

HOTLINE VOLUNTEER INFORMATION

(Please email your info to overas2@yahoo.com)

ONLY THE SCHEDULED TIMES YOU ARE MOST LIKELY ABLE TO ANSWER HOTLINE CALLS:

Name _____ Phone Number _____

Email _____ (required)

MONDAY TIME _____ TO _____ PLEASE NOTE AM OR PM

TUESDAY TIME _____ TO _____ PLEASE NOTE AM OR PM

WEDNESDAY TIME _____ TO _____ PLEASE NOTE AM OR PM

THURSDAY TIME _____ TO _____ PLEASE NOTE AM OR PM

FRIDAY TIME _____ TO _____ PLEASE NOTE AM OR PM

SATURDAY TIME _____ TO _____ PLEASE NOTE AM OR PM

SUNDAY TIME _____ TO _____ PLEASE NOTE AM OR PM

- One year “clean time” required.
- Please note time changes can be made by email at overas2@yahoo.com (hotline chair).
- The Ring Central hotline service will connect to the times you pick when it is your turn to answer a call.
- If you cannot answer the call within 4-5 rings, it will go to the next available volunteer.
- We suggest you use your personal mobile phone as the first number to call. Your home phone could be added to ring at the same time if you wish to do that. If you only have a home phone, that will work too.
- When a call comes in on your phone, the caller ID will display the number (your area Ring Central number). This is the number that the international GA hot line number (855-222-5542) directs to your area hotline. You can tag that number (your area Ring Central number) in your contacts for identification as Ring Central or GA hotline.
- When the call comes in, you will be prompted to press 1 to accept the call. At that point you say “hello, this is (your first name only), can I help you?”
 1. The primary job of the volunteer is to get the caller to a meeting and explain the program.
 2. If the caller has access to the Internet, suggest that they go to your area website to get up-to-date meeting information online. This way, they can be sure to find a meeting that is most accessible. Otherwise the hotline volunteer can provide meeting information.
 3. If there are no meetings in their area, suggest the phone meeting on Wednesdays starting at 8:00 PM CST, opening at 7:45 PM. To access the phone meeting, they should call 712-770-4160 and then press the ID number 611704#.
 4. We are not attorneys or counselors—**do not give legal advice or suggestions!**
 5. If the caller is despondent or suicidal, do not attempt to remedy the situation. Tell the caller to dial 911 or a suicide prevention hotline.
- **Do not give out your personal information such as phone numbers or email addresses.**
- **You are responsible to keep your meeting lists updated.**