

UKG10

Guidelines

Group Telephone Contact

The Shared Experience of Al-Anon Members

These guidelines are intended to share the experience of Al-Anon members in organising Group Contact cover.

Suitability

In choosing Group Telephone Contacts, members of the group should consider the following points:

- How long has the person been in Al-Anon?
- Do they have a programme to share?
- Privacy – do they have a place to take a call?
- Availability – all day, evenings, weekends, etc.

Things the Contact needs to understand

- The contact's number WILL be given out by our in-house and out of hours operators.
- The contact's number WILL NOT appear on the Website.
- The contact needs to understand that a distressed person may call at any time, day or night; although our main line operators do request that the distressed caller uses consideration.
- It is not advisable to phone a potential member at the request of someone else. The contact's phone call may be answered by the alcoholic. Ask the caller to give your number to the potential member. (In principle, GSO does not give out contact numbers to third party callers.)

Group Responsibility

- Experience shows that a group needs two telephone contacts. The telephone numbers provided can be landline, mobile or both.
- The contacts of a group need to keep in touch with each other to ensure continuous cover in case of illness, holidays or emergencies, otherwise a group could find it has no contacts at all for weeks on end.

Area / District Responsibility

- Districts and Areas may offer workshops to give support to Group Contacts

Al-Anon Family Groups UK & Eire
57B Great Suffolk Street
London SE1 0BB
Admin: 020 7593 2070
Helpline: 020 7403 0888 (10am – 10pm)
Email: enquiries@al-anonuk.org.uk
Website: www.al-anonuk.org.uk

