Please note that when using your phone for AA business, be aware that your phone number will be compromised by Caller I.D. (if installed) unless you dial *67 and wait for a dial tone before making your call.

We began the Telephone Army on August 5, 1996 and we are still going strong. We are honored to have you join us! The New Recruit Packets, Maps and Calendars are always available from the Phone Army Director or at the Intergroup Office. Crucial monthly updates can be mailed (as a last resort), emailed, or downloaded from our website www.aaspacecoast.org by clicking on the circle/triangle at top center of the main page, entering User Name: army and Password: **** (The Password will be mailed or emailed to you separately). You're in the Army now - WELCOME ABOARD!

P.S. ALL THIS IS CONFIDENTIAL.

Please review all the materials presented here. If you have any questions, feel free to call anyone listed on the Emergency list. They'll be happy to share their experience with you!

ENCLOSED with MISSION STATEMENT:

1. Current Calendar
2. Phone Army List
3. Phone Forwarding Information/Instructions
4. Information on AA (Pamphlet F-02)
5. Reference Guide
6. Frequently Referenced Websites
7. Twelve Step List

UPDATED: 1/13/06