

# Hotline Information Packet

CAPE ATLANTIC INTERGROUP OF AA - [WWW.CAPEATLANTICAA.ORG](http://WWW.CAPEATLANTICAA.ORG)

The purpose of this information packet is to assist the AA member who volunteers to receive phone calls from someone in need. This is an ever changing document; so please let the Intergroup Phone Chair know of any outdated information.

Thank you for taking this service commitment. Your service commitment is open ended; when you would like to stop taking calls please contact the Phone Chair.

## About Incoming Calls

Hotline calls are being forwarded from our system phone account to each volunteer. This means that when volunteers get a call, they WILL NOT see the caller's phone number. All calls will be coming from the system number: **609-808-3947**.

**Missed calls cannot be called back.** If an incoming call is not answered, it will route to another volunteer and then to our voicemail. Volunteers can contact the phone chair about a missed call or if they are disconnected from a caller. The Phone Chair has the ability to see the missed call and can text volunteers call information.

## Anonymity

The caller will never have your personal phone number. You may choose to text or call the person if you would like. Sometimes this is helpful to text a link/information or to follow up with the caller in the future. Volunteers are encouraged to ask the caller if they are comfortable giving you their first name and phone number.

### Script Idea:

*"In case we get disconnect, may I have your first name and phone number?"*

## You Are Not Alone

All the Hotline Volunteers work together, even though we are not together in an office. We share call information on our log sheet (*the Call Log is explained later in these instructions*) and always have the Phone Chair for help with any situation.

## Greeting

Decide how you will answer the call....

*"Hi this is \_\_\_\_\_, how can I help you?"* or

*"This is the Hotline, how can I help you?"*

### Suggestion:

- *Keep this information packet near you when taking calls.*
- *Set a reminder on your phone for your time slot.*
- *Create a contact in your phone for the Hotline number.*
- *Create a contact in your phone for the Phone Chair.*

### SUGGESTION

Create a new contact in your phone with the system phone number. Name it **CAIG HOTLINE** so you will know it's a Hotline call.

## What We Don't Do

Our primary purpose is to help the next sick and suffering alcoholic who wants to get sober. We may receive calls that need to be directed to resources that can be more helpful.

- 1) **LANGUAGE:** If the caller does not speak English, there is help here: Hispanal de AA: 800-988-4928 <https://www.oficinaintergrupaldeaanj.org>
- 2) **SUICIDE:** If the caller expresses suicide thoughts, Direct the caller to the hotline staffed with trained professionals. Suicide Hotline 800-273-8255
- 3) **TREATMENT:** AA is not a resource for treatment nor can we endorse any outside organization. But we can direct the caller for help. Link: [REACH NJ.gov](http://REACH.NJ.gov) 844-732-2466

ReachNJ is a central call-in line for New Jersey residents who are looking for help with a substance use disorder (SUD). Each call to ReachNJ is answered by a live person in the first 30 seconds. Trained staff will screen callers to identify their exact needs, are able to provide referrals to supportive services and a seamless connection to a local treatment provider regardless of insurance status or ability to pay.

Here are the **Hospitals and Institutions** where our Intergroup brings AA Meetings. While we cannot endorse these facilities, we can make this information available to the caller.

|  |              |
|--|--------------|
| Boca Recovery Ctr. (Galloway)            | 609-270-3068 |
| Enlighten Solutions (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 |

- 4) **RIDES** The Intergroup is not a resource for rides to and from meetings. We suggest callers attend a meeting and ask other members to assist with transportation or use UBER or Public transportation.

*The Phone Committee has recommended that our 12 Step List of volunteers have experienced abuse by callers for repeated rides to meetings. This is not the purpose of our 12 Step volunteers.*

### FIRST MEETING FOR THE NEWCOMER

We can not guarantee a ride to a meeting, but we can try to find an AA Member to give someone a ride to their FIRST AA Meeting. We should encourage them to resource others at the meeting for future rides.

Suggestion: Ask the caller if they are willing to give you their contact information to pass on to the Phone Chair who will use the confidential 12 Step List to help find a ride to their first meeting.

## Finding a Meeting

- 1) **MEETING GUIDE APP:** This app is new and many people are not aware of how helpful it can be. There is more information about the app on this website: Meeting Guide App Link: **Click here**
- 2) **ON OUR WEBSITE:** Become familiar with our Intergroup website and how to search for meetings so that you can help the caller. Local Meetings Link: [Local Meeting Finder](#)
- 3) **OTHER WEBSITES:** Links on our website are provided to meetings online outside of the intergroup area. World Wide Meeting Link: [World Wide Online Meeting Finder](#)
- 4) **MARATHON MEETING:** Links on our website provided access to Marathon AA Meeting Link: [Marathon Zoom Meeting \(24/7\)](#)
- 5) **OTHER NJ INTERGROUPS:** You may get a caller who is looking for a meeting in NJ that is in another County in NJ. If the caller is looking for a meeting outside of our area, here are resources:

| NJ COUNTY  | Intergroup      | Hotline             |
|------------|-----------------|---------------------|
| Bergen     | Northern NJ     | <b>800-245-1377</b> |
| Burlington | Southern Jersey | <b>856-486-4444</b> |
| Camden     | Southern Jersey | <b>856-486-4444</b> |
| Cumberland | Southern Jersey | <b>856-486-4444</b> |
| Essex      | Northern NJ     | <b>800-245-1377</b> |
| Gloucester | Southern Jersey | <b>856-486-4444</b> |
| Hudson     | Northern NJ     | <b>800-245-1377</b> |
| Hunterdon  | Northern NJ     | <b>800-245-1377</b> |
| Mercer     | Central Jersey  | <b>609-586-6900</b> |
| Middlesex  | Northern NJ     | <b>800-245-1377</b> |
| Monmouth   | Northern NJ     | <b>800-245-1377</b> |
| Morris     | Northern NJ     | <b>800-245-1377</b> |
| Ocean      | Northern NJ     | <b>800-245-1377</b> |
| Passaic    | Northern NJ     | <b>800-245-1377</b> |
| Salem      | Southern Jersey | <b>856-486-4444</b> |
| Somerset   | Northern NJ     | <b>800-245-1377</b> |
| Sussex     | Northern NJ     | <b>800-245-1377</b> |
| Union      | Northern NJ     | <b>800-245-1377</b> |
| Warren     | Northern NJ     | <b>800-245-1377</b> |

### Resources

Spanish Hotline 800-988-4928  
Suicide Hotline 800-273-8255

Treatment Centers 844-732-2466  
Website: [ReachNJ.gov](http://ReachNJ.gov)

Al-Anon/AlaTeen 888-944-5678  
Website: [New Jersey Al-Anon](http://New Jersey Al-Anon)

### Meeting Links

#### **Meeting Guide App**

<https://www.aa.org/meeting-guide-app>

#### **Local Meetings**

<https://capeatlanticaa.org/meetings/>

#### **World Wide Meeting**

<https://aa-intergroup.org/meetings/>

#### **Northern NJ Intergroup**

<https://nnjaa.org>

#### **Southern Jersey Intergroup**

Link: <https://aasj.org>

#### **Central Jersey Intergroup**

<https://cjiaa.org>

# About 12 Step Calls

## How To Prepare

- 1) Invite your **Higher Power/God** into your service. Ask for the right words and thoughts as you help another.
- 2) It is suggested that you consider reading the **chapter in our Big Book “Working With Others”** 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. Contact the Phone Chair for help.

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## Phone Conversation Tips

### **How to Help the Problem Drinker**

*That first call is a difficult one for a problem drinker, as many of us can recall! It may take time for the person to get to their purpose in making the call. Maybe they are “just not sure” if they have a problem with drinking. You can listen and share your experience. If the person can admit that they have a problem, or may have a problem with drinking, perhaps they have begun to take the first step. Encourage them to go to an AA meeting.*

### **What if the caller is belligerent/obnoxious/drunk?**

*Easy – say you’ll not tolerate such language and if they continue, simply hang up.*

### **What if the caller is drunk, but not obnoxious?**

*Listen and try to be helpful. These callers are looking for encouragement and a path towards AA. Encourage them to focus on getting to an AA meeting—and promptly. Offer to call them back when they are sober.*

Suggestion: *Ask the caller if they are willing to give you their contact information to pass on to the Phone Chair who will use the confidential 12 Step List to have someone call them back.*

### **AA Self Assessment**

A link to the “Questions to answer about your drinking.”

<https://www.aa.org/new-to-aa>

### **Script Idea: Rides to Meetings**

*“I’m sorry but we can’t offer rides to meetings. What we can suggest is that you attend a meeting and ask others at the meeting if they can help with rides. Do you know about On-Line Zoom Meetings?”*

# Calls for Someone They Know...

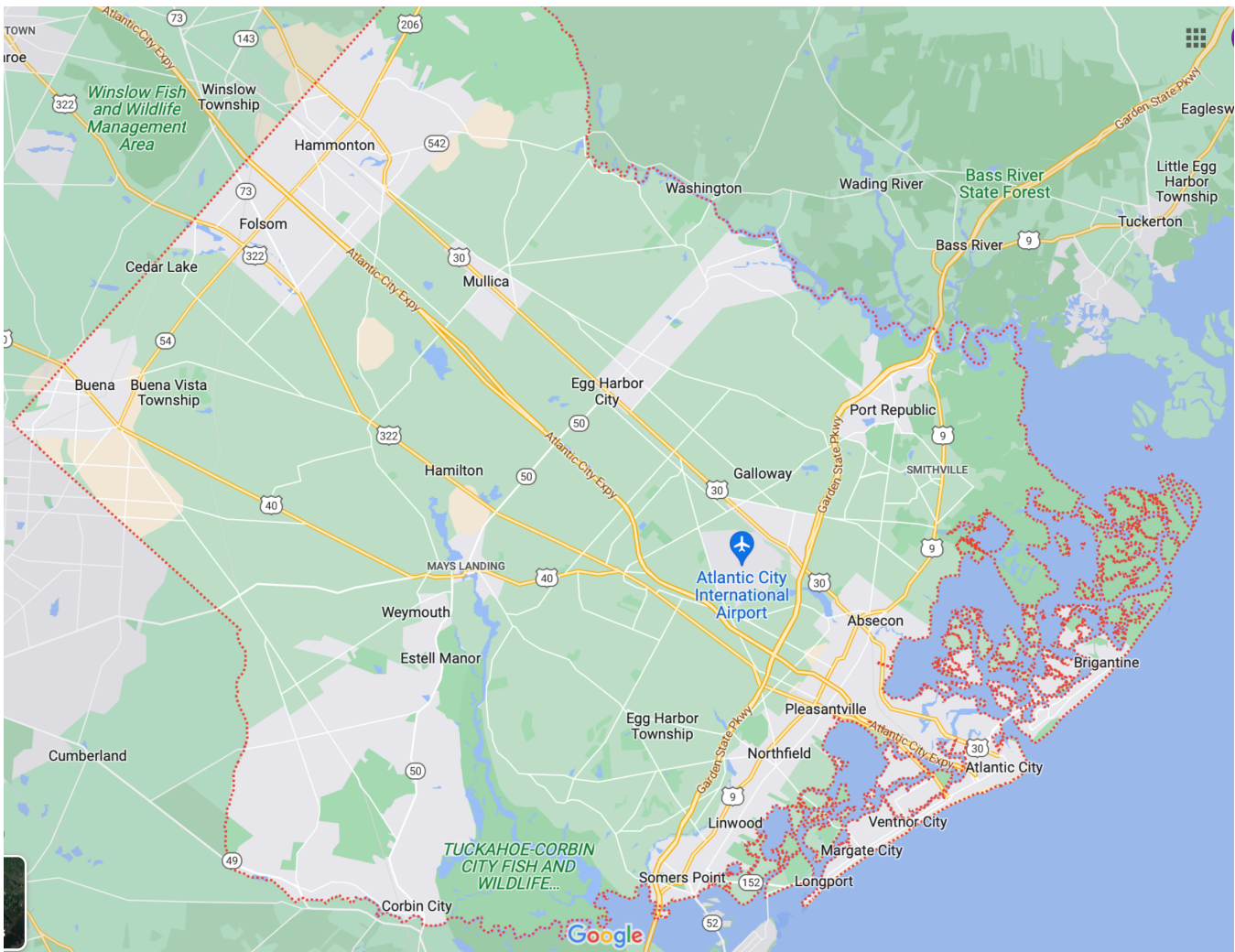
Callers may be looking for AA info for a family member or someone they know who is exhibiting problems with alcohol.

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

## Maps

These may be helpful to find a city near a caller, to help search for a meeting location.

### Atlantic County & Part of Ocean County



Cape May County

