

Frequently Asked Questions

Where's the latest information on meeting locations/times? Refer to "Resources" section.

What if I don't answer a hotline call?
The call will failover to the Notification person.

What if I'm Notification and I can't answer a call?
Notification is our last chance and it's your responsibility to cover these calls. If you can't get the call immediately, check the queue later when it's more convenient to you.

What if I'm Notification & a caller captures my phone # in their history & keeps calling me back?
Can't be of much help here. Try asking caller to use the Hotline # instead of yours. ID their number and don't pick up.

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. Listen with empathy, but explain that AA does not reach out to individuals. Rather, that individual must himself call the AA Hotline. This is in concert with AA's 11th Tradition, "Our public relations policy is **based on attraction rather than promotion**; we need always maintain personal anonymity at the level of press, radio, and films."

What is the caller needs a ride to a meeting?
First, refer them to the City of Tallahassee Star Metro Bus Service or Uber. If these are not an option, **you** (not the caller) may refer to the list of AA 12-steppers for help. You'll receive these names/numbers, and additional training, once you're officially a hotline volunteer.

Frequently Asked Questions

(Continued)

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 healing. Encourage them to focus on getting to an AA meeting—and promptly.

What if the caller just needs someone to talk to or requests that an AA'er call her back?
First, try to handle the call yourself. If you can't, tell caller either you or someone else from AA will call her back. Refer to the list of 12-Steppers that you'll get once you're an official volunteer. **Do not give the caller an AA's name or number.** **You** call the appropriate 12-Stepper (just like in meetings, men for men & women for women). Keep calling until you find someone who can help.



Quick Tips on Handling Calls

We want the hand of AA to *always* be helpful and supportive to all callers, no matter what their concern.

Most callers simply want to know where and when meetings are held.

When you reach out to a 12-Stepper for help (you'll get names/numbers once you're officially a volunteer), be sure and rotate through the resource list. Do not rely on the same person repeatedly.

YOU can be an AA Hotline Volunteer!

Contact the AA Hotline Coordinator:

Evelyn G.
850-942-7665

Be part of the solution!

AA Hotline 24-hr: 850-224-1818

INTERGROUPS.ORG
SERVING DISTRICT 5, NORTH FLORIDA AREA OF ALCOHOLICS ANONYMOUS

Resources You'll Use



AA & Similar

AA Hotline (TLH) - mtg times/location	850-224-1818	Intergroup5.org meetings.intherooms.com
AA International	- - -	www.aa.org
Al-Anon	850-222-2294	www.tallyalanon.org
Narcotics Anonymous	850-224-2321	bb.naflorida.org
Gamblers Anonymous	855-2CALLGA 855-222-5542	gamblersanonymous.org
Debtors Anonymous	800-421-2383	debtorsanonymous.org



Transportation/Motel

Star Metro Bus	850-891-5200	talgov.com/ starmetro
Yellow Cab	850-999-9999	
Budgetel Inns & Suites	850-224-3108	745 N Monroe St (weekly rates)



Police

Emergency	911	234 E 7th Ave
Non-Emergency	850-891-4200	



Hospitals

Tallahassee Memorial	850-431-1155	1300 Miccosukee Rd
Capital Regional	850-325-5000	2626 Capital Medical Blvd
Florida State Hospital	850-663-7001	100 N Main St, Chattahoochee, FL



12-Step Members

You'll receive this info once you're officially an AA Hotline Volunteer.

Your Role as a Hotline Volunteer

1. AA recommends that Hotline volunteers have a minimum of six months sobriety. If you have less than six months but feel this is your calling, please contact the Hotline Coordinator.
2. Decide which volunteer shift works best for you and commit to it by making yourself available and answering calls as they come in.
3. If at all possible, accept the Hotline call when it rings. Once you push "1" to accept, you'll be speaking directly to the caller.
4. Answer in a welcoming voice and be ready to listen: "Hello, this is <first name> from the AA Hotline. Good <morning/afternoon/evening>. How may I help you?"
5. Listen carefully to what the caller says and take appropriate action. Many callers are merely asking the time and location of an AA meeting in their proximity. *Intergroup5.org is a good resource for meeting times and locations.*
6. Another responsibility is becoming familiar with the different parts of Tallahassee and surrounding towns. Many callers need help getting from their location to a meeting and Google Maps, or similar GPS, is a useful tool for helping callers get to a meeting.
7. Some callers lack transportation and ask if you can help them get a ride to a meeting. First suggest public transport. If that's not available and the caller is sincere, you may contact a 12-Stepper for help. **Do not give the 12-Stepper's info to the caller.** Rather, let the 12-Stepper initiate contact with the caller. Many 12-Steppers will tell the caller they'll provide one-way transportation, but it's up to the caller to get a ride home from the meeting.
8. If you have any problems with a caller that you can't handle, get the caller's name and telephone number and call the Hotline Coordinator, or a 12-Stepper, for help.

General Information



Shifts

12 AM – 6 AM
6 AM – 12 PM
12 PM – 6 PM
6 PM – 12 AM

AA calls will come in from phone number 850-224.1818. You'll hear: "Call from AA Hotline: Press 1 to accept call, Press 2 to ignore." Tap your selection and proceed with call.

Once you contact Evelyn G. (850-942-7665) and sign up for a shift, you'll volunteer in a rotation: On for 1 week, off for approx. 4-5 weeks, on for 1 week, and so on. The volunteer shifts rotate on Sunday evening. You'll receive a text message notification that it's your week.



Responding

We want the hand of AA to always be helpful and supportive to all callers, no matter what their concern.



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