

Thank you for your interest in learning more about the volunteer opportunities answering telephone calls on behalf of Fort Worth Al-Anon.

Calls will come from a telephone routing system to the number you provided when you volunteered. The phone system keeps numbers private, and callers will not see volunteers' numbers.

The primary goal is to get the caller to a meeting. Volunteers will listen to the caller to find out what city they live in to provide meeting information.

To do this, volunteers will need to have meeting information readily available. Use whatever works best to either have a printed list or the website bookmarked to quickly access meeting details. If keeping a printed list is preferred, be sure to keep it updated with the latest information from the website.

Once a meeting time and place is provided, then phone volunteers can simply offer their experience, strength and hope to the caller if volunteers feel led to do so. And of course, always be compassionate and empathetic.

Link to Meetings List: <http://texas-al-anon.org/ftworth/meetings/>

It is possible that a person seeking AA may call the Al-Anon number in which case volunteers can provide the following information:

<https://www.aa.org/>

Alcoholics Anonymous website

<https://www.fortworthaa.org/>

Fort Worth AA Central Office 817-332-3533
or (800) 396-1602

Below is a chart of the three phone cycles which are changed on the last day of each month. Volunteers receive a reminder email when coming on cycle.

Phone Cycle	Months
Cycle 1	January, April, July, October
Cycle 2	February, May, August, November
Cycle 3	March, June, September, December

The hours that volunteers would potentially receive calls are in three shifts: 8am-1pm, 1pm-6pm and 6pm-11pm. Phone volunteers select a day and time and then are assigned to a cycle.

For example, a shift might be Mondays 8am-1pm for cycle 3 and volunteers would receive calls during the months of March, June, September and December on Mondays between 8am-1pm.

Volunteers will have support through our Telephone Coordinator who coordinates the volunteers and phone routing system.

We would love to have you join the team of phone volunteers.

Shannon J.

FWAIS Telephone Coordinator

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