

Alcoholics Anonymous Roanoke Valley Intergroup
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Roanoke, VA 24018
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The Roanoke Valley Intergroup Telephone Service is operated by recovering alcoholic volunteers serving on a rotating basis. The following information is an overview for those considering becoming a volunteer to answer phones during non-office hours.

**PLEASE CONSIDER BEING OF SERVICE
THERE ARE THREE LEGS TO THE TRIANGLE
Contact the Office Manager during Intergroup Office Hours (Tue – FRI 12 – 5)**

Scheduling Basics:

Having one person take responsibility for the same Mondays, weekday mornings and evenings has proven to be a good consistent practice. Occasionally, these people may need to be relieved by a substitute.

Monday Hours: 08:00 am - 8:00 am **Tuesday.** One person is scheduled for the same Monday (either the 1st, 2nd, 3rd, 4th, or 5th when occurring) each month. For example, if you are scheduled for the 3rd Monday, you would be responsible for answering the phones on the third Monday of every month. Different volunteers will be scheduled for each of the other Mondays.

Tuesday through Friday Morning Hours: 08:00 am - 12:00pm. We have four people scheduled for coverage, each one taking the same morning each week.

Tuesday through Friday Evening Hours: 5:00 pm – 8:00 am the following day. We have four people scheduled for coverage, each one taking the same night each week.

Weekend Coverage: Saturday 9:00 am – Monday 08:00 am
Weekend coverage is scheduled on a rotating basis with volunteers being assigned based on availability.

Office Hours Coverage: Some coverage may be needed during office hours. We schedule this as needed.

The frequency of being asked for your service will depend on the number of phone volunteers and availability. Usually, people will be called every 3 –4 months for weekend coverage. Remember that these are guidelines and that it may be necessary to adjust hours or processes. If you do, please make sure the phones are covered and that the intergroup office is kept informed.