



A.A. Hotline Volunteer Frequently Asked Questions (F.A.Q.)

Every attempt has been made to provide useful and accurate information to hotline volunteers in this F.A.Q. If you have any questions after reading this document, then please email them to the hotline chair at hotlinechair@westsidecentraloffice.com.

Q: What is the A.A. Hotline?

A: The A.A. Hotline is a telephone answering service provided by Westside Central Office. Calls to the hotline are answered by members of A.A. It provides a way for alcoholics and the general public to obtain information on A.A., the time and place of A.A. Meetings, and to request a 12th Step Call.

Q: What is the phone number of the A.A. Hotline?

A: 503-684-0415. Callers are first asked to select from a menu of options. Option 1 selects the A.A. Hotline. Other menu options are 0 to speak to someone at Westside Central Office, 2 for A.A. Literature, and 3 for A.A. Related Events.

Q: Do volunteers answer telephones located at the Westside Central Office?

A: No. Our answering service forwards calls to volunteers' telephones. We can forward calls to any domestic cell phone or land line.

Q: Does the answering service reveal volunteers' names and phone numbers to hotline callers?

A: No. Volunteers' names and phone numbers are not disclosed by the answering service.

Q: What are the hours of the A.A. Hotline?

A: The answering service is available 24 hours a day. However, not all shifts may be covered, so hotline volunteers may be needed to cover vacant shifts.

Q: What are the requirements for hotline volunteers?

A: Hotline volunteers must have a domestic cell phone or landline to receive calls. Volunteers may have any length of sobriety, however, we suggest that they have a home group, sponsor, and have worked all 12 steps at least once. Some familiarity of the 12 Traditions (particularly Traditions 3, 5, 6, 10, and 12) is helpful too.

Q: How long does a hotline shift last?

A: We schedule shifts on the hour. An A.A. member may volunteer for as many hours on any day(s) that they want.

Q: Where do I find a list of vacant hotline shifts?

A: The A.A. Hotline Schedule is available on the Westside Central Office website (www.westsidecentraloffice.com ; click on the A.A. Hotline link under the Service menu tab). The direct link to the schedule is westsidecentraloffice.com/service/a-a-hotline/ . Once you visit the web page, you will see a list of covered hotline shifts. Shifts marked *Volunteer* are vacant shifts. You may volunteer for one or more hours that fall under the time frame labeled *Volunteer*.

Q: The only day and time I am available to volunteer is currently covered by someone else. May I still volunteer?

A: Yes. We are always looking for *Shift Alternates*. As a Shift Alternate, you will be added to the hotline schedule. However, you will only receive a call when the primary volunteer is unable to answer the call. This may occur if the primary volunteer is on the phone with another caller, so Shift Alternates are certainly needed on the hotline.

Q: How do I sign up for a shift on the A.A. Hotline?

A: You can sign up with our online volunteer form located on the A.A. Hotline web page (www.westsidecentraloffice.com ; click on the A.A. Hotline link under the Service menu tab). The direct link to the sign up form is westsidecentraloffice.com/service/a-a-hotline/.

Q: I am unable to cover one of my hotline shifts, what do I do?

A: Please inform the hotline chair when you are unable to cover a shift. You may email the chair at hotlinechair@westsidecentraloffice.com .

Q: I am no longer available to volunteer for the hotline, what do I do?

A: Please ask the hotline chair to remove your shift assignment(s) from the hotline schedule. You may email the chair at hotlinechair@westsidecentraloffice.com .

Q: Is there any training material available for Hotline Volunteers?

A: Yes. We will email you *Hotline Guidelines* after we assign you a hotline shift.