

## Area 17 Connecticut and Western Massachusetts Gamblers Anonymous

### Helpline Volunteer Signup

Note: Before signing-up, you are required to read the Volunteer Guidelines

#### Helpline Volunteer Information:

National Helpline Phone Number: 855-222-5542 (855-2 CALL GA)

First Name and Last Initial:

G.A. Home Group

*(Day of Week; City/Town & State)*

G.A. Anniversary Date:

Phone Number for Helpline Calls:

Email (optional):

Please enter the times you are willing to take calls:

	12am-12pm		12pm-12am	
	From	To	From	To
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

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 Helpline 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 email the form to:**

ctwmaga@yahoo.com

## Guidelines for Helpline Volunteers

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

### **Helpline Volunteer Criteria:**

1. Required: Continuous duration of abstinence from gambling not less than the past 12 months
2. Required: G.A. Home Group attendance and service
3. Preferred: Completed the 12 Steps of Recovery with a Sponsor

### **Helpful Resources and Reference documents:**

1. Area 17 Meeting list
2. Websites: [gamblersanonymous.org](http://gamblersanonymous.org) and [ctwmaga.org](http://ctwmaga.org)
3. Gam-Anon Contact Info (separate doc)
4. Local crisis Hotline number (211, 988, or other)
5. Local G.A. Group contact to follow-up with caller (Note: not all G.A. Groups have such a contact person)

### **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, try to have them access the meetings list while on the phone with them. This way, they can be sure to find a meeting that is most accessible. Otherwise, the Helpline volunteer can provide meeting information.
3. If the caller needs a ride to the meeting, take another GA member with you when picking up the caller for the first time.
4. If Gam-Anon meeting is available in the caller's area, recommend that the person affected by the gambler (significant other or family member) attend a Gam-Anon meeting (in person or online) or reach out to a Gam-Anon member.
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 (988).
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 brief period of time.