

Northeast Central Service
Chat Standard Operating Procedures

4833 S Sheridan Ste. 410
Tulsa OK 74145
(918)-627-2224

www.aaneok.org

Office Hours: Mon – Fri 9:00 am – 5:00 pm

NORTHEAST CENTRAL SERVICE'S PRIMARY PURPOSE IS TO HELP CARRY THE AA MESSAGE AND TO HELP ALL OF THOSE WHO SEEK HELP IN SOBRIETY.

A LIVE PERSON MUST RESPOND TO TEXTS
OUR GOAL IS TO RESPOND WITHIN 60 SECONDS

Welcome to the Chat team. You have been through the training by now and are ready to begin the rewarding work of answering chat requests. You will be on duty while signed into the tawk.to app.

You do not have to be available 100% of the time but there is an expectation that you will try and make yourself available to answer chat requests when they come in, which can be any time day or night 7 days a week. So, this is a 24/7 volunteer job. We are a small team and do not keep a specific work schedule for on or off duty. We are trusting that between us someone will be available to help when a chat request comes in. *"When anyone, anywhere, reaches out for help, I want the hand of AA always to be there."*

How It Works:

When a person clicks the Online Chat icon/bubble on the NECS website, a request notification is sent to everyone in the chat team logged into the tawk.to app with an Online status (i.e., Available). All who hear the notification and are able at that time will click on the tawk.to app and look at the chat conversation. If you see that no one else has answered the chat request, join the chat, and start the conversation. (See the How to Answer a Chat Request document.) If you see that someone else has joined the chat, do not join, let them handle it. **Please, only one responder should "join" the chat.** Others may watch the chat conversation without joining.

When you are absolutely not available to take chat requests, you can go off duty by either changing your status to Away, clicking on "Do not disturb" to silence chat request notifications or sign out of the app. But please, when you are available again, reset your status to Online.

Please note that the tawk.to app seems to drop connections after some days of inactivity. So, if you are not getting any chat requests, you might log off and back on to reestablish your connection.

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IMPORTANT REMINDERS:

1. When you respond to a chat, you are the voice of AA. We are always polite and welcoming.
2. Your job is to engage them in a brief conversation, answer any questions, relate to them, perhaps refer them to a meeting. You should be in contact no more than 15 or 20 minutes. If they need additional help, get their phone number or email, and then have a 12-step caller contact them. (keep the 12 Step list available)
3. The website www.aaneok.org/chat-index includes many useful references that you may find helpful. Please place an icon to that site on your home screen next to the tawk.to icon. And please spend a little time now, 10 minutes or so, getting acquainted with what is there.

Examples of what you will find there:

- a. A quick reference guide on how to handle various types of calls.
- b. The 12 Step call list of people who have signed up to make 12 Step calls, telephone someone in need etc.
- c. List of contact info for other 12 Step programs and other AA numbers.
- d. List of names and phone numbers of treatment and detox centers, and sober living houses.

The website also includes copies of these instructions, and instructions for setting up and using tawk.to.

4. Your first response should welcome them and be helpful. Perhaps simplest is something like, "Thank you for contacting us. My name is Joe and I'm an alcoholic member of AA. How can I help?"
5. We are not affiliated with any treatment center, detox, sober living house etc, and do not know anything except their names and numbers. We make no recommendations.
6. We are not affiliated with any other 12-step program and do not know anything except their names and numbers. We make no recommendations.
7. When asked to recommend a treatment center, detox, etc. or to recommend another 12-step program, explain that we cannot do that. Simply give them a telephone number or suggest that they be taken to the nearest emergency room.
8. We do not recommend for or against any specific group or style of group. We preserve the unity of AA. This NECS Chat service represents all the groups.

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9. We do not speak negatively of any member, group, style of AA or AA entity (Central Service, club house, GSO, etc.) Similarly, we do not speak of any member or entity as being more knowledgeable or better than any other.
10. If someone makes a chat request who is suicidal or wants to hurt themselves, we do not try to talk to them other than encourage them to contact COPES at 918-744-4800.
11. If someone makes a chat request and he/she may have a drinking problem and wants to do something about it, suggest he/she attend a meeting in their area. If the person would like to have someone call them, get their telephone number and name. Then you call someone of the same sex, on the 12 step volunteer list and ask that they give the name and phone number of the chat caller and ask that they give him/her a call.
12. If a friend or family member asks for help for someone else, ask a few questions to find out if the person feels that they have a problem and ask that the person call or chat with us themselves, refer the friend or family member to Al-Anon 918-627-9114.

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The chat service is conducted in keeping with the spirit of the Traditions. Accordingly:

Tradition 1: We seek to preserve the Unity of AA. We have nothing negative to say about any person or group, or about AA entities like Central Service or GSO.

Tradition 2: We do not refer to any AA member as a leader or someone special in AA.

Tradition 3: We do not pronounce anyone an alcoholic or not. That is for each person to decide for themselves.

Tradition 4: Each Group is entitled to be autonomous. We do not recommend one group, or type of group over another.

Tradition 5: Our only purpose is to carry the message.

Tradition 6: We do not endorse or oppose any outside entity. We do not recommend or oppose any other 12 step group, recovery organization, treatment center, etc.

Tradition 7: This service is for fun and for free.

Tradition 8: We are not professionals. We do not claim to be experts on alcoholism, recovery approaches, or anything else.

Tradition 9: No one is in charge of AA, not even us. Let's maintain our simplicity and humility.

Tradition 10: We have no opinions on anything, we stay out of politics, religion, or any other controversial issue.

Tradition 11: This service is entirely anonymous. Neither the Chat requestor nor responder is identified.

Tradition 12: Let us conduct this service with humility in a spirit of simple service, keeping principles before personalities.