

Online Response Team

Are you going nuts finding time to do service? Well being part of the ORT could be the answer!



We use a system called Squirrel Mail - hence the picture!

Could **you** be a member of the team that answers AA's email enquires?

The online email answering service for AA GB needs new people. Are **you** up to the challenge?

Working for the Online Response team is probably one of the most rewarding kinds of service possible. Unlike telephone service you have time to consider your response, do a little research if you need to, even seek advice.

The kind of questions and queries you are required to answer are many and varied, from the desperate alcoholics seeking first contact to the businessman or holiday-maker flying in to the UK and looking for a nearby meeting. We get enquires from medical, religious and business people wanting to know where to get information, or just friends of suffering alcoholics who don't know how to help.

What do we need?

- dedication to the service and the people we are trying to help. This means being prepared to give a few hours each week to the Online Response Service (ORS). We operate a shift system, which means you would log on to the site and respond to the mail for your allocated shift. Help is at hand in the form of your Co-ordinator (or other Online responders) - you are never alone!
- two years continuous sobriety and the backing of your local Intergroup; we need to be able to make sure that people are qualified.
- access to and the ability to use a computer during your shift.

We try to accommodate responders' needs as regards shifts - some responders may do two hours and others do half a day or more. If your availability is limited you may have to wait until a suitable shift becomes available, but you would still be able to go on the list for holiday/sick leave. We also have a list of responders for when the unexpected happens and you cannot make your shift: all you have to do is let your Co-ordinator know.

With the increase in the use of mobile phones and computers the need for this service has grown rapidly and this trend shows no sign of stopping. Extra responders are needed to meet this growing demand.

Can you give the commitment that this service needs? If so contact ORT Admin via the following email:

ORTadmin@alcoholics-anonymous.org.uk