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# ANSWERING SERVICE GUIDLINES

**Volunteer only if you have been in Al-Anon at least one year.**

**The Answering Service will call your phone and let you know when a message has been left. You can respond anytime within 48 hours. There is no more calling in daily to see if someone called**.

**The number to call is 518-533-2400**. When prompted, enter the voice mailbox number which is **0577** and then **press \*.** Then enter the pass code which is **0577,** then **press\***.

**The minimum service is one month** - the number of calls can vary but the average is 10 per month. We need 12 AFG members only. If you have questions please call Answering Service Coordinator @ 518-621-6548. THANK YOU!

The recording will tell you how many total messages there are and will then give them to you one at a time. Be sure you’ve written down the information correctly before you delete each message. *Helpful Prompts to use when retrieving messages from the answering service:*

Press Action

1 Repeat last 6 seconds

2 Fast forward 6 seconds

3 Delete message

4 Repeat from beginning

5 Keep (Save)

6 Next message

9 Return to previous message

0 Pauses playback

# Provides calling party's Caller ID (Use this option ONLY if the caller is requesting a call back but did not leave their phone number in the message

If you experience problems, call the Answering Service at 800-234-8279 and our account number is 0577.

**Sue B**. is the ***Capital District Answering Service Coordinator***, her phone number is **518-621-6548** and her email is **suealb7@aol.com**

# WHEN YOU ARE VOLUNTEERING

The ***Capital District*** **Answering Service Coordinator** will give you a supply of the simple packet of material prepackaged in stamped envelopes. Getting the schedule to them is most important. Requests for schedules from an individual should be sent out as soon as possible if you have the address, and their permission.

**The recording states how many messages there are and will then give them to you one at a time**. Make sure you’ve written down the information correctly before you it. DELETE each message after you're satisfied that you have the correct information*. Press1 to repeat last 6 seconds or 4 to Repeat from beginning,*

Some individuals will simply leave their name and number. Return these calls as soon as possible. If the phone is answered by someone other than the person who called, their anonymity, and possibly their difficult living circumstances, should be respected. It is suggested that you say “I’m returning \_\_\_\_\_\_’s call to the answering service.”

If you are a male volunteer responding to a call from a woman, consider asking an Al-Anon woman to return \_\_\_\_\_\_\_\_’s call to the Answering Service.”

When the call has been answered please dispose of the information to protect their anonymity.

Let them know the most current schedule is online on our website. The address is: <https://www.al-anon-8ny.org/online-meeting-schedule>

Request for literature for individuals: Let them know that most groups have literature for purchase and so can get what they want from most groups. They can also order online at WSO Online Store: <https://ecomm.al-anon.org/>

Requests for schedules and literature from institutions, agencies, schools, treatment centers: Directed these to the Institutions Coordinator, TBD Her/His contact info: TBD

The Al-Anon approved guidelines are meant to help you answer your calls effectively.

# DO NOT GIVE ADVICE

**We are not a counseling service**. Stress that Al-Anon is for you if someone else’s drinking is bothering you. Be a sympathetic, understanding listener up to a point, but then urge them to go to a meeting. Give meeting times and places in the area. Offer to send them a schedule or suggest that they can pick up this information at a meeting or on our website. **If they are in a dangerous situation TELL THEM TO CALL 911.**

**Anonymous Call Rejection Service**

Anonymous Call Rejection (ARC) is a landline calling feature that screens out calls from callers who have blocked their caller ID information. \*77 enables you to block all incoming calls labeled Anonymous, Private or Blocked for as long as you want.