

AA Hotline - How It Works

Hotline Phone (352) 632-2001

The Hotline Coordinator is constantly seeking AA Members to cover week-long commitments of evening/overnight shifts to cover the hotline. The Hotline Coordinator will dispatch the call to the appropriate Group Members assigned during their shifts.

- **YOUR NUMBER IS NOT VISIBLE TO THE CALLER:**
Callers dial the hotline number, and the calls are automatically forwarded by our Technician Committee to the number as provided to you by the Hotline Coordinator.
- **SHIFT HOURS:**
Refer to the AA Hotline Schedule page following the How It Works instruction sheets.
- **BEFORE YOUR SHIFT:**
Check your outgoing voicemail greeting on the phone you'll be using. If it includes your phone number or last name, you may wish to change it. In the event you don't answer the call quickly, the caller will be sent to your default voicemail message where they may hear your number on the recorded message in the event it is present on your recorded message.

There is no need for you to do anything except be ready for calls to come in! If you want to "test" the call forwarding, call the hotline from another phone. The number you provided should ring.

- **ANSWERING A CALL:**
Calls via the hotline will appear on your phone as unidentifiable to you. Most volunteers answer the calls by saying something to the effect of "AA Intergroup"; or, "Hi, you've reached the AA Intergroup Hotline – How may I help up?"
- **STAY IN YOUR LANE:**
We share information about AA, and we may share some of our personal experiences. We avoid sharing opinions on outside issues, including other organizations or fellowships. We stick to our primary purpose of helping those with a drinking problem.
- **IF YOU DROP A CALL:**
Allow the caller to call YOU back so you don't disclose your personal number on their caller ID.

AA Hotline - How It Works (continued)

Hotline Phone (352) 632-2001

- **KEEP THE LINE OPEN:**

If you get the sense a caller just wants to chat and it's late at night, it's up to you if you want to fellowship for a bit. You can always let them know that other people need to get through, and offer to take their number for a call back the next day from an AA Member.

- **ENDING YOUR SHIFT:**

The Hotline Coordinator, or another volunteer will "take the phones back" at 10am the next morning. You don't have to do anything for this to happen. If, for some reason, you receive a hotline caller after 9:59am the next morning, or 11:59pm the next evening, please handle the call if you can, and immediately reach out to the Daybook/Nightbook Coordinator afterwards to get the phones rolled back.

We can also be reached via email at hotline@aalakesumter.org for any questions, comments, and/or concerns you may have.

Thank you,
Lake-Sumter Central Office, Inc.