

Instructions for Hotline Volunteers

Set Up Your Phone

At your volunteer time, calls will be automatically forwarded to your phone.

Important: you will never see the caller's actual phone number.

What you will see is the System Phone Number directing the calls to your phone. This is the number you will see: **609-808-3947**.

It is suggested that you add this phone number to your phone contacts so you know it's a Hotline Call. Call it **CAIG HOTLINE** so you will know it's a Hotline call.

How To Answer

Decide how you will answer the call....

"Hi this is Name, how can I help you?" or
"This is the Hotline, how can I help you?"

If You Miss a Call

You are human and may not be able to pick up a call for many reasons.
Missed calls are not a problem.

If you cannot take the call, do nothing, and it will roll to another volunteer and then to voicemail.

Important: As long as you do not **DECLINE** the call or click to send the call to your voicemail, the call is always routed to the next available volunteer.

Ending Your Hotline Commitment

This Hotline Commitment is on-going until you are ready to pass the torch to the next volunteer.

When you can no longer take this service commitment, just let the phone chair know. Email: phonechair@capeatlanticaa.org

Prepare for Calls about Meetings

Many callers are looking for help finding a meeting.

1. Become familiar with [how to search for a meeting](#) and the information on our website about events. Most of the calls you will receive are people looking for a local meeting.
2. **Promote the Meeting Guide App** Make sure all your callers know about this sobriety tool! There is more information about the app on this website: [Click here](#)

Callers looking for help outside our area can call these local Intergroups

Northern NJ Intergroup:	800-245-1377
Central Jersey Intergroup:	609-586-6902
Southern Jersey Intergroup:	856-486-4444

Prepare for Crisis Calls

Important. We are not qualified to handle Suicide Calls. Direct callers to these hotlines:

Suicide Hotline	800-273-8255
Atlantic County	609-344-1118
Cape May County	609-465-5999

You may get callers that need someone **just to talk** with about alcoholism or their personal struggle.

It is suggested that you consider reading the chapter in our Big Book that offers instructions on ways to work with others. [Click Here](#) for a link to this chapter in our book.

Volunteers council callers based on our experience as an alcoholic in recovery. Use your best judgment on a call that may require a call back from another AA member. We use the 12 Step Call List for these calls

Ask the caller for their Name and Phone number. Tell them we will call them back. Contact the Phone Chair for help with this.

Meetings/Help outside our Area

Callers from towns outside the Cape Atlantic Intergroup area should be directed to call another Intergroup Hotline for help finding local meetings or support.

Northern NJ Intergroup:	800-245-1377
Central Jersey Intergroup:	609-586-6902
Southern Jersey Intergroup:	856-486-4444

Calls for a Ride to a Meeting

If the caller is looking for a ride to meeting, please contact the Phone chair for help. We use the 12 Step Call list for this.

Calls for Someone They Know...

Callers may be looking for AA info for a family member or someone they know who is exhibiting problems with alcohol.

Alcoholism is self-diagnosed. We can provide access to meetings and information to help everyone effected.

Suggest they learn about Al-Anon for the families of alcoholics.

Al-Anon

New Jersey Al-Anon: **888-944-5678**

Calls Looking for a Rehab

We are not a resource for treatment.

Here are the Hospitals and Institutions we bring AA Meetings to and can be a resource for someone looking for more information.

Boca Recovery Ctr. (Galloway)	609-270-3068
Enlighten Soutions (AC)	833-443-5700
John Brooks Recovery (Mays Landing)	609-345-0110
Pyramid Healthcare (Hammonton)	888-694-9996
Recovery Ctrs of America (Mays Landing)	609-782-0005

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