



## Area 43 Alcoholics Anonymous

### Hotline Volunteer Frequently Asked Questions

Please be aware that Hotline calls and texts come in from the **217** area code.

Area 43 uses a 24/7 answering service, Wagner Communications located in Danville, IL. Calls and texts from Wagner Communications come in from area code (217). Please take the calls whenever possible.

When someone calls the hotline, Wagner Communications will send a text or make a call to a hotline volunteer in the same district as the person seeking help. If the volunteer is not available, they will call or text another volunteer in that district on the list. The more attempts made to reach a volunteer the higher the call cost.

- It is VERY IMPORTANT that if you get a text and plan to respond, that you reply to the text with a message that you are going to contact the person so Wagner doesn't continue the process of finding a volunteer.
- If Wagner calls and you don't pick up the call, they will sometimes leave a voicemail asking that you return their call and providing you with a reference number. Please return the call just to make sure that the call was handled.

Treat the hotline call like you would any 12 Step Call. If you are going to meet the person, it's best not to go alone. Everything does not have to be accomplished in one call. If you don't know what to do, tell the person you will call them back. Then call your AA sponsor and ask for help. After you have responded to the Hotline call, you can follow up on another day to see how the person is doing.

#### ***Where's the latest information on meeting locations/times?***

Check nhaa.net at <https://nhaa.net/meetings/> or use the AA Meeting Guide app which can be downloaded from [www.AA.org](http://www.AA.org).

#### ***How to access zoom or hybrid meetings?***

You can access a zoom or hybrid meeting from <https://nhaa.net/meetings/> or using the AA Meeting Guide App by clicking the "Join with Zoom" button. This is followed by a prompt for a password. The Area has suggested that online/hybrid zoom meetings set their password to their district# (e.g. Manchester meetings would use the password district12). A list of cities and towns with district information can be found on pages 24-25 in the "New Hampshire Area 43 General Service Assembly Handbook" available at: [https://drive.google.com/file/d/1kw\\_hJhORhLf2TL7s\\_8cvBHTAIDCdBA78/view](https://drive.google.com/file/d/1kw_hJhORhLf2TL7s_8cvBHTAIDCdBA78/view).

#### ***What if I don't answer a hotline call?***

The call will go to another Hotline volunteer.

#### ***How do I block my phone number when I return a hotline call?***

Enter \*67 then enter the number you wish to call.

***Do not offer any personal information.***

Stay on a first name only basis, do not use last names. Never give out your phone number or address. Protect your anonymity and theirs. Don't divulge information about others. If a caller asks, "Do you know so and so," "does so and so still go to meetings?" reply that you don't know or can't answer that.

***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 someone needs to find a meeting because they are court-ordered to attend AA meetings:***

Explain the difference between an open and closed AA meeting. Check nhaa.net at <https://nhaa.net/meetings/> or use the AA Meeting Guide app which can be downloaded from [www.AA.org](http://www.AA.org).

***What do I do if someone is calling for their friend, relative or spouse?***

With rare exceptions, AA can only assist callers who are calling for themselves, not a friend, relative or spouse. Kindly tell the caller that while we understand their concern, we do NOT do interventions. The drinker must ask for help directly. AA's 11th Tradition states that, "Our public relations policy is based on attraction rather than promotion...". Suggest that they contact Al-Anon (1-888-425-2666) or that they bring their family member to an open meeting of Alcoholics Anonymous.

***What do I do if the caller just wants to talk?***

People who are in recovery or are trying to stop drinking on their own may just need to talk with another alcoholic. Be sympathetic but encourage them to go to a meeting to share with other alcoholics. Remember our primary purpose is to get them to an A.A. meeting. The Hotline is not a source of therapy.

***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.

***What if the caller has a problem other than alcoholism?***

Ask the caller if they are looking for help to stop drinking. If they indicate that their problem is with other substances, you can refer them to NA: 888-624-3578.

***What if the caller is looking for a treatment facility?***

Refer them to 211. They will refer them to New Hampshire's Doorway or to their local Emergency Room.

### ***What if the caller indicates ideas of suicide?***

- National Suicide Prevention Lifeline – call 1-800-273-TALK (8255) for free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.
- Veterans Crisis Line – veterans and their loved ones can call 1-800-273-8255 and Press 1, chat online, or send a text message to 838255 to receive confidential support 24 hours a day, 7 days a week, 365 days a year. Support for deaf and hard of hearing individuals is available.
- Crisis Text Line – free, 24/7 support for those in crisis. Text 741741 from anywhere in the US to text with a trained Crisis Counselor.
- Trans Lifeline – call 1-877-565-8860 for a hotline staffed by transgender people for transgender people. Trans Lifeline volunteers are ready to respond to whatever support needs community members might have.

### ***What if the caller needs a ride to a meeting?***

You can tell the caller that we don't have a list of volunteers willing to drive to meetings. If you want to provide assistance, treat the situation like you would any 12 Step call; it's best not to go alone. Or, explain that if they can get to a meeting, they can ask for help with getting to meetings.

### **Resources:**

Area 43 Information for Newcomers: <https://nhaa.net/new-to-aa/>

Area 43 Information for Young People: <https://nhaa.net/new-to-aa/a-message-for-young-people/>

Area 43 Online Meeting List: <https://nhaa.net/meetings/>

AA (ONLINE MEETINGS) [www.aa-intergroup.org](http://www.aa-intergroup.org)

AA Meeting Guide: is available for free download from Google Play or the App Store. For more info: [https://aa.org/pages/en\\_US/meeting-guide](https://aa.org/pages/en_US/meeting-guide)

Al-Anon Family Groups - 888-425-2666

Granite State Narcotics Anonymous 24-hour toll-free helpline: 888-624-3578

Need Treatment: NH Doorway: Call 211

NH Treatment Center Locator: <https://nhtreatment.org/>

NH Coalition to End Homelessness

603-641-9441 x 251

<http://www.home4hope.com/>

NH Recovery House Registry

<https://www.dhhs.nh.gov/dcbcs/bdas/documents/nhvrhregistry.pdf>

### **Recommended Reading:**

Chapter 3 – More about Alcoholism, Alcoholics Anonymous (Big Book)

[https://www.aa.org/assets/en\\_US/en\\_bigbook\\_chapt3.pdf](https://www.aa.org/assets/en_US/en_bigbook_chapt3.pdf)

P-36 Is AA for Me? [https://www.aa.org/assets/en\\_US/p-36\\_isAAforMe.pdf](https://www.aa.org/assets/en_US/p-36_isAAforMe.pdf)