

**12 STEP LIST – CONFIDENTIAL  
TELEPHONE ANSWERING SERVICE VOLUNTEER LIST**

Date \_\_\_\_\_ Group Rep \_\_\_\_\_ Phone no \_\_\_\_\_

**There is no need to call in at the beginning of your shift!**

1. Only members of the \_\_\_\_\_ group who have one year or more of continuous sobriety should volunteer
2. Volunteers should enter their name and number in the block desired below.
3. The answering service will call you from **856-320-2801**. Please take the name and phone number of the caller from the answering service rep and call the newcomer back. You can use your cellphone service provider's caller ID blocking service if you so choose.
4. In keeping with our primary purpose, we strive to be there for the newcomer who calls, who is taking the first step towards getting help for their problem with alcohol. We can be there for them by listening to them, identifying with them and helping to direct them to some of their first meetings. You can help them by sharing with them about some of your favorite meetings close to where the newcomer lives.
5. For more details on answering the phone for the newcomer, please consult with your group's hotline rep or see the answering service guide on our website at: <https://rocklandnyaa.org/get-involved/intergroup/answering-service/answering-service-guide/>.
6. Answering service rep, please email this completed form to [hotline@aarockland.org](mailto:hotline@aarockland.org) at least 5 days prior to your group's commitment.

<b>Day/Date</b> _____		<b>8 PM</b> Name: _____ Phone: _____
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You can print more copies of this document at:

<https://rocklandnyaa.org/get-involved/intergroup/answering-service/>