

TO all my fellow Alanon members:

My name is Jeff S. and I would like to introduce myself as the current Telephone Coordinator. From the paperwork I have inherited, I can now say that we (ALISON) have a fairly complete telephone system however outdated and overpriced. It has been my task to cut costs and bring us up to date.

After much consideration, we have decided to go with a Verizon voicemail service which will hopefully reduce our phone overhead by approximately 40% to 50%.

As of October 30, 2015 the new system will be installed. The one big change will be in how we retrieve messages.

TO RETRIEVE MESSAGES DO THE FOLLOWING:

- 1 - Call the service at: **(516) 938-9220.**
- 2 - Enter the # key.
- 3 - Enter the mailbox number: **(516) 433-8003.**
- 4 - Enter 4-Digit PIN (Call Jeff at: (516) 398-5331 to get the PIN).
- 5 - Listen and copy down any messages then delete them.

There are other options available:

- 1: Replay
- 2: Save
- 3: Erase

Keep in mind that we are being charged for all calls.

I can be reached at (516) 398-5331 if anyone needs help but please do not give out my phone number to anyone.

Please remember this is a new system for us so I anticipate minor issues.

Please have a current meeting list available as you return your calls. Your group AGRs will supply them four times a year or you can download a current copy from the Home page of the ALISON website.

Remember to protect your anonymity by pressing ***67** before dialing your call back phone number.

Thank you for your service.

Handling Specific Calls

- Getting information:** Refer to the latest meeting list.
- Literature request:** We do not supply literature. Literature is usually available at meetings or the caller may call NYC Al-Anon Intergroup at (212) 941-0094. This is the Central distribution point for New York.
- Spanish Speaking:** (800) 939-2770
- Wants to talk:** This is at your discretion. Remember, we are not a hot line, but an information service. If the caller is a member, suggest that they call a sponsor or another member of their group.
- Needs direction:** Unless you know yourself, we cannot help. Suggest that they call the location where the meeting is or drive to the general location and ask at a gas station, taxi stand, etc., or Mapquest.
- Needs a ride:** We do not provide transportation. Suggest the caller get to a meeting somehow and ask at the meeting for a ride.
- Non Al-Anon Meetings Or Programs:** Never make a referral to any outside agency (Tradition 6). Suggest that they check the phone book (blue pages) for county and town programs or local hospitals for their programs. (Do not suggest any specific facility.)
- Al-Anon Meetings Outside Nassau:** Refer them to the New York City website: www.nycalanon.org or the Suffolk County web site: www.al-anon-suffolk-ny.org.

Request for Speakers, Information for Health or Education Professionals, Clergy, or Health Fairs: Calls of this type are handled by our CPC/PI (Cooperating with the Professional Community/Public Information) person. There are a few ways of handling these calls:

Suggest the person write our Public Information person at:

Al-Anon
PO Box 755
Westbury, NY 11590
Attn: Public Information

Or email to: outreach@AlisonNY.org

In any case, please mention that it takes time to get a response from the PI person and to allow about one week for a call back.

If You Cannot Reach the Caller:

Do the best you can. You may want to try to return the call the next day but that is your choice. We are responsible for the effort, not the result!

Answering Machine: You may return a call on an answering machine. If the caller did not tell you it was OK to leave a message on their machine, leave a general message, such as:

“Hello, I am returning your call to our service. I’m sorry that we are unable to speak. I will try to call again later. If we do not speak, please call back tomorrow and leave another message. Thanks.”

Cell Phones:

If you leave your number, then the person **WILL** know it. If you don’t want to leave your number (to protect your anonymity), then the only thing you can do is to leave the Al-Anon number: (516) 433-8003.

THANKS FOR YOUR HELP IN PASSING THE MESSAGE ON!!!!

PLEASE FEEL FREE TO CONTACT ME AT (516) 398-5331 ANYTIME BUT PLEASE DO NOT GIVE MY NUMBER OUT TO ANYONE.