

Triad Al-Anon Information Services
Outreach Training Guidelines
Triadaisd4@gmail.com triadais.org

Phone lines and Service is maintained by Triad Al-Anon Information Services
via **Group Donations** and **member participation**

Current Phone Process:

1. Calls come in to FreedomVoice from the local 336-723-1452 account . We have recently cancelled the 800-449-1287 account.
2. Once the call is connected, the caller begins hearing a recording describing Al-Anon and offering basic information.
3. While the caller is listening to the recording, the system is working to connect the caller with a member on the answering service list. The call is forwarded to the first name on the list. After four rings, it rolls over to the next person on the list and should continue to roll over until a member answers.
4. The recording is about five minutes long. The recording instructs the caller to leave a message if a member does not answer the call.
5. Members of the group have access to the voice messages left on the service.
6. The system allows members to be alerted when there is a voice mail message waiting.

If you are a member receiving calls from the Phone Service:
If the caller is having a medical or safety emergency, urge the caller to hang up and call 911

1. When you receive a call from the service, your caller ID should show 336-723-1452. The caller **will not see your phone number**.
2. Before answering, take a second to ensure you are in a good place to answer questions and maybe say the Serenity Prayer.
3. Do not send any unanswered calls to your personal voicemail!
4. You should maintain your anonymity, it is suggested you do not share your full name or phone number.
5. Any Al-Anon member can participate in service work, but it's important to have a solid understanding of the program's steps, traditions, and principles. including sharing experience, strength and hope rather than giving advice, and Attraction vs. Promotion
6. The updated meeting schedule is maintained online, but you may want to keep a copy close by. Encourage the caller to attend a meeting.

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7. Share information including
 - a. requirement for membership - affected by someone else's drinking
 - b. no dues or fees
 - c. anonymity maintained
 - d. they don't have to share
 - e. Literature and phone numbers will be provided
 - f. Mobile App information and Welcome at [Welcome](#)
 - g. Our experience, strength and hope
8. We are not professionals! It is not our job to provide medical, mental health or financial assistance to callers Remember we cooperate with but do not endorse outside entities. For those who reach our number in error, you may want to offer the phone number for Alcoholics Anonymous (Northwest Piedmont Intergroup Hotline 336-725-6031 24 hours/day to speak to a local AA member)
9. Always encourage the caller to attend a meeting! Face to face is the one option, but phone and online meetings are also available! Be sure they know about the mobile app and our websites both local at triadais.org and national at al-anon.org

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Institutions or Health Fair Outreach

Maintained via **Group Donations** and **member participation**

Any Al-Anon member can participate in service work, but it's important to have a solid understanding of the program's steps, traditions, and principles.

Currently, we provide weekly service at the Addiction Recovery Care Association (ARCA) by attending educational sessions facilitated by ARCA staff for the families of their clients. During these sessions, we are given 10 minutes to share key information about the program and distribute literature, including meeting schedules. ARCA service is being coordinated by Christine S. and Beth B.

We also provide a weekly "Meeting on Wheels" at Fellowship Hall in Greensboro facilitated by multiple rotating member volunteers coordinated by Blondie J

Talking Points:

1. You need a good working knowledge of the program. Remember to apply Al-Anon Principles
 - a. Sharing experience, strength and hope rather than giving advice
 - b. Attraction vs. Promotion
2. Give a short introduction of yourself: example: My name is Carol, and I am a member of the World Wide Fellowship of Al-Anon Family Groups. I am here this afternoon with (introduce others with you by first name) to provide some basic information about Al-Anon and Alateen
3. Share meeting basics including
 - a. Purpose - we share their own experience, strength, and hope with each other.. We come together to learn a better way of life, to find happiness whether the alcoholic is still drinking or not.
 - b. A Spiritual fellowship, not a religious one. We avoid discussion of specific religious doctrine, and members of all faiths (or of none) are welcome.
 - c. Requirements for membership - someone else's drinking bothers you
 - d. In Alanom we have no dues or fees
 - e. No pre registration
 - f. Anonymity maintained and explain what anonymity is and may give examples x
 - g. They don't have to share
 - h. Literature is available free or at cost

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- i. Triad Al-Anon website for
 - i. up to date meeting information
 - ii. Audio recordings of speakers
 - iii. Audio recording of a newcomer meeting
4. Offer literature including
 - a. Outreach bookmarks (English M-76; Spanish SM-76)
 - b. Al-Anon FacesAlcoholism magazines (available in English, Spanish, and French)
 - c. Al-Anon can help” English/Spanish
 - d. What Happens after Treatment, P-81 ES
 - e. Doubting Your Sanity P-89 ES
 - f. Meeting schedules or business cards with a local Al-Anon telephone number, the WSO’s toll-free meeting information number and website address. **(be sure to mention updates are maintained online).**
5. Group meetings are also held at institutions. Encourage the families to attend a meeting, either in person or online
6. We are not professionals! It is not our job to provide medical, mental health or financial assistance.
7. Remember we cooperate with but do not endorse outside entities.
8. If we attend events with other recovery agencies present (AA, Mental Health Agencies, Treatment centers, etc.), be sure to stop by each display, ask if they are familiar with Al-Anon. Introduce yourself and identify yourself as a member of Al-Anon. Offer basic information on our program and free literature, including meeting schedules with QR code
9. Be sure they know about the mobile app and our websites both local at triadais.org and national at al-anon.org

Resources: for more information: [AFG Guidelines](#) [Al-Anon FAQ](#)

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