

## Telephone Answering Service Guidelines

## Windsor District 16

**I. Primary Aim**

The purpose of the T.A.S. is to help suffering alcoholics find their way into A.A. The service shall operate a 24-hour response line connecting alcoholics with responsible members of the District 16 Twelfth Step List.

**II. Group Responsibilities**

1. The A.A. Group is responsible for finding individuals to answer phones and to do Twelfth Step calls. Names of responsible members should be passed to the T.A.S. Coordinator.
2. As part of the yearly requested contribution to District 16, the groups will be supporting the operation of the T.A.S.

**III. The Role of the T.A.S. Coordinator**

3. The T.A.S. Coordinator should have a minimum two years of sobriety. The Coordinator should have a working knowledge of the Twelve Traditions, the A.A. service structure, and the operation of the T.A.S., preferably having served at least one year on the T.A.S. Committee.
4. The T.A.S. Coordinator needs to have access to a computer or a smartphone/mobile technology in order to operate the Grasshopper system.
5. The T.A.S. Coordinator should select an Alternate Coordinator, or ask the T.A.S. Committee to elect one.
6. The T.A.S. Coordinator will select members to serve on the T.A.S. Committee. The Coordinator will regularly ask the groups for names of members who are willing to serve on the Committee (as per **Group Responsibilities**)
7. The T.A.S. Coordinator is responsible for determining sobriety eligibility requirements, training of new T.A.S. members, coordinating the T.A.S. schedule, and conducting regular meetings of the T.A.S. Committee. The Coordinator may from time to time set up internal committees to respond to identified needs of the T.A.S.
8. The T.A.S. Coordinator will arrange to have meetings on quarterly basis or as needed. Updated T.A.S. phone schedules, Twelfth Step Lists and Meeting Lists will be distributed, and problems identified by the Coordinator and the Committee as they affect the T.A.S. will be discussed.
9. The T.A.S. Coordinator is the liaison with the phone service carrier (currently Grasshopper). The Coordinator will ensure the service carrier is meeting the needs of the District, and that A.A. Traditions and concepts are adhered to.

10. The T.A.S. Coordinator will submit a monthly report of current T.A.S. activity at the monthly District 16 meeting.
11. The T.A.S. Coordinator will ensure that the T.A.S. Committee elects a nominee for incoming T.A.S. Coordinator. This election will take place at the T.A.S. Committee meeting prior to the District 16 bi-annual sub-committee elections. The elected individual's name will be put forward as a nominee for T.A.S. Coordinator at the District. The term of the T.A.S. Coordinator is two years, beginning Jan. 1 following District 16 elections.

#### **IV. The Role of the Alternate Coordinator**

1. The Alternate should learn the job of the Coordinator.
2. The Alternate should be prepared to take over as Coordinator, if the Coordinator for some reason cannot continue in the position.
3. The Alternate will assist the Coordinator in running the T.A.S., and will take on responsibilities as designated by the Coordinator.

#### **V. Answering the Phones for A.A.**

1. Those who undertake the job of answering the phones should have at least six months of sobriety.
2. Answering the phones for A. A. means that you are willing to abide by all T.A.S. Guidelines.
3. This job involves answering a call from a suffering alcoholic and then arranging for a member from the Twelfth Step List to contact them, if requested. The time and location of A.A. meetings are also provided, as well as other frequently requested phone numbers, as supplied by the T.A.S. Coordinator.
4. If you cannot answer the phone when you agreed to be available, inform the TAS Coordinator or Alternate Coordinator so they have ample time to make other arrangements.
5. The T.A.S. does not take the place of meetings and our phone line is not for conversation.
6. Members should try to keep the phones free for those who need our help. Members in District 16 should avoid using the T.A.S. service to find out when A. A. events are taking place. Printed meeting lists and [www.windsoraa.org](http://www.windsoraa.org) are alternative resources.

7. Those answering the phones are not sponsors and should not spend too much time trying to convince someone to come to our fellowship.

## **VI. Twelfth Step Calls**

1. Groups should arrange to provide the T.A.S. Coordinator with the names of individuals who have a minimum of one year of sobriety and are willing to do Twelfth Step calls.
2. Persons going on Twelfth Step calls should be accompanied by another A.A. member