

GR: Please distribute a copy of these instructions to each group member who signs up for phone duty. Before the beginning of your group's week, phone each person to remind them of their day.

AFG Phone System Directions

When you are calling from any touch-tone phone:

1. Dial the Answer Call telephone number..... **(804) 354-9516**
2. Press *
3. Enter your mailbox number.....**804-353-4885**
4. Enter your pass code.....**4847 (HUGS)**
5. The recording, "There are messages in other sub-mailboxes" is the result of people hanging up after listening to the meeting schedule. It is not necessary to retrieve these.

You can check the phone service at any time to help out, even if it is not a day for which you have signed up. Better to have calls answered promptly than missed altogether.

Do's and Don't's:

1. **Do** return the person's call as soon as possible. Remember that you may be the caller's first contact with Al-Anon.
2. **Do** have a schedule of meetings available for quick reference.
3. **Don't** recommend Step meetings to beginners.
4. **Do** be warm and friendly, suggesting attendance at a meeting and letting them know they are not alone.
5. **Do** obtain the caller's address if they wish to receive a meeting schedule. If you are unable to mail the schedule yourself, give the names and addresses to your Group Representative or Alternate.
6. **Don't** feel the need to counsel the caller. This is not your responsibility.
7. **Don't** give any numbers of Al-Anon or AA members to the caller.
8. **Don't** leave a number on a recorder or leave a message with your number to call back. If the individual who called is not available, try again later. (**Highly Recommended Option:** When returning a call, lift the receiver and dial *67, then the number you are calling. This will prevent your home number from registering on someone's Caller ID. There is no charge for this service.)
9. **Don't** tell anyone else who may answer the phone the purpose of the call, or that you are with Al-Anon. If asked, indicate only that you are returning a call left on your answering machine.
10. **Do** call Ashely M, 804-874-5745 if you receive requests for information from schools, doctors, mental health professionals, etc. She serves as Public Outreach Liason.
11. **Do** phone your GR or trusted servant, if you are unsure how to handle a call.
James River South: Cecilia S 804-379-8208 or Richmond North: Carolyn W 399-6612. can answer questions about when groups are scheduled to have phone duty.
12. **Most importantly**, delete messages that you responded to so the next volunteer doesn't call them too.

If there are technical problems with the phone service, please call your District Representative:

Richmond North DR:	Juanita P.	(804) 339-4941
James River South DR:	Marie R.	(804) 794-7321