



# Join The GA Hotline Phone Service

**Pay it Forward:** There are so many compulsive gamblers that need our help. Many new members come to GA via the Hotline. The richness of growth through involvement will benefit your recovery and another compulsive gambler.

**Help Someone in Crisis:** Your goal as a phone service volunteer is to refer the compulsive gambler to a GA meeting, or provide a concerned spouse, friend, or family member with the Gam-Anon Hotline or meeting information. Listen, answer questions, and share the benefits of recovery.

**Flexible Shifts:** The GA Hotline is open 24/7. Choose any 4-hour shift(s) that you will be sure to answer your phone.

**How it Works:** When a caller dials the Gamblers Anonymous Hotline they will be prompted to choose one of three features:

1. Speak with a Volunteer
2. Obtain times and locations of group meetings
3. Leave a voice message and receive a callback

If the caller selects the option to speak to a volunteer, the phone service will automatically dial your number during the prearranged times you volunteered. You and the anonymity of the caller are protected, personal phone numbers are screened.

- If you can accept the call, you will press 1.
- On the rare occasion, you are unable to answer the call, press 2. The call will rout to the next volunteer.

THE ONLY REQUIREMENT TO BE A PHONE SERVICE VOLUNTEER IS 6 MONTHS CLEAN TIME, AND YOU MUST BE ATTENDING GA MEETINGS REGULARLY.

~Chicagoland Intergroup Guidelines



**How to Get Started:** Check the appropriate box and complete the following information.

I would like to be a Hotline Volunteer

I would like more information

Name:

Email:

Phone:

Hours: Each time slot should be at least 4-hours. Include start and stop time and the day/days of the week:

Email this form to [phoneservice@gachicago.org](mailto:phoneservice@gachicago.org) or give to your Intergroup Representative. Once received, a Hotline Representative will contact you with additional information to get you started.