UKG10

Guidelines

The Shared Experience of Al-Anon Members

Group Telephone Contact

These guidelines are intended to share the experience of Al-Anon members in organising Group Contact cover.

Suitability

In choosing the suitability of Group Telephone Contacts, members of the Group should consider the following points:

- Do they attend the Group frequently?
- Do they have an Al-Anon programme to share?
- Privacy – do they have a place to take a call?
- Availability – daytime, evenings, weekends, etc.
- Are they still living with active alcoholism?

Things the Contact needs to understand

- The contact's number WILL be given to individuals who contact Al-Anon Family Groups seeking a Group.
- GSO may use the contact's number to communicate with the Group.
- The contact's number WILL NOT appear on the website.
- Although trained Helpline operators deal with distressed calls some of these callers may still be distressed when calling the contact and may call at any time. Helpline operators do request that the distressed caller uses consideration.
- The contact is required to answer calls and/or texts from unidentified numbers.
- It is not advisable to phone a potential member at the request of someone else. The contact's phone call may be answered by the alcoholic. Ask the caller to give your number to the potential member. (In principle, GSO does not give out contact numbers to third party callers.)
- The contact must not discuss personal details of calls in their Group.

Group Responsibility

- Experience shows that a Group needs two telephone contacts. The telephone numbers provided can be landline, mobile or both.
- The contacts of a Group need to keep in touch with each other to ensure continuous cover in case of illness, holidays or emergencies, otherwise a Group could find it has no contacts at all for weeks on end.

Area / District Responsibility

- Districts and Areas may offer workshops for members to share experience of the Group Telephone Contact role.

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