

GUIDELINES and TASKS FOR VOLUNTEERS

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INTRODUCTION

Volunteers play a vital role in the office of Cape Cod Intergroup. These dedicated people bring a spirit of enthusiasm to the office. Volunteers can play a meaningful role in the communications process between the Cape Cod Intergroup and the groups it serves. New ideas are the continued by-product of volunteers helping the operation remain renewed and healthy. Volunteers also provide the additional help which the office needs to remain open.

Volunteers should have 1-year minimum sobriety, a home group, a sponsor and one reference. Volunteers benefit from a working knowledge not only of the AA program of recovery, but also of the fellowship's basic structure. All volunteers are expected to read, understand and agree to abide by these guidelines.

If you are a first-time volunteer reading these words, please know that your help is very much appreciated! And please know also, that these guidelines are here to help you **carry the message**...remember, you are the face of AA for anyone who calls the office.

ANONYMITY

Volunteers and staff protect the anonymity of members **at all times**. Requests for telephone numbers from anyone are referred to the person or member in question. The person making the request can leave his or her name and telephone number which can then be passed on to the person who is being sought. Volunteers are asked to remember not to admit or imply that someone is an AA member. **And phone numbers cannot be given to anyone.**

RESPONSIBILITY TO AA

It is vital when working at the Intergroup Office to remember that you may be the only contact an outsider or a newcomer may have with the Program. Because of this, the ideas and attitudes conveyed need to represent the concepts of the AA Fellowship **as a whole and not** the beliefs held by an individual member, however well meaning that may be. Volunteers ought to listen to the experienced employees and volunteers and be guided by their advice.

12 STEP FILES

The 12 step file represents a roster of AA members by TOWN and GROUP who have volunteered to take 12 step calls. While addresses are not placed on these lists, names and phone numbers are. Very careful security is always given to these files. This roster is never removed from the office. Whenever these files are not in use, they are placed in a secure location.

HANDLING CALLS FOR HELP

Handling calls from sick and suffering alcoholics is one of the primary reasons for the existence of our Intergroup Office.

The first step is to determine the cause for the call *from the caller's standpoint*. It's important to remain calm and not jump to conclusions. The sick alcoholic is permitted to state his or her own purpose for the call. Then that specifically can be answered, keeping in mind what AA can do and what AA cannot do.

Since many callers have only a vague idea of their desires, suggestions are made with great care and only if a clear field seems open to do so.

If you are calling somebody to go on a 12 step call, be sure to fill them in on all the background details. 12 step calls are placed as promptly as possible and **NEVER** allowed to go overnight. Never leave a message. Keep calling down the list until you connect directly with a person who can take the call.

SICK CALLS FROM ALCOHOLICS WHO CANNOT OR WILL NOT STOP DRINKING

Calls from people actively drinking can be difficult to handle. They can be difficult to determine initially and they can take a lot of time that is to no avail. Such calls are firmly terminated when it becomes obvious that the caller is drinking and in no condition to receive help. AA cannot win them all, and with this kind of call, we wind up talking to alcohol and not to the alcoholic. Say a prayer, and hopefully the alcoholic will eventually see the light.

REQUEST FOR HELP FROM NON-ALCOHOLICS

AA can deal only with alcoholism and cannot offer help beyond that requested by the alcoholic. People with other problems might be referred to Al-Anon. But remember that our phones need to remain open for the alcoholic who is reaching out for help. Remember, too, that AA does not give **legal, medical or other professional help**. Volunteers need to be very careful not to involve AA beyond its scope of activity.

THIRD PARTY CALLS

Generally speaking, third party calls should be referred to a staff member. If that is not feasible, remember that it is the **alcoholic himself or herself** who needs to ask for help.

LITERATURE, BOOK ORDERS, NOTICES FOR SOBER TIMES

Please assist callers with information using the Intergroup order form. Please record any Sober Times notes or meeting changes to refer to the Office Administrator.

CALLS FROM PROFESSIONALS

Calls from judges, Doctors, members of the Press or from outside agencies should be referred to a staff member or to the Office Administrator.

AA'S WISHING INFORMATION

If an AA member calls for info or about traditions or service, the question is answered or say you'll find out. Please don't say you don't know. We are here to give answers. If in doubt, refer such a call to office staff.

EMERGENCIES ...USING INDIVIDUAL JUDGEMENT

In emergencies and unusual circumstances, Cape Cod Intergroup Volunteers must use individual judgement. These guidelines cannot possibly cover all conceivable situations.

Remember that our goal is to help alcoholics who request help. AA principles and traditions should be followed as much as possible and whenever possible: ask for help.

What does AA NOT do?

What A.A. Does Not Do (from AAWS)

- Provide A.A. recovery for addictions other than alcohol, i.e., drugs, gambling, overeating, etc.
- Provide letters of reference to parole boards, lawyers, court officials, social agencies, employers, etc.
- Furnish initial motivation for alcoholics to recover.
- Keep attendance records or case histories.
- Solicit members.
- Provide progress reports on court clients to the referring agency.
- Follow up or try to control its members.
- Provide housing, food, clothing, jobs, money, or any other welfare or social services.
- Accept any money for its services, or any contributions from non-A.A. sources.

VOLUNTEER TASKS

Entry

1. Use the Bradford key to open the door. Push in the top button on the side of the door to keep the door unlocked while you are in the office.
2. Turn on the light switch to the left of the door.
3. Push *73 on the phone to turn off answering service
4. Heat does not need to be adjusted. Turn on the air conditioning if needed (free standing unit in the back office) by pressing the power button.
5. Count the cash drawer and record the beginning total and the date on reconciliation sheet.
6. Bathroom keys are on the shelves behind the front door to the office. There are two bathrooms- one in each direction from the office and just around the corners of the hallway.

How to Write up a Sale

1. Use the Order sheet to locate the price of each item.
2. Enter the quantity purchased.
3. Calculate the total
4. Put any notes for items to order or notes for office administrator.
5. Enter type of payment and mark paid
6. make a copy to give to the customer

Payment:

Intergroup at this time accepts only cash or checks.

There is change in the top right-hand drawer (should already be counted- see #5 above)

Place the cash or check into the cash drawer

Possible Volunteer tasks

- Making phone calls to verify/ update group contact info or 12 Step call list
- Organize old meeting minutes into binders sorted by years
- Check office Manager's "to do" box
- Fold Sober Times

Cleaning Tasks

- Dust/ clean shelves and surfaces- There are paper towels, chlorox wipes, and spray there.
- Vacuum the carpets
- Water the plants
- Take out trash- the dumpster is behind the stockade fence near the back door.

Exit

1. Before leaving: Recount drawer. Record the total on the reconciliation sheet.
2. To turn on answering service press *72 on the phone. You will be prompted for the forwarding number. Enter 508-778-9960 #
3. If you turned on the air-conditioning unit, please turn it off before leaving.
4. Turn off the light.
5. Push the top button on the door before closing it.