

Are you interested in being a first contact when people reach out to Al-Anon?  
Could you spare a few hours a week to man the Al-Anon helpline from your home?

## What is the helpline for?

It is an information service not an advice line. We give out up to date meeting information to first time callers and existing members; All other calls are referred to the office. We provide a kind and gentle introduction to the fellowship. We provide a clear and communicable understanding of Al-Anon.

## How it operates?

The service runs from 10:00 am to 10:00 pm 7 days a week, 365 days a year and uses the official (01) 873 2699 number. Some weekday morning calls are still answered from the office but most calls are and answered by volunteers in their own homes. Call answering is done in 4 hours slots and at any time there are two volunteers scheduled to cover calls.

## Who can be a volunteer?

Any member who has been attending Al-Anon meetings for at least two years, and continues to attend regularly, and is not also a member of AA can become a phone volunteer.

## What commitment is involved?

Volunteers are asked to be available for 4 hours, one day a week, to take calls from their phone. Training is provided annually to give guidance to volunteers and review the service. For times when volunteers are not available for their regular slot, the helpline coordinator can be contacted to take them off the roster. The 2018 training sessions will be in January / February 2018 in Cork, Claremorris and Dublin. Your preferred date and location can be confirmed on the registration form on the reverse side. All travel costs will be covered.

## What sort of phone service do I need?

No alterations to volunteers' phones are required. It is expected that the volunteer will have a reliable phone service. While we mostly direct calls to volunteers' mobile phones, to provide the best quality service to callers we ask volunteers who can to use a fixed landline. During the scheduled time slot, calls to the Helpline number 01 873 26 99 will be seamlessly directed to the designated volunteers phone line. Any volunteer can stop the redirection at short notice through the helpline coordinator if they wish. During the redirection period your phone should not be used to take personal calls.

## How many calls will I have to answer?

Call volumes will vary depending on the day of the week and time of the day but will always be manageable. It is envisaged that at any time there will always be at least two volunteers on call. Should one volunteer be temporarily unavailable or busy taking a helpline call, the second volunteer will be available to take the call. Calls not answered by either volunteer are redirected to a messaging service managed by the office.

## Will the service cost me anything?

The cost of redirecting calls to volunteer's phones will be paid for by the Al-Anon Information Service. Volunteers will not be required to make any outgoing calls at their own expense. Callers that need to contact the office directly will be given an alternative number to contact. If callers require information packs or have other unusual requests, they will be handled directly by the office.

## How do I volunteer?

Fill in the application form on the back of this invitation and return it by post to the Al-Anon Information Service, 5 Capel Street, Dublin 1 or by email to [helpline@alanon.ie](mailto:helpline@alanon.ie) by **Saturday December 15h 2018**. Copies of the form can be downloaded from the members page on the website [www.alanon.ie](http://www.alanon.ie) or obtained by ringing the office on 01-8783624

**PERSONAL DETAILS**

**Helpline Volunteer Form 2019**

Name	
Address	
Home AL-Anon Group	
Years of membership	
Home Telephone	
Mobile Telephone	
E-mail	

*All information provided here will be held in confidence and will only be used for operating the helpline service.*

**TRAINING WORKSHOP**

Please indicate your preferred training date

Workshops will run from 11am to 3:30 pm. Exact locations will be confirmed

	Sat. Jan 12th 2019 Cork		Sat. Jan 26th 2019 Claremorris		Sat. Feb 9th 2019 Limerick
	Sat. Jan 12th 2019 Dublin		Sat. Jan 26th 2019 Dublin		Sat. Feb 9th 2019 Dublin

**VOLUNTEERING AVAILABILITY**

Available Times [Please write "1" for most preferred and 2,3,4 etc,for less preferred times].  
 You will only be asked to volunteer one session per week, but it might not be possible to give everyone his or her first preference, which is why we are asking for alternative possible times. Please use the comments box if you wish to provide additional information

Day	Time	10:00-14:00	14:00-18:00	18:00-22:00
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				
Comment				

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