

CBIA

Helpline Manual



When anyone, anywhere reaches out for help, I want the hand of AA always to be there. And for that I am responsible.

Revised 6/6/2022

Helpline Manual Contents and Important Phone Numbers

- **Helpline Guidelines**
- **Meeting Schedules:**
 - AA – City of Corpus Christi
 - AA – CC Surrounding Area
 - AA – Victoria & Surrounding Area
 - AA – CC Area Zoom Meetings

Current AA Meeting Schedules for these areas are attached to our monthly email newsletter: The Coastal BENDER (which you are receiving or will receive in the near future). The most current schedules can be obtained by selecting “Printable Schedule” on our website at www.cbiaa.org. Please replace older versions so you don't use outdated schedules.

- **12 Step Call Guidelines (for the helpline volunteer)**
- **12 Step Lists:**
 - Corpus Christi
 - CC Surrounding Area
 - Victoria Area

Important Phone Numbers:

- ❖ Coastal Bend Intergroup Association (CBIA) 24 Hour Helpline: 361-992-8911
- ❖ Al-Anon Helpline (local): 361-986-0799
- ❖ Narcotics Anonymous (NA) Helpline (local): 361-992-2113
- ❖ Lower Rio Grand Valley (RGV) Helpline: 888-880-9718
- ❖ Suicide Prevention Hotline: 800-784-2443
- ❖ Cenikor (local D & A treatment / formerly Charlie's Place): 888-236-4567
- ❖ Bayview Hospital (local D & A treatment): 361-986-8200

Helpline Guidelines

The helpline volunteer is an AA member who directly answers the phone when the Intergroup Office is closed. This is a service position of great responsibility as the response & attitude of the volunteer can have a lasting impression. The volunteer may receive calls from AA members, potential newcomers or a family member, or others interested in Alcoholics Anonymous.

Volunteers will be responsible to answer their phones as follows:

- **Mon-Fri (15 hours) 5:00PM to 8:00AM the next day**
- **Sat & Sun (24 hours): 8:00AM to 8:00AM the next day**

General Guidelines:

- ✓ Make sure to have your phone with you at all times.
- ✓ It's a good idea to have supplies available such as pen, paper, this manual, computer, smart phone, etc...
- ✓ Also adhere to the 12 Traditions of Alcoholics Anonymous.
- ✓ Please use good judgment and remember not to give out your personal information to someone you don't know.

What to do when receiving a call:

1. Good way to answer the phone: **"AA of the Coastal Bend Helpline; how can I help you?"**
2. Be willing to spend no more than 5 minutes talking to a caller and directing him/her to an AA meeting. Using the cbiaa.org website to find current meetings is the best resource, as meeting info can change often. You can also give this website address to the caller with internet access.
3. Be willing to answer some questions, but if there is a question you don't have an answer to, encourage the caller to call the office during normal business hours, **Mon-Fri, 8:30-11:30AM (Terry/AOM) and 2:00-5:00PM (Rita/OM).**
4. If the caller needs to speak in depth, or have someone visit in person or to take him/her to a meeting, that volunteer is not you, unless you're on the **12 Step List** & of the same gender! That is a 12 Step Call for someone else to handle, so refer to the attached **12 Step Call Guidelines**.

12 Step Call Guidelines

(for the Helpline Volunteer)

1. Often the caller will be seeking help for someone else. If that is the case, explain that it would be better for the Person Needing Help (PNH) to speak to you and/or the 12 Step Contact.
2. Request the following info from the caller:
 - a. The first name, phone # & area (CC, Victoria, Beeville) of the caller/person needing help (PNH).
 - b. The gender of the PNH if other than the caller.
 - c. Has the caller/PNH ever been to an AA Meeting?
 - d. Has the caller/PNH been drinking? If not, when was the last drink?
 - e. Any other pertinent info offered by the caller.
3. **Before hanging up**, explain to the caller that all information is confidential and that you will have an AA member call within 20 minutes or less.
4. **After hanging up**, refer to one of the 3 attached 12 Step Lists according to the area of the person needing help.
5. **You will call** any of the people on the 12 Step List according to area, gender & time allotted (most are 24/7). Sometimes you might need to call several. Give the person you're able to contact the info you have for the person needing help.
6. **Never give out phone numbers of those on the 12 Step Lists, or of any other AA member of the fellowship, to a caller without permission!**
7. **Follow up** with the caller to ensure he/she was contacted.
8. **Please notify the office** of any 12 Step Call referrals as we keep a record of those calls. Please provide us with the following info:
 - a. The first name & city/town of the caller/PNH. (Ex: Rita in CC 😊)
 - b. The 12 Step Volunteer you contacted & area. (Ex: Terry in Taft 😊)

You can provide this info to us in any of the following ways:

- **Email** to cbia@grandecom.net
- **Text** Rita at (361)946-6067 or Terry at (832)349-4919.
- **Call** the office at (361)992-8911 during business hours ASAP.