

Hotline Information Packet

CAPE ATLANTIC INTERGROUP OF AA - 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 This is an ever changing document; so please let the Intergroup Phone Chair know of any outdated information.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.

Greeting

Decide how you will answer the call. This is a personal choice. Some suggestions are....

"Hi this is _____, how can I help you?"

"Alcoholics Anonymous, how may I help you?", or

"This is the Hotline, how can I assist?"

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.*

Script Idea:

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

No Caller ID:

*Use *67 followed by their number when calling back to hide your number on the recipients phone.*

SUGGESTION

Create a new contact in your phone with the system phone number: 609-808-3947.

Name it **CAIG HOTLINE** so you will know it's a Hotline call.

What We Don't Do

Our primary purpose to the 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 oficinaintergrupaldeaanj.org
- 2) **SUICIDE / CRISIS:** If the caller expresses suicide thoughts, direct the caller to new three digit lifeline, 988 (call or text), or to the Suicide hotline staffed with trained professionals at 800-273-8255. For any Crisis situation, the Atlantic County Crisis number is 609-572-8555 and the Cape May County Crisis number is 609-465-5999.
- 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 844-732-2465

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 FOR NEWCOMERS:** While we can not guarantee a ride to a meeting, we can try to find an AA Member willing to give someone a ride to their FIRST AA Meeting. We then encourage them to resource others at the meeting for future rides.

We cannot stress how important it is to always take a friend when meeting a caller for the first time. NEVER GO ALONE on a 12th step call.

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.

- 5) **RIDES FOR MEMBERS:** The Intergroup is not a resource for rides to and from meetings, we suggest callers that have attended meetings in our area ask other members to assist with transportation or use UBER or Public transportation.

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 our website: capeatlanticaa.org/get-the-meeting-guide-app/
- 2) **ON OUR WEBSITE:** Become familiar with our Intergroup website and how to search for meetings so that you can help the caller. Use this Link: capeatlanticaa.org/meetings/
- 3) **OTHER WEBSITES:** Links on our website are provided to meetings online outside of the intergroup area. World Wide Meeting Link: aa-intergroup.org/meetings/
- 4) **MARATHON MEETING:** Links on our website provide access to Marathon Zoom Meeting (24/7) Link: zoom.us/j/2923712604
- 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
Atlantic (Western)	Southern Jersey	856-486-4444
Bergen	Northern NJ	800-245-1377
Burlington	Southern Jersey	856-486-4444
Camden	Southern Jersey	856-486-4444
Cumberland	Southern Jersey	856-486-4444
Essex	Northern NJ	800-245-1377
Gloucester	Southern Jersey	856-486-4444
Hudson	Northern NJ	800-245-1377
Hunterdon	Northern NJ	800-245-1377
Mercer	Central Jersey	609-586-6900
Middlesex	Northern NJ	800-245-1377
Monmouth	Northern NJ	800-245-1377
Morris	Northern NJ	800-245-1377
Ocean (Northern)	Northern NJ	800-245-1377
Passaic	Northern NJ	800-245-1377
Salem	Southern Jersey	856-486-4444
Somerset	Northern NJ	800-245-1377
Sussex	Northern NJ	800-245-1377
Union	Northern NJ	800-245-1377
Warren	Northern NJ	800-245-1377

Resources

Spanish Hotline 800-988-4928
 988 Lifeline - Call or text 24x7
 Suicide Hotline 800-273-8255
 Crisis HotLines:
 Atlantic County 609-572-8555
 Cape May County 609-465-5999

Treatment Centers 844-732-2466
 Website: ReachNJ.gov

Al-Anon/AlaTeen 888-944-5678
 Website: nj-al-anon.org

Meeting Guide App
aa.org/meeting-guide-app

Local Meetings
capeatlanticaa.org/meetings/

World Wide Meeting
aa-intergroup.org/meetings/

Northern NJ Intergroup nnjaa.org

Southern Jersey Intergroup aasj.org

Central Jersey Intergroup 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.

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.

AA Self Assessment

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

aa.org/new-to-aa

Script Idea: Repeat Requests for Rides to Meetings

“I’m sorry but we can’t offer repeat 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?”

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.

Calls for Someone They Know...

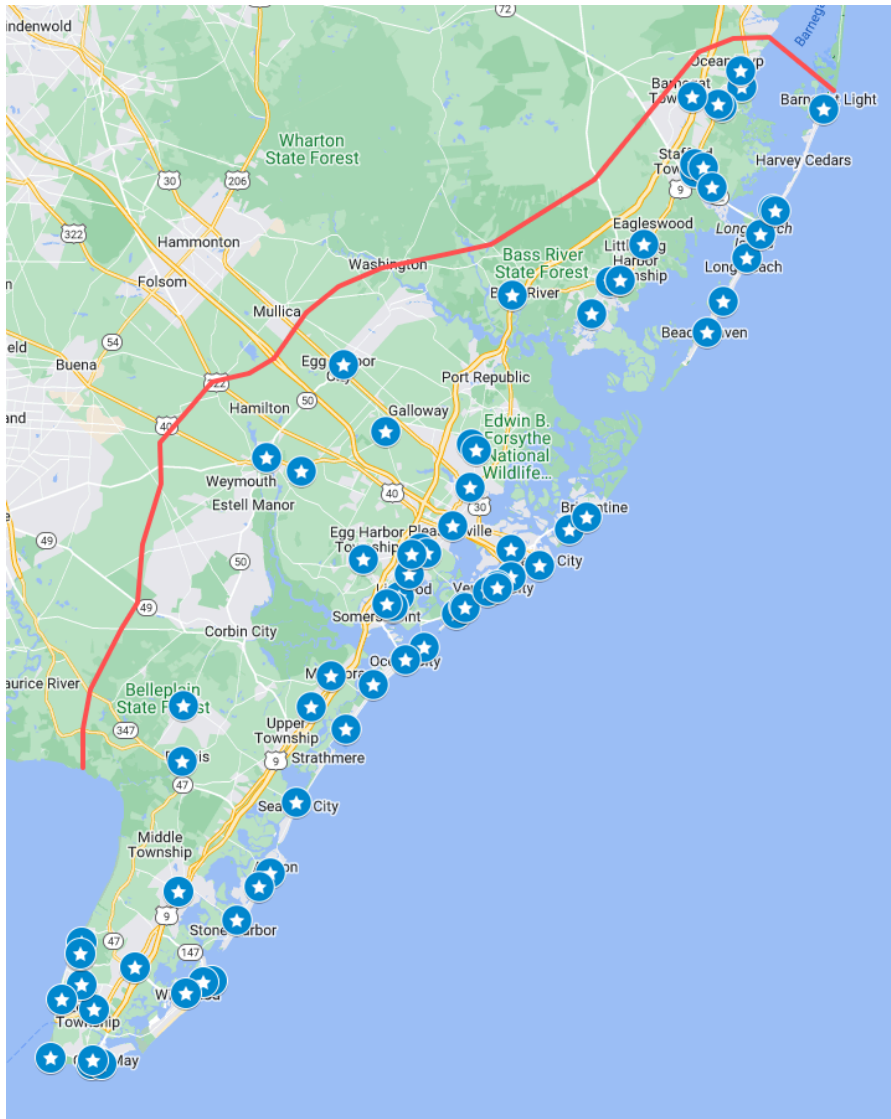
Callers may be looking for AA info for a family member or someone they know who is exhibiting problems with alcohol.

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**

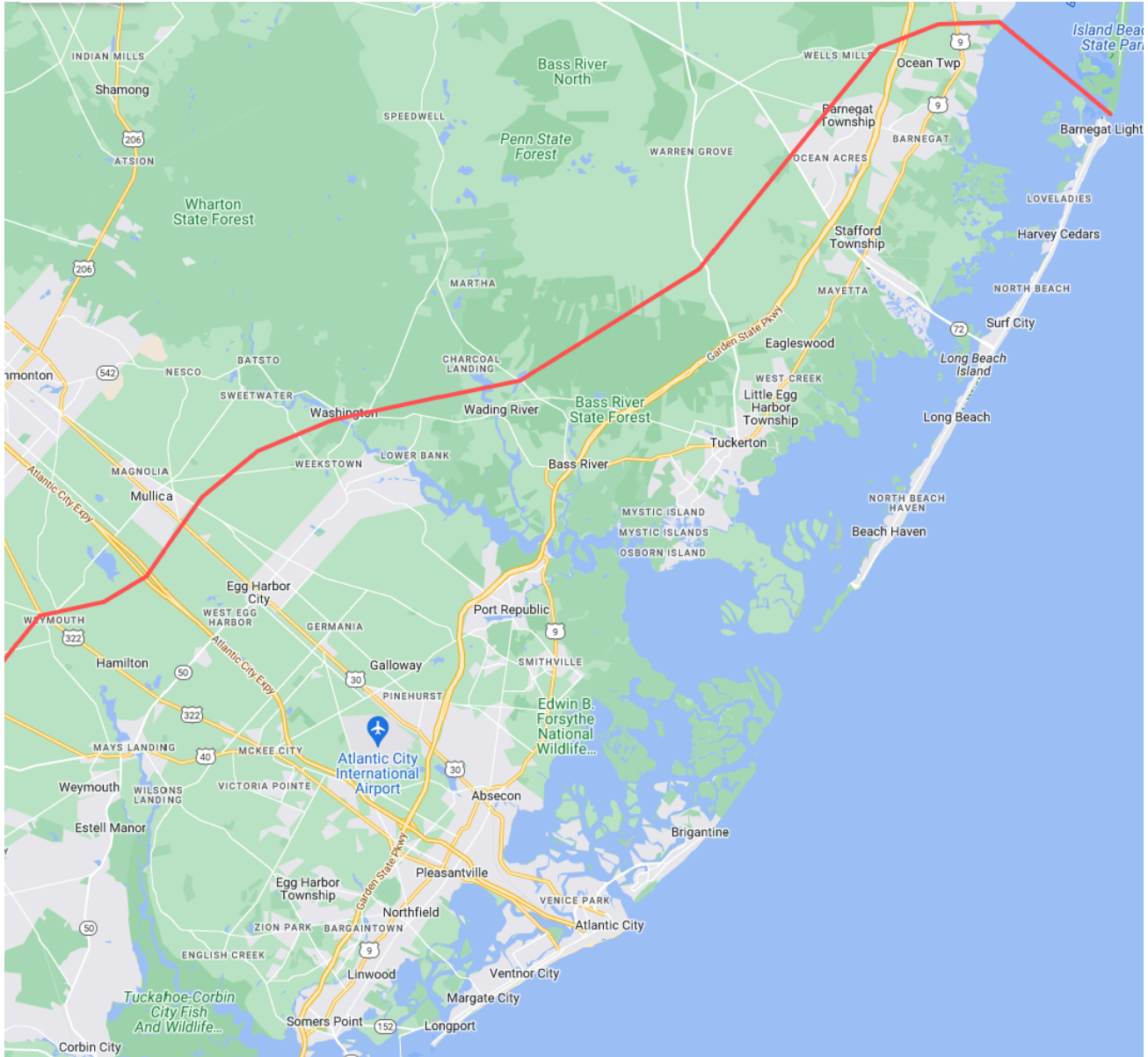
Maps

These may be helpful to find a city near a caller, and to help search for a meeting location. The first map shows our approximate boundary and all the meeting locations in the Cape Atlantic Intergroup area. The second and third maps zoom in on the northern and southern areas to make the cities easier to read.

Cape Atlantic Intergroup Area



CAIG Northern Area



CAIG Southern Area

