

## HELPLINE TEAM

### CHAIRS

Ali Chair Holly Springs (D34)  
Alan Alt-Chair Garner Big Book (D34)

### CALL CAPTAINS

Ali Holly Springs (D34)  
Jeanine Change Agents (D34)  
Tony Working With Others (D50)  
Trudi Knightdale Group (D35)  
Bill  
Terri Unity Group (D35)  
Alex  
Jesy Primary Purpose (D33)  
Alana Basics Group (D32)

### CALL FORWARDERS

Barbara Principles Group (D35)  
Randy Principles Group (D35)  
Jeanine Change Agents (D34)  
Danta Sobriety First (D35)  
Cam Hayes Barton (D35)  
Carmin Gateway (D34)  
Laura What Now? (D35)  
Mitch Primary Purpose (D35)  
Corrie Hawfields Group (D33)  
Sarah Primary Purpose (D32)  
George Prodigious Results (D35)

The primary purpose of A.A. is to carry its message of recovery to the alcoholic seeking help. Together, we can do what none of us could accomplish alone. We can serve as a source of personal experience and be an ongoing support system for recovering alcoholics.

New Website

TriangleAAHelpline.com  
help@triangleaahelpline.com

24/7 Helpline  
919-783-6144

## AA HELPLINE VOLUNTEER INFO

Sept is the new lottery date

### BASIC GUIDELINES

1. Respond to the reminder text the day before your shift begins so we know that you'll be available for your shift.
2. Ensure your phone isn't muted at least 30 minutes before your shift begins.
3. Be available and sober for your entire shift.
4. Never give out an AA member's phone number.
5. Get the caller the help they need and keeps calls short.
6. Use the Helpline's website for meeting schedule links and other info.

[www.triangleaahelpline.com](http://www.triangleaahelpline.com)

### TRIANGLE AA HELPLINE

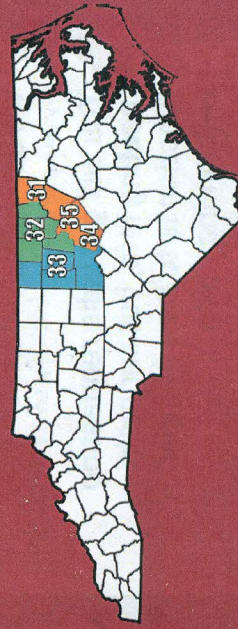
SERVING DISTRICTS 31,32,33,34,35



TriangleAAHelpline.com



help@triangleaahelpline.com



**NORTH CAROLINA - AREA 51**



# VOLUNTEER TIPS

Have at least one of these handy during your shift:

- [www.triangleaahelpline.com](http://www.triangleaahelpline.com)
- current meeting schedule booklet(s)
- Meeting Guide app

2 Have a *Big Book of Alcoholics* close by. It's a great tool.

3 Only give advice for alcohol related issues.

It's easy to focus on just giving out meeting times and locations and missing the larger role that we can fulfill. *— explain what happens @ the first meeting*

4 You will get calls requesting meeting info, but our main function is to be a friendly, welcoming voice.

In addition to finding a meeting, the Caller also wants to know what to expect at their first meeting. Remember yours?

They are probably anxious about the unknown.

**Here are some things that you might say to a caller to ease their mind about their first meeting:**

"There is no registration or checking in, just show up and have a seat. Grab some coffee if you'd like.

There are no dues or fees. In fact, we ask that you do not put money in the basket because we only take contributions from AA members. If and when you decide to be a part of the fellowship, then you are welcome to contribute.

Some groups go around the room and have everyone introduce themselves. Introduce yourself if you'd like, but it helps that you do so that everyone can get to know you and offer help.

The most important thing is to find a seat and listen."

The caller will often express real relief and then ask about specific meetings they saw online. There is no better way to make a connection with the caller than sharing your own experience as a newcomer.

**Thanks for volunteering!**

# HELPLINE WORKFLOW

**YOU**

You sign up for a Helpline shift.

**Home Group Contact**

Your Home Group Helpline rep turns the volunteer signup sheet into your group's Call Captain.

*Alan / Alley*  
**Call Captain**

Your group's Call Captain turns the signup sheet into one of the Helpline Chairs.

**Chair/Alt-Chair**

A Helpline Chair will contact you the day before your shift to ensure you'll be ready to take calls. They will then turn the "ready" list over to a Call Forwarder.

**Call Forwarder**

The Call Forwarder will text you ~30 minutes before your shift to make sure you are ready. They will forward the Helpline to your phone at the shift change. They will text you when they do and when your shift has ended.

**YOU**

Without you and your service we couldn't do this.