

English Area 87 Helpline Committee

Guidelines



This document was prepared in the spirit of **Tradition 9**

**AA, as such, ought never to be organized, but we may create service boards
or committees directly responsible to those they serve...**

revised 17 October 2022

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AA Acronyms for Your Understanding

ASO (Area Service Office)	GSO (General Service Office)
BSR (Bureau Service Régional)	GSB (General Service Board)
DLP (Daily Liaison Person)	A.A.W.S. (Alcoholics Anonymous World Services Inc.)
GSR (General Service Representative)	PI (Public Information)
DCM (District Committee Member)	

Helpline Committee

Overview

The Helpline Committee is one of 14 Area 87 Committees whose primary purpose is to carry the message to the still suffering alcoholic (**Tradition 5**). The Helpline Committee fulfills its primary purpose by ensuring that the 3 phone shifts (9am-1pm, 1-6pm and 6-10 p.m.), are covered 7 days a week year-round by trained phone workers with a minimum of one-year continuous sobriety. The Helpline phone worker office is located at the Area 87 Regional Office (ASO) at 3920 Rachel St. E. in Montreal, Quebec, H1X 1Z3.

Helpline phone numbers are **514 350-3444 / 1-888-424-2975**

Helpline volunteers are trained to:

1. Give information about Alcoholics Anonymous and AA activities.
2. Guide callers through to the Area 87 website resources.
3. Put 12 Step Workers in contact with newcomers when necessary.
4. Suggest other referral numbers to services not provided by AA.

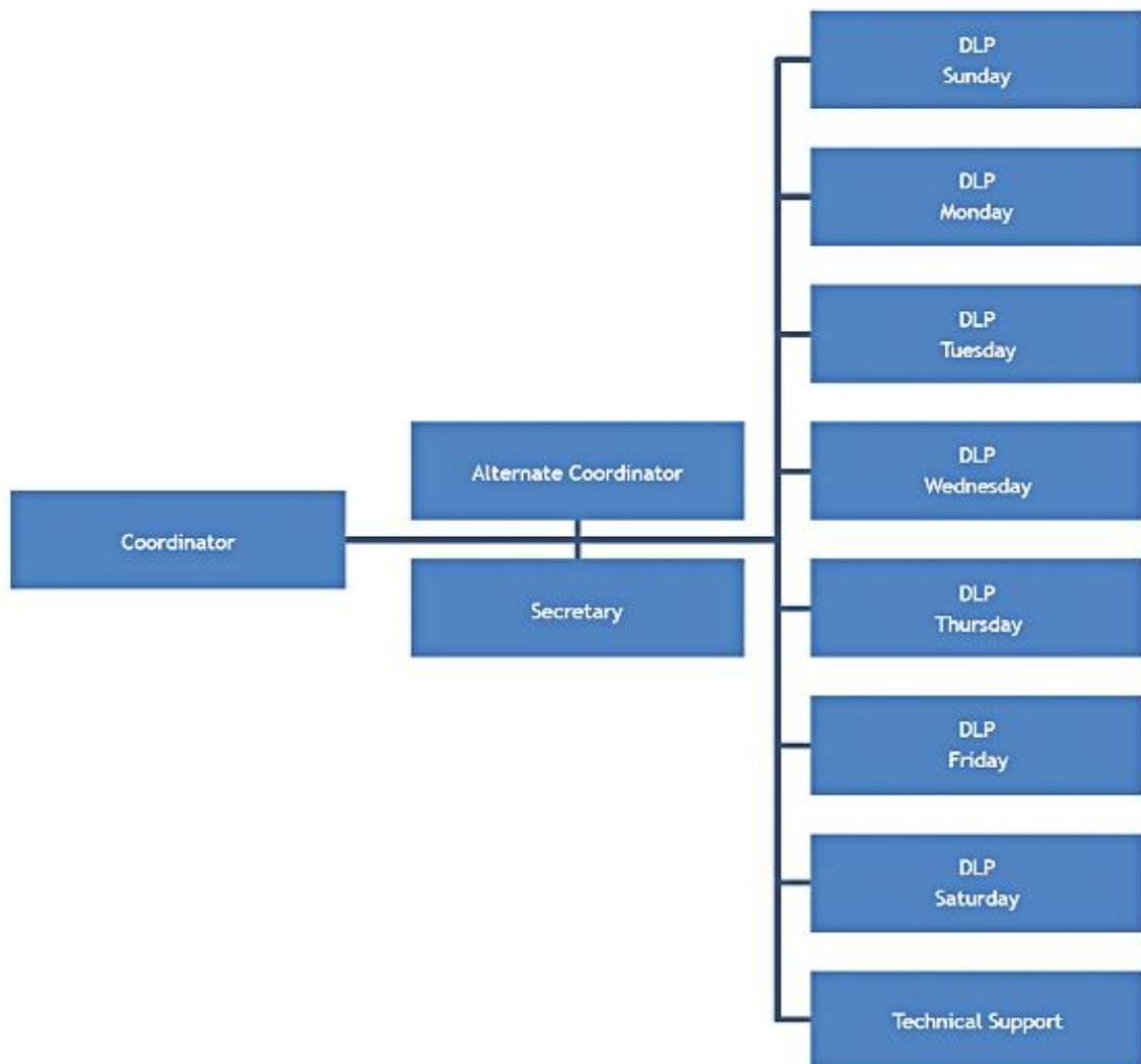
Committee Structure

The Helpline Committee (12 members) is composed of a Coordinator, Alternate Coordinator, Secretary, 7 Daily Liaison Persons (DLP), a paired DCM and a Technical Support person. In addition, a pool of alternate DLPs is maintained and trained for each day of the week.

Committee positions are two-year terms and suggested sobriety requirements are:

Coordinator	4 years	Secretary	1 year
Alternate Coordinator	4 years	DLP	2 years
Technical Support	1 year	Alternate DLP	1 year

Helpline Organization Chart



- 1) Coordinator, alternate Coordinator and Secretary form the Helpline Steering Committee.
- 2) The Helpline Steering Committee, 7 DLPs and Technical Support are the voting members.
- 3) The alternate DLPs are non-voting members.
- 4) Paired DCM has a vote in the committee.

Frequency and Duration of Committee Meetings

The Helpline Committee meets every two months on the virtual platform Zoom from 7 to 9:00 p.m., on a date set by the Coordinator and their Alternate, where DLPs' concerns are discussed. There is no meeting during the months of July and August. The committee is active 365 days per year to ensure that the phone shifts are covered. The Helpline Steering Committee assembles as needed to address any new issues.

Agenda, Committee Minutes and Reporting

The Secretary takes minutes of the business discussed and decisions made at each monthly meeting. At each meeting they provide a copy of the previous committee meeting minutes for approval by the committee members.

Ahead of the monthly Committee Meeting, the Helpline Committee Coordinator prepares an Agenda with the help of the Secretary, as well as a monthly Area Coordinator report which is also approved by the committee and emailed to the Area Secretary secretaire@aa87.org.

All documents should be sent to the area archives once approved at the committee meeting to keep a record of the Helpline Committee's history.

The Helpline Committee Coordinator also attends the 4 Area Coordinators' meetings and provides updates to the Area Secretary secretaire-adj@aa87.org.

Chairing the Meeting

The coordinator is the Chairperson and ensures the meetings proceed according to the approved agenda and that each member has an opportunity to express their opinion.

Visitors at the Committee Meeting

Visitors are welcome but do not have a voice until the end of the meeting nor a vote.

Quorum and Voting Policy

There are 12 possible voting members on the Helpline Committee: Coordinator, Alternate Coordinator, Technical Support, Secretary, 7 DLPs and paired DCM. At

the beginning of a committee meeting the Coordinator determines if a quorum representing 2/3 of voting members are present. Two-thirds of the committee voting members must be present to make motions and/or vote. A minimum of 3 members must be present in order to conduct the monthly meeting.

Generally, the committee makes decisions after discussion and the voting members reach consensus. Guests are welcome to attend the Committee meetings.

Motions may be presented and seconded by voting members. Voting on a motion is carried out by a show of hands unless a secret ballot is requested. For a motion to be adopted there must be a 2/3 majority of voting members present in favor of it.

After a motion has been carried, the **minority** is asked to speak as outlined in Concept 5 regarding the **right of appeal**. If the motion receives a majority vote but fails to pass for lack of a two-thirds vote, the minority may speak. The expression of the minority opinion protects against an ill-informed majority.

A committee member who has voted with the majority and who, having heard the minority, wishes to change their vote, can request a revote. A **revote** motion requires a simple majority of voting members in order to be carried. This results in a new and complete discussion on the matter before a new motion and vote.

A simplified version of Robert's Rules can be useful.

Abstentions are discouraged when voting on motions. However, should they occur they are not considered in the total vote for obtaining a 2/3 majority.

Office keys

The Committee Coordinator is provided during their term an Area 87 service office building key as well as a key to the photocopy room. They will have the use of a password which will keep track of the paper used by the committee. The coordinator maintains a record of committee members and/or regular phone workers who are issued keys especially for the 9 to 1 p.m. Sunday shifts.

Financial Budget

The Committee Coordinator is responsible for submitting an annual Helpline Committee financial budget to the Area 87 treasurer. They should attend the August Coordinators meeting by the Alternate Area Chairperson where they will be supplied with all the necessary information and documents needed to do so.

The Helpline budget, which is separate since 2009 from the *Comité de l'aide téléphonique* budget, includes the Unite site and answering service the committee uses throughout the year.

Expenses for the committee include its virtual zoom meeting, phone rentals, coffee, office supplies, workshop snacks and phone worker holiday expenses to show appreciation.

Committee members are encouraged to fill out expenses such as a mileage expense to do work with a newcomer and bus fare receipts not later than every three months. Helpline phone workers are entitled to be reimbursed for travel to the ASO office. The form should be made available and given to the Coordinator for approval who in turn will forward it to the Area Office area@aa87.org.

The Helpline Committee should be written at the top of the form as to keep track of which committee budget it belongs to.

The annual budget also provides for the Coordinator's and /or Alternate Coordinator's travel expenses to the annual Forum or CERAASA, Provincial Assembly hotel fees and meals such as \$15 for breakfast, \$20 for lunch and \$20 for supper. Receipts need to be submitted with a filled budget form. (Area 87 policy)

If the distance is further then 200 kilometers a receipt for a filled tank of gas will be reimbursed.

The details of the budget are reviewed each year in accordance to anticipated expenses and/or coming events and subject to approval by the Area Steering Committee.

Helpline Committee member's responsibilities

Coordinator: 4 years sobriety/2-year term

(Beginning on the first of January of the even year following their election and ending on the thirty-first of December of the following odd year).

- 1) Coordinates all activities related to the mandate of the committee as outlined in the Helpline Committee Guidelines.
- 2) Recruit's members for the positions of Alt. Coordinator, Technical Support, Secretary, DLPs and Alternates for committee approval.
- 3) Prepares the annual budget with input and cooperation from committee members to submit their budget and monitors committee's expenses.
- 4) Chairs committee meetings using the virtual Zoom platform from 7:00 to 9:00 p.m.
- 5) Prepares with the help of the Secretary the monthly committee agenda and monthly coordinator area report and sends it to the Area 87 secretaire@aa87.org
- 6) Liaises with the DLPs and their Alternates to ensure the Helpline Workers shifts are being covered.
- 7) Prepares monthly statistics of phone calls received by phone workers from the Unite site.
- 8) Attends Area 87 Committee Coordinators' meetings 4x a year as scheduled by the Alternate Chairperson from the Area 87 Steering Committee to give updates to other area Coordinators concerning the Helpline Committee. Sends their most recent Area Coordinator's report to secretaire-adj@aa87.org , prior to the Coordinator's meeting.
- 9) Provides training workshops for Helpline Phone Workers.
- 10) Keeps the monthly schedule of regular phone workers and the DLPs spare list of phone workers up to date with the help of the Technical Support.

- 11) Updates the Helpline Worker Resources (Appendix 1) with help from their Alternate and Technical Support.
- 12) Liaises with the French *Comité de l'aide téléphonique* regarding mutual concerns.
- 13) Attends Area 87 Saturday Assemblies (5) and Area meetings (6), July is free.
- 14) Keeps an updated record of the spare keys for the committee, checks mail in ASO office. Email bsr-services@aa87.org or calls office about concerns (extension 222).
- 15) Calls members from the Steering Committee when a meeting is needed.
- 16) It is suggested that committee members attend available seminars on AA Structure and various workshops on the Traditions and Concepts.
- 17) By no later than November, conducts elections for the positions to be filled in the following cycle.
- 18) Prepares a meeting schedule for the following year and sends a copy to area@aa87.org and the Area Secretary at secretaire@aa87.org.

Alternate Coordinator: 2 years sobriety/2-years term

- 1) Supports the Coordinator and replaces as needed.
- 2) Assists in updating documents such as referral lists, etc.

Secretary: 1 year sobriety/2-years term

- 1) Calls Committee members 1-2 days before the monthly meeting.
- 2) Keeps a record of Committee meeting minutes, agendas and Area reports.
- 3) Supports the Coordinator as requested in preparing and sending documents for the meetings to the Helpline Committee 5-7 days before the scheduled date.

- 4) Updates volunteer spare phone workers and 12 Step Worker list 2x a year for Helpline Area 87 site.
- 5) Sends all approved documents to the archives committee archives@aa87.org to keep a record of the Helpline Committee history.

Daily Liaison Person (DLP): 2 years sobriety/ 2-year term.

- 1) Remind regular phone workers in advance of their upcoming shift, so that a replacement can be found in the event of a cancellation.
- 2) Calls an AA group that supports Helpline shifts during the week preceding the assigned shift. The group contact phone numbers are available to the Coordinator and their Alternate Coordinator.
 - The supporting group is asked to find the necessary phone workers, preferably from their own group.
 - The phone worker supplied by a group must be properly trained.
 - The supporting group must provide the name; phone number and specific phone shift being covered by the group member(s) as well as indicate if the shift will be covered at the Helpline office or remotely, to the DLP responsible for that day.
 - Any unfilled shift by a group will be covered by the DLPs themselves or from the spare phone worker's list.
- 3) Loads the names and numbers of shift workers on the Unite site, the evening prior to the DLP's assigned day. (ex. Monday shifts are loaded on Sunday evening.) The number in position 1 (In house Phone) **should never be changed**. Always enter the worker's number preceded by the number 1. Never use brackets, dashes, or spaces.
- 4) Promptly transfers phone line at beginning and completion of a worker's shift, via the Unite site, and verifies transfer by calling the Helpline number, (514) 350-3444, to ensure that a worker is ready to accept calls.

- 5) Reports promptly any problems with a phone worker, whether a regular volunteer or spare, to the Coordinator so that issues will be addressed as soon as possible. If the situation is not urgent it is the DLP's responsibility to address it during the committee meeting DLPs report.
- 6) Keeps track of missed shifts (number of spares required each month) by phone workers and groups and will talk about it at the monthly committee meeting DLPs report.
- 7) Refers any requests from individual members or groups for a phone shift, specific day for a phone shift, to become a DLP spare, a volunteer spare phone worker or a 12 Step Worker to the Coordinator who will decide after a probationary period if the member is suited to perform this task.
- 8) Informs Coordinator when a new phone worker is added to their list.

Phone Worker: 1 year sobriety.

- 1) Helps the alcoholic who is still suffering.
- 2) Gives "Information on Alcoholics Anonymous" (Appendix 3)
- 3) Provides meeting information from the **Helpline Worker Resources** (Appendix 1)
- 4) Provides available referral numbers. Most information on AA activities can be found on aa87.org, such as the Service Bulletins, Écho, Echo, Eco, News - Area 87, flyers, Box 4-5-9, etc.
- 5) When working from the Helpline office **Press Sortie and dial 8** for all outgoing calls keeping these calls brief so as not to tie up the line.
- 6) Calls the DLP and/or Coordinator if there are any immediate concerns during the shift.
- 7) Contacts a 12 Step Worker in the **Helpline Worker Resources** (Appendix 1) when necessary, using the following suggestions:
 - Men with men and women with women.

- Only gives the name and number of a newcomer when talking directly with the 12 Step Worker on the phone (no messages).
 - Let's the 12 Step Worker make their own arrangements
 - Asks the 12 Step Worker to call the DLP the day they meet the newcomer as follow up.
- 8) Trains new Phone Workers using the **Helpline Guidelines** when requested.
 - 9) Keeps the office tidy and reasonably quiet when working at the Helpline office located at the ASO.
 - 10) Turns off the light and advises the **French Phone Workers** when leaving the last shift of the day/night. Turns off the heat when leaving the last shift.
 - 11) Accepts any collect call from a suffering alcoholic, but do not chat for long.
 - 12) May make a long distance call out in order to get a 12 Step Worker from out of town.
 - 13) If for any reason you know ahead of time that you are not going to be able to do your shift in any given month just call your DLP (Daily Liaison Person) **in advance** so they can find a replacement. Your DLP will call you each month to remind you of your upcoming shift, and you in turn will call the Helpline **a couple of hours** before your shift to confirm that you will be ready.

Phone Worker Does Not:

- 1) **Does not** give out members' phone numbers for any reason except the newcomer's phone number who requires a 12 Step Worker.
- 2) **Does not** call 911 on behalf of a caller.
- 3) **Does not** contact 12 Step Worker for drunken callers.
- 4) **Does not** encourage people who need a 12 Step Worker or who have drunk to come to the Helpline office located at the ASO.

- 5) **Does not** have more than one visitor in the office or total of two people in the Helpline office at any one time.

Suggestions on Answering the Phone and Handling Difficult Calls.

- 1) Answer the phone by saying: AA (or Alcoholics Anonymous), my name is-----
----How can I help you?
- 2) Try to find out what the caller wants (Meeting information, Public Information, other 12 Step programs, etc.)
- 3) For questions about Public Information, Correctional or Treatment Facilities, refer the caller to the ASO office during regular business hours at 514 374 3688 ext. 222.
- 4) Refer to the sheet, "Information on Alcoholics Anonymous" (Appendix 3) to provide answers to questions about AA - "What Does AA Do? What AA Does Not Do"
- 5) Do not give legal or medical advice. (**This is a safety issue**)
- 6) Never argue with the caller. Explain that you are a helpline worker and will try to put them in touch with a 12 Step Worker if necessary.
- 7) Encourage newcomers to go to a meeting but use your judgment if you feel that the caller needs a 12 Step Worker. See Montreal and Area Meeting List, Meeting Guide app, aa87.org for meeting list.
- 8) Explain to the caller that many AA members are at meetings during the evening or at work during the day and that they may not get an immediate call back.
- 9) Before putting callers on **Hold**, explain to them that we have several incoming lines and that they may get cut off accidentally. Give them the opportunity for you to call back by asking for their number, if they wish to give it or to call you back in 15-20 minutes.
- 10) Please remember that alcoholics and members of their families who call for help are troubled people. Dealing with them can sometimes be frustrating unless this is kept in mind. (Serenity Prayer)

- 11) If you are criticized, tell the caller you are acting on behalf of the protocol from the Helpline Committee guidelines. Do not accept abusive behavior but tell them they are welcome to call back when they are calmer. If the caller persists, say you have a call coming in.
- 12) Refer problems or questions to the Helpline Coordinator.
- 13) Keep in mind that you often represent a person's first contact with Alcoholics Anonymous.

Phone Worker Training:

If a member has one year of continuous sobriety and wants to become a Helpline Phone Worker, the member calls Area 87 Service Office (ASO) at 514 374 3688 extension 222 or the Helpline number at 514 350 3444 and leaves their name and phone number. To access the Helpline volunteer form, click [here](#).

The Helpline Coordinator will call within 24-48 hours upon receipt of this information to set up one or more training sessions/shifts with a regular phone worker. The phone worker and newly trained member call the coordinator when the training shift is completed. Additional training sessions may be suggested and will be on a probationary period decided by the Coordinator. After training, the Coordinator determines the phone worker's availability and either assigns a regular monthly phone shift and/or adds them to the spare phone workers list.

If a past phone worker has not volunteered for a phone shift in over two years, the person may be requested to do a phone worker training session again.

Coordinator's email: helpline@aa87.org

12 Step Worker: 1 year sobriety

- 1) Takes calls from phone workers.
 - Makes own arrangements with the newcomer directly, keeping safety in mind.
 - It is **strongly suggested** to go with another member for a pickup of a newcomer to be taken to a meeting.
- 2) **Does not** meet with a drunken caller at a bar or inappropriate place.
- 3) Reports back to the original phone worker/ DLP for that day regarding the progress with the newcomer.
- 4) Keeps the Helpline secretary informed with any changes in availability.

“Nothing will so much insure immunity from drinking as intensive work with other alcoholics”

page 89 of the Big Book of Alcoholics Anonymous

Appendix 1

Helpline Worker Resources

Remote Phone Worker's on-line Resource Center (<https://aa87.org/helpline>)

The resource material compiled here is a series of electronic files containing all the pertinent information necessary for an informed shift. Please familiarize yourself with the site and read carefully the available documents, which include...

- A confidential 12 Step Worker list
- Referral numbers to other Helplines
- Helpline Guidelines
- A Helpline Workers' Bulletin Board, where workers can post comments and notes. Please review the comments section before you begin your shift as it may contain meeting information not yet posted elsewhere, including important tips and feedback. We encourage and welcome your input.

All other information can be found on the Area 87 website at <https://aa87.org/en>, including an excellent search engine for meetings, which we encourage you to use.

It is recommended to review the bimonthly Area 87 News at the start of your phone shift.

Appendix 2

Information on Alcoholics Anonymous

For Anyone New Coming to A.A. or 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.” Non-alcoholics are, therefore, sometimes introduced to A.A. and encouraged to attend A.A. meetings. Non-alcoholics 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?

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.

The A.A. program, set forth in our Twelve Steps, offers the alcoholic a way to develop a satisfying life without alcohol.

This program is discussed at A.A. group meetings.

a. Open *speaker* meetings — open to alcoholics and non-alcoholics. (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; <https://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*

F-2 Rev. 12/18 310M 12/18 (DG3)

Appendix 3

CONTENTS OF PUBLIC INFORMATION KIT

www.aa.org/pikit

List of Kit Contents (this page)	(F-65W)
WORKBOOK: PI Workbook	(M-27 I)
A.A. GUIDELINES:	
Cooperating with Court, D.W.I. and Similar Programs	(MG-05)
Public Information	(MG-07)
For A.A. Members Employed in the Alcoholism Field	(MG-10)
Cooperation with the Professional Community	(MG-11)
Accessibility for All Alcoholics	(MG-16)
Internet	(MG-18)
SERVICE MATERIAL:	
Information on Alcoholics Anonymous	(F-2)
Anonymity Card	(F-20)
Estimates of Groups and Members	(SMF-53)
A.A. Fact Sheet	(SMF-94)
Frequently Asked Questions About A.A. Websites	(SMF-101)
Anonymity Online	(SMF-197)
PAMPHLETS:	
A.A. At a Glance	(F-1)
Where Do I Go From Here?	(F-4)
A Message to Teenagers	(F-9)
A.A. Fact File	(M-24)
A.A. for the Older Alcoholic – Never Too Late	(P-22)
Members of the Clergy Ask About Alcoholics Anonymous	(P-25)
How A.A. Members Cooperate with Professionals	(P-29)
Alcoholics Anonymous in your Community	(P-31)
Problems Other Than Alcohol	(P-35)
Too Young?	(P-37)
Speaking at non-A.A. meetings	(P-40)
A Member's Eye View of Alcoholics Anonymous	(P-41)
A Brief Guide to Alcoholics Anonymous	(P-42)
Understanding Anonymity	(P-47)
A.A. Membership Survey	(P-48)
PUBLICATIONS:	
Current Box 4-5-9	(F-36)
CATALOGS/ORDER FORMS:	
Literature Catalog (includes A.A.W.S. and A.A. Grapevine material)	(F-10)
Special literature packages are for sale to PI committees and contacts only.*	
OTHER:	
Anonymity Letter to the Media	(F-21)
Flyer for A.A. Membership Survey Display*	(F-93)
Suggestions for Working with your Local Radio and TV Stations*	(M-271 A)
Radio and Television Public Service Announcement Scripts*	(M-271 D, M-271 I)
History & Actions: Trustees' Committee on Public Information*	(F-86)
History & Highlights of Actions: General Service Conference Committee on Public Information*	(F-87)
AA GRAPEVINE RESOURCES:	
Available through the AA Grapevine website at www.aagrapevine.org/resources	
AA Grapevine Magazine*	(F-41)
AA Grapevine Today/La Viña Hoy (one page flyer)*	(F-188)
* Item is not available on our website. Please contact the Public Information desk if you have questions about this item.	
Rev.12/17	F-65W

Appendix 4

Helpline Committee Flyer for AA activities



Connect



AA ENGLISH HELPLINE

514-350-3444
or toll-free
1-888-424-2975

Email: helpline@aa87.org



Support



Recovery



AA87.org

ONE DAY AT A TIME



Fellowship

Drawings by permission, AA Grapevine, Inc.