

UNITY, SERVICE AND RECOVERY



WHAT IS A TELEPHONE VOLUNTER ?

Calls are received on our London phone helpline number (0207 407 0700) or the free national number (0800 9177 650). The Volunteer talks to the caller and reassures him/her that they have done the right thing. The volunteer takes a few details and then contacts a Responder who lives in the same area as the caller.

WHAT IS A TELEPHONE RESPONDER ?

Telephone Responder typically operates the phones once a week from home with a choice of morning, afternoon or evening shift*. The Responder takes a few details given to him by the phone volunteer and then contacts a 12th Stepper of the same sex as the caller and who lives in the same area.

*(4 hours shift)

WHAT IS A 12TH STEPPER ?

The 12th Stepper takes a note of the details and then makes contact with the caller and offers to visit them at their home (accompanied by another member in hospital or homeless hostels, with a view to taking them to a meeting). The 12th stepper helps the newcomer to feel welcomed into AA by the group and the group then takes over.

* See our Hints & Suggestions 12 steps card.

WHY DO WE NEED YOUR HELP ?

AA's telephone helpline is manned by volunteers from early morning until late evening (day shift), 7 days a week, 365 days a year. We have volunteers who cover one shift a week or maybe only one shift a month. You are all welcome!

"When anyone, anywhere, reaches out, for help, I want the hand of AA always to be there, and for that : I am responsible". Bill W.

DO I NEED TRAINING ?

If you have one year's continuous sobriety members of AA and are interested in passing the message please get in touch.

Yes, full training will be provided so that you can familiarise yourself with the types of calls you can expect to receive and how to respond to them. You will also be taught how AA's telephone helpline works. You will be introduced to a great team of volunteers who meet on a regular basis.

DO YOU NEED MORE INFORMATION OR WOULD YOU LIKE TO JOIN US?

Call 0207 407 0700 from your landline or mobile phone and ask the Responder for details of how to contact Your local Telephone Liaison Officer.

Or come along on the First Monday of the month Telephone Training Workshop at 7.30 at the Southern Service Office

1 Raven Wharf
14 Lafone Street
(entrance on Queen Elizabeth St at junction)
London SE1 2LR
☎ : 0207 407 0700

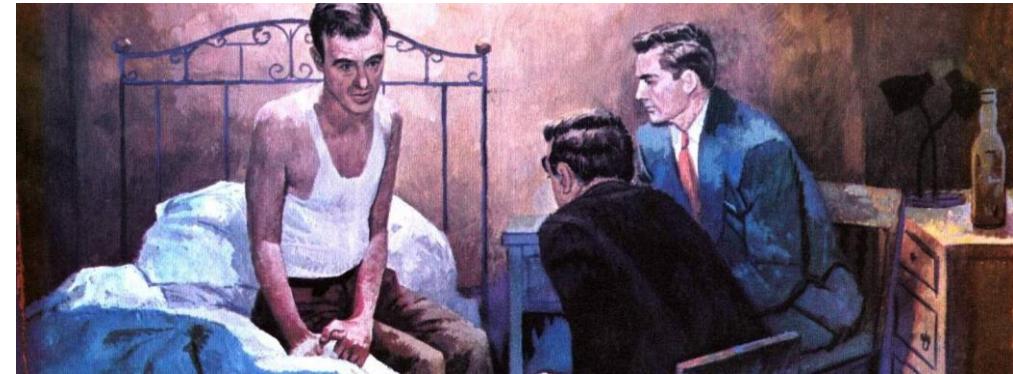


SOUTHERN SERVICE OFFICE BULLETIN

Our primary purpose is to stay sober, and help other alcoholics achieve sobriety



July 2018 Phone Volunteers, Responders, 12 Steppers Issue No. 7



**DO YOU CARRY A SMILE OF GRATITUDE
WITHIN YOUR VOICE?**

Then the phone Service in London needs you!

**DO YOU WANT TO TAKE THE CALL
WHICH COULD SAVE A SUFFERING
ALCOHOLIC'S LIFE?**

**DO YOU WANT TO PROVIDE THE
ESSENTIAL LINK BETWEEN A
NEWCOMER AND OUR FELLOWSHIP?
LOOKING FOR AA SERVICE AT A TIME OR
PLACE WHICH IS CONVENIENT
TO YOU?**

We urgently need telephone volunteers, responders and 12 steppers to handle calls from suffering alcoholics and their loved ones.

If you can spare a 4 hours each week or even each month.

Call 0207 407 9217 and get in touch!

1 Raven Wharf, 14 Lafone Street, London SE1 2LR
0207 4079217 sso@btconnect.com



"SLENDER THREADS..."

One of those "slender threads" of which we speak is the phone call made by Bill Wilson in the Mayflower Hotel; the telephone service of Alcoholics Anonymous is today a legacy of that call. London's telephone service operates from 10 am -10pm 365 days a year. All volunteers have experienced times when we have taken no calls; it matters not. What does matter is we are providing a vital resource to the alcoholic looking for some hope and a solution. We must never forget the hopelessness each of us has experienced prior to finding the solution in A.A.

If it had not been for the friendly voice and the encouragement I received when some years ago I called the helpline, doubtless I would have found myself volunteering for more misery, more chaos and ultimately a lonely death. This was my own "slender thread".

Our telephone service is often the first contact an alcoholic has with Alcoholics Anonymous. We must ensure that first contact is a positive one. When answering the phone we might employ a device used by radio

broadcasters - SMILE. That smile would inform our words. We need to offer encouragement and be compassionate but we need to keep the exchange brief. We need to be painstaking about any information we are given and ensure the accuracy of the information passed to local responder who will pass it on to a local 12th Steppers should a 12th Step call be indicated. Service is a vital part of my recovery; I did the steps to get sober and to remain that way, and stay sober to be of maximum service to others. It was announced earlier this year at our Region only 8% of our fellowship do service. If you are one of the 92% might I graciously suggest you are cheating yourself, depriving yourself of the great joys of service. There are, of course, the concomitant difficulties and frustrations of working with we alcoholics. Someone once opined trying to organise alcoholics is akin to trying to herd wild cats, but any challenges I have encountered have proved to be opportunities for yet more personal growth for this 'work in progress'. The 12th Step programme offers the possibility of infinite spiritual growth. have afforded many opportunities for

personal growth. Our telephone service is run for the benefit of the alcoholic who still suffers and not for the convenience of we who facilitate it. The Pledge is clear; I have yet to find an adjunct to the Pledge which says, "except, of course, when it's inconvenient to "ME". Furthermore, as an ego driven individualist the telephone service is a splendid service for me since most of the work I do is behind the scenes and, by definition, low profile. The telephone service is a conduit between the alcoholic who still suffers and the Fellowship and to provide any information when sought. Should you feel Home Responding for the telephone service might be for you, I would suggest you contact the administrator of the southern service office 0207 407 9217. You will be sponsored into the role and given all the help and support you might require.

It is an enormous privilege and it is fun.



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SATISTICS FOR MAY 2018

Total calls received : **2230**

Suffering Alcoholics:**773**

Sober Alcoholics : **695**

Family & Friends:**168**

Professional :**83**

Numbers of 12 step made : **198**

My dear friends,

Recently an A.A. member sent me an unusual greeting which I would like to extend to you. He told me it was an ancient Arabian salutation. Perhaps we have no Arabian groups, but it still seems a fitting expression of how I feel for each of you. It says, "I salute you and thank you for your life." My thoughts are much occupied these days with gratitude to our Fellowship and for the myriad blessings bestowed upon us by God's Grace. If I were asked which of these blessings I felt was most responsible for our growth as a fellowship and most vital to our continuity, I would say, the "Concept of Anonymity." Anonymity has two attributes essential to our individual and collective survival; the spiritual and the practical. On the spiritual level, anonymity demands the greatest discipline of which we are capable; on the practical level, anonymity has brought protection for the newcomer, respect and support of the world outside, and security from those of us who would use A.A. for sick and selfish purposes. A.A. must and will continue to change with the passing years. We cannot, nor should we, turn back the clock. However, I deeply believe that the principle of anonymity must remain our primary and enduring safeguard. As long as we accept our sobriety in our traditional spirit of anonymity we will continue to receive God's Grace.

And so—once more, I salute you in that spirit and again I thank you for your lives. May God bless us all now, and forever.
BILL. W