

Volunteer Guidelines

The following guidelines are suggestions for speaking with callers to help get them to a meeting.

Resources:

1. Meeting list
2. Combo book
3. GamAnon Contact Info
4. Local crisis hotline number
5. Contact information for Pressure Relief in your area

Guidelines:

1. The primary job of the volunteer is to get the caller to a meeting – we should not act as counselors.
2. If the caller has access to the Internet, suggest that they get meeting information online. This way, they can be sure to find a meeting that is most accessible. Otherwise, the hotline volunteer can provide meeting information.
3. If the caller needs a ride to the meeting, it is suggested that you do not go alone. Take another GA member with you when picking the caller up for the first time.
4. If Gam-Anon is available in the caller's area, strongly suggest that they attend with their spouse, family member, etc.
5. We are not attorneys – do not give legal advice or suggestions!
6. If the caller is despondent or suicidal, do not attempt to remedy the situation. Tell the caller to call a crisis hotline or suicide prevention hotline.
7. If the caller wants information about GA, use the combo book and your own experience to answer their questions.
8. If the caller feels they need immediate help and cannot wait for a meeting, stress that GA is not affiliated with nor endorses other programs, but that they are available from most areas on the 211 information line.
9. If the caller is expressing concerns over financial pressures, indicate that GA uses a Pressure Relief Meeting to address this issue after the caller has attended GA for a short time.

Connecticut and Western Massachusetts Gamblers Anonymous Hotline Volunteer Signup

Hotline Volunteer Information

First Name and Last Initial: _____

Phone Number for Hotline Calls: _____

Email (optional): _____

GA Home Group (optional): _____

Please enter the times you are willing to take calls:

Monday	From	_____	to	_____
Tuesday	From	_____	to	_____
Wednesday	From	_____	to	_____
Thursday	From	_____	to	_____
Friday	From	_____	to	_____
Saturday	From	_____	to	_____
Sunday	From	_____	to	_____

The system will automatically dial during these times to all volunteers simultaneously. If another volunteer accepts the call, the call will end and you will not be connected to the caller.

When you answer a call from the hotline you will hear:

"Gamblers Anonymous of Connecticut and Western Massachusetts queue call, press "1" to accept or "2" to decline."

You may also elect to enter a security code if other members of your household use the phone number you listed. If you would like to use a security code, please check the box below and make note of your security code. You will be connected immediately after entering "1" or your security code.

Please check this box if you want a security code set up for you.

Your security code will be the last 6 digits of your phone number on this form.

Please return this form to Intergroup or send the information above to:

hcarea17@trusteewebsite.com