



Handling Diverter Calls

When Someone Calls

1. Get the caller's first name if the caller is willing to give it to you.
2. Get the caller's telephone number if the caller will give it to you.
3. Tell the caller that you will call them back or that you will have someone else call them back.
4. Go to the 12th Step List in the Diverter Kit and call a member who will talk to the caller or who will go to see the caller. Please note that two members of the same gender normally go together on a 12-Step call.
5. **PLEASE NOTE THAT WE DO NOT GIVE OUT PHONE NUMBERS OTHER THAN THOSE ON THE *RELATED FACILITIES AND OUTSIDE ENTERPRISES* LIST.**

If You Need Help with a Problem

If you encounter a problem that you believe is beyond your experience, we encourage you to call other people you know and ask them how they would handle the problem. Most people do not mind answering a question, even in the early morning hours. Below are suggestions for common problems which could arise.

How to Handle the "Talker"

A person may feel lonely and want to talk. This is alright as long as your conversation is directed toward getting the caller to a meeting or detox. If talking is the only thing the caller wants to do, politely end the conversation so you can keep the A.A. hotline open.

How to Handle the Abusive Person

Sometimes people will call who are angry with A.A., with or without reason. If the person is impolite or abusive, please try to remain polite yourself. Remember that alcoholics are often spiritually, morally, emotionally, and physically nearly bankrupt. If you refer the call to someone else, please be sure to let that person know the caller has been verbally abusive.

How to Handle the Drinker

Many of the people who call A.A. will still be drinking. These people are potential A.A. members. Get the caller's name and telephone number and try to get someone to call them.

Refer to A.A. Literature for Assistance

If you do not know what to say to a caller, remember what is in our literature, particularly what the *Big Book* says and the *Twelve Steps and Twelve Traditions*. Our Preamble and certain other conference-approved pamphlets can also help when you are talking to a caller.

Information on Alcoholics Anonymous

For Anyone New Coming to A.A. For Anyone Referring People to A.A.

This information is both for people who may have a drinking problem and for those in contact with people who have, or are suspected of having, a problem. Most of the information is available in more detail in literature published by A.A. World Services, Inc. This sheet tells what to expect from Alcoholics Anonymous. It describes what A.A. is, what A.A. does, and what A.A. does *not* do.

What Is A.A.?

Alcoholics Anonymous is an international fellowship of men and women who have had a drinking problem. It is nonprofessional, self-supporting, multiracial, apolitical, and available almost everywhere. There are no age or education requirements. Membership is open to anyone who wants to do something about his or her drinking problem.

Singleness of Purpose and Problems Other Than Alcohol

Some professionals refer to alcoholism and drug addiction as “substance abuse” or “chemical dependency.” Nonalcoholics are, therefore, sometimes introduced to A.A. and encouraged to attend A.A. meetings. Nonalcoholics may attend open A.A. meetings as observers, but only those with a *drinking* problem may attend closed A.A. meetings.

What Does A.A. Do?

1. A.A. members share their experience with anyone seeking help with a drinking problem; they give person-to-person service or “sponsorship” to the alcoholic coming to A.A. from any source.
2. The A.A. program, set forth in our Twelve Steps, offers the alcoholic a way to develop a satisfying life without alcohol.
3. This program is discussed at A.A. group meetings.
 - a. Open *speaker* meetings — open to alcoholics and nonalcoholics. (Attendance at an open A.A. meeting is the best way to learn what A.A. is, what it does, and what it does not do.) At speaker meetings, A.A. members “tell their stories.” They describe their experiences with alcohol, how they came to A.A., and how their lives have changed as a result of Alcoholics Anonymous.
 - b. Open *discussion* meetings — one member speaks briefly about his or her drinking experience, and then leads a discussion on A.A. recovery or any drinking-related problem anyone brings up. (*Closed meetings are for A.A.s or anyone who may have a drinking problem.*)
 - c. Closed discussion meetings — conducted just as open discussions are, but for alcoholics or prospective A.A.s only.
 - d. Step meetings (usually closed) — discussion of one of the Twelve Steps.
 - e. A.A. members also take meetings into correctional facilities and treatment settings.
 - f. A.A. members may be asked to conduct the informational meetings about A.A. as a part of A.S.A.P. (Alcohol Safety Action Project) and D.W.I. (Driving While Intoxicated) programs. These meetings *about A.A.* are *not* regular A.A. group meetings.

What A.A. Does Not Do

A.A. does not:

1. Furnish initial motivation for alcoholics to recover.
2. Solicit members.
3. Engage in or sponsor research.
4. Keep attendance records or case histories.
5. Join “councils” of social agencies (although A.A. members, groups and service offices frequently cooperate with them).
6. Follow up or try to control its members.
7. Make medical or psychological diagnoses or prognoses.
8. Provide detox or nursing services, hospitalization, drugs, or any medical or psychiatric treatment.
9. Offer religious services or host/sponsor retreats.
10. Engage in education about alcohol.
11. Provide housing, food, clothing, jobs, money, or any other welfare or social services.
12. Provide domestic or vocational counseling.
13. Accept any money for its services, or any contributions from non-A.A. sources.
14. Provide letters of reference to parole boards, lawyers, court officials, social agencies, employers, etc.

Members From Court Programs and Treatment Facilities

In recent years, A.A. groups have welcomed many new members from court programs and treatment settings. Some have come to A.A. voluntarily; others, under a degree of pressure. In our pamphlet “How A.A. Members Cooperate,” the following appears:

We cannot discriminate against any prospective A.A. member, even if he or she comes to us under pressure from a court, an employer, or any other agency.

Although the strength of our program lies in the voluntary nature of membership in A.A., many of us first attended meetings because we were forced to, either by someone else or by inner discomfort. But continual exposure to A.A. educated us to the true nature of the illness.... Who made the referral to A.A. is not what A.A. is interested in. It is the problem drinker who is our concern.... We cannot predict who will recover, nor have we the authority to decide how recovery should be sought by any other alcoholic.

Proof of Attendance at Meetings

Sometimes a referral source asks for proof of attendance at A.A. meetings.

Groups cooperate in different ways. There is no set procedure. The nature and extent of any group’s involvement in this process is entirely up to the individual group.

Some groups, with the consent of the prospective member, have an A.A. member acknowledge attendance on a slip that has been furnished by the referral source. The referred person is responsible for returning the proof of attendance.

This proof of attendance at meetings is *not* part of A.A.’s procedure. Each group is autonomous and has the right to choose whether or not to sign court slips. In some areas the attendees report on themselves, at the request of the referring agency, and thus alleviate breaking A.A. members’ anonymity.

Literature

A.A. Conference-approved literature is available in French and Spanish. For additional copies of this paper, or for a literature catalog please write or call the General Service Office.

AA Grapevine, a monthly international journal — also known as “our meeting in print” — features many interesting stories about recovery from alcoholism written primarily by members of A.A. It is a useful introduction and ongoing link to A.A.’s diverse fellowship and wealth of recovery experience. The Spanish-language magazine La Viña is published bimonthly.

For Grapevine information or to order a subscription to either AA Grapevine or La Viña: (212) 870-3404; fax (212) 870-3301; website: www.aagrapevine.org.

Conclusion

The primary purpose of A.A. is to carry its message of recovery to the alcoholic seeking help. Almost every alcoholism treatment tries to help the alcoholic maintain sobriety. Regardless of the road we follow, we all head for the same destination, recovery of the alcoholic person. Together, we can do what none of us could accomplish alone. We can serve as a source of personal experience and be an ongoing support system for recovering alcoholics.

Alcoholics Anonymous World Services, Inc., Box 459, Grand Central Station,
New York, NY 10163. Tel. (212) 870-3400. www.aa.org



Related Facilities and Outside Enterprises – Page 1 of 2

GENERAL INFORMATION FOR:	
AA World Services, Inc. (www.aa.org Intergroup Order # 112-426)	212.870.3400
SC Area 62 website (for directions to meetings)	www.area62.org
Al-Anon/Alateen Information (local)	803.735.9944
Al-Anon toll-free number	800.356.9996
NA (Narcotics Anonymous)	803.254.6262
OA (Overeaters Anonymous)	803.736.9878
GA (Gamblers Anonymous)	803.896.5555
DETOX AND TREATMENT CENTERS (LOCAL)	
DAODAS (State office for info on inpatient and outpatient facilities)	803.896.5555
LRADAC Richland County inpatient detox (2711 Colonial Dr.)	803.726.9390
LRADAC Lexington County outpatient	803.726.9400
Morris Village (Farrow Rd.)	803.935.7100
Richland Springs Treatment Center	803.434.4800
Three Rivers Behavioral Health	803.796.9911
Palmetto Health Behavioral Care (old Baptist Hospital)	803.296.5454
Veterans Hospital (Garners Ferry Rd.)	803.776.4000 ext. 6556
Moncrief Army Hospital (inpatient treatment on Ft. Jackson)	803.751.2183
Fort Jackson (outpatient treatment for soldiers and their families)	803.751.4324
DETOX CENTERS FOR OTHER COUNTIES	
Bruce Hall (Florence)	800.221.8108
Charleston Center (Charleston County detox)	843.722.0100
York County Detox (Rock Hill)	803.324.0404
Homeview (Greenville detox)	864.239.6323
EMERGENCY SHELTERS (LOCAL)	
Cambridge Houses (men and women)	803.479.6909
His House (men)	803.791.0336 after 5 PM
Oliver Gospel Mission (men)	803.254.6470
Family Shelter (men and/or women with children)	803.771.7040
Hannah House (women and children)	803.771.4357
Sister Care (for abused women)	803.765.9428



Related Facilities and Outside Enterprises – Page 2 of 2

TRANSITIONAL HOMES	
Oxford House (Dutch Square) can also go to Oxfordhouse.org for other info	803.561.0262
Valley House (for women) Dutch Square area	803.807.9134
Providence Home for Men (mostly veterans)	803.779.2927
The Women’s Shelter	803.779.4706
Killingsworth (women)	803.771.6359
EMERGENCY MENTAL HEALTH	
Columbia Area Mental Health	803.898.4800
Lifeline (someone to talk to 24/7)	800.273.8255
Bryan Psychiatric Hospital	803.935.7140
United Way	803.790.4357 or 211
OTHER INTERGROUP OFFICES	
Charleston Tri-County	843.554.2998
Greenville Area Intergroup office (hotline)	864.233.6454
Myrtle Beach Area (Grand Strand)	843.445.7119
Lowcountry Intergroup	888.534.0192
Sumter 24 Hr. Contact Person – Pat (male)	803.968.1647
RECOVERY CLUBS	
ACOA Club, 2015 College St., Columbia	803.799.5416
Club (Sumter)	803.775.1852
Alano Club, 111 Catalina Dr., Greenville	864.268.2240
Alano Club of Myrtle Beach, 910 67th Ave. N., North Myrtle Beach	843.449.4215
Serenity Club, (Rock Hill) 209 Grayson Rd, Rock Hill, SC 29732	803.366.8950
The Step-Up Club, 1714 Old Parsonage Rd., Summerville, SC 29483	843.875.1600