

EVI
EMERALD VALLEY INTERGROUP

DIVERTER POLICIES & PROCEDURES

03 October 2011

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EVI
EMERALD VALLEY INTERGROUP

DIVERTER PROGRAM POLICIES & PROCEDURES

03 October 2011

PROGRAM OBJECTIVES

1. Maintain an uninterrupted EVI Telephone Answering Service on a 24/7 basis.
2. Volunteers drawn from the total EVI membership.
3. Program coordination by the Diverter Committee under the auspices of the EVI Steering Committee.

DIVERTER PROGRAM POLICIES

1. A Diverter Committee will coordinate the Diverter Program under the auspices of the EVI Steering Committee. The EVI Diverter Coordinator will chair the Diverter Committee.
2. The Diverter Committee will comprise the EVI Diverter Coordinator, the EVI Diverter Co-Coordinator, and Group Diverter Representatives.
3. The Committee Chair and Co-Chair's elections will be conducted as prescribed for other EVI committees and will rotate in March annually.
4. The Diverter Committee will meet at least once per month on a regularly scheduled basis (currently 5:15 PM on the second Monday of each month, at the EVI Office).
5. The Diverter Committee Chair will attend EVI Steering Committee meetings as well as Business meetings, but will not have a vote at either session.
6. The Committee will prepare, and update, a consistent set of policies and procedures for guiding the administration of the Diverter function. **(This document has been written to comply with this requirement.)**
7. The Diverter Committee will define the roles of the Diverter Coordinator, the Diverter Co-coordinator, the Group Diverter Representatives, and the Phone-answering Volunteers. **(See Appendix A titled "Diverter Program Job Descriptions".)**
8. There will be a 6 (six) months sobriety requirement for Diverter Volunteers. Volunteer Applicants will be expected to have established a Home Group and a Sponsor.

9. The Diverter Committee will maintain, and update quarterly, a 12th Step List. New volunteers will be added to the list **quarterly**. List will be reconciled annually. (This is the responsibility of the Diverter Co-Coordinator.)
10. The Diverter Committee will maintain, and update as necessary, a “Diverter Packet” that may be used as a Training tool for new volunteers and as a reference document for experienced volunteers. At a minimum, the “Packet” will contain: a) directions for using the telephone diverter function; b) a full set of crisis line numbers; c) an updated 12th Step List; d) a list of Do-s and Don’t-s; and e) a current Meeting Directory.
11. A Monitoring Program will be maintained by the Diverter Committee to ensure uninterrupted Diverter service as well as Volunteers’ adherence to EVI Diverter policies and procedures. The EVI Diverter Coordinator will be responsible for monitoring activity.

DIVERTER PROGRAM PROCEDURES

1. Diverter volunteers and 12th Step List Volunteers will be recruited from the entire EVI membership in much the same manner as volunteers are recruited for work in the EVI Office. Volunteers will submit individual applications rather than putting their names on Group sign-up sheets. The “Call For Volunteers” form (**See Appendix B**), that is in general use for soliciting volunteers for all EVI Committees, will be used for recruiting Diverter and 12th Step List Volunteers. The form is available in the EVI Office. Group Diverter Representatives and interested EVI Representatives might wish to have a few of these forms on hand at meetings when recruiting for the Program.
2. Group Diverter Representatives will actively recruit for the Program. However, there will also be provision for submitting applications to the EVI office, or directly to the Diverter Committee Chair, in cases where prospective volunteers belong to a Home Group without a Group Diverter Representative.
3. The EVI Office will perform phone-answering duties on Mondays through Fridays from 9 AM to 5:00 PM and Saturdays and Sundays from 9 AM to 4:00 PM. The Office will normally keep the same operating schedule on Holidays.
4. Should the EVI Office be closed down unexpectedly, due to weather or other reasons, it will be expected that the Office Volunteer scheduled for duty will divert the phone-answering service to his/her residence, and perform the service up to the end of the day-time shift.
5. The Home Diverter will operate from 5:00 PM on Mondays through Fridays until 9:00 AM the next morning, from 4:00 PM on Saturdays until 9:00 AM on Sunday, and from 4:00 PM Sundays to 9:00 AM on Mondays.¹

¹ Please note that the Office will normally close ½ hour after the Diverter picks up the phone. The extra ½ hour will allow time for the Office volunteer on duty to alert the Diverter Coordinator of any breakdown that might occur such as a Diverter Volunteer not picking up on time.

6. The Group Diverter Coordinator will be responsible for making sure shifts are covered. The Backup Volunteer will stand for the Primary Volunteer whenever the Primary Volunteer cannot handle the duty.
7. On nights when the Primary Volunteer does take the duty, the Backup Volunteer will still be expected to be on hand in order to cover for unexpected emergencies.
8. The main duties of the Primary Volunteer are to: a) stand in readiness to answer calls made to the AA line; b) answer calls and provide assistance to callers as appropriate; c) provide information on AA meetings; d) provide alternative contact numbers for non-AA help requests; e) divert 12th step calls to 12th Step Volunteers after obtaining caller's telephone number and address, and as much information as possible about the state of the caller; and f) report any unusual problems or events to the Diverter Coordinator.
9. The main duties of the Backup Volunteer are to: a) be on hand each duty night (or Sunday day shift) and be ready to take over the Primary Volunteer's duties if required; b) call the Primary Volunteer a few minutes after the start of the Shift and take over the Shift if the Primary Volunteer had failed to do so; and c) cover gaps in Shift time that the Primary Volunteer is unable to cover.
10. Volunteers for the Home Phone-Answering Program will be expected to conduct themselves in a manner that reflects well on EVI and on AA as a whole. Examples of expected conduct are:
 - a. Meet commitments made – Perform the scheduled Shifts with regularity and give adequate advance notice to the Diverter Coordinator when a Shift cannot be covered.
 - b. Maintain confidentiality of callers and 12th Step List Volunteers
 - c. Refrain from making derogatory comments about treatment facilities, other 12th Step Programs, any AA meetings, any AA member, etc.
 - d. Stick to the primary purpose of Diverter activity – Provide information requested or put the caller in touch with an appropriate party in as short a time as possible.
 - e. Things to consider while on duty are:
 - Preaching – Do not offer advice to callers except within the scope of meeting information, alternative organization's contact info, or setting up 12th Step calls.
 - Avoid diagnosing callers as Alcoholics
 - Use appropriate language
 - Practice call brevity – Avoid prolonged conversations with callers. Listen and answer requests as well as possible. And then get off the line gracefully.
 - Avoid stressing religious affiliations – Do not imply that AA teaches any specific religious theology.
 - Respect the caller's opinions – Do not challenge any caller's opinion or professed authority.

- Maintain patience and objectivity – Avoid being judgmental about a caller’s expressed past or present actions.
 - Practice Attraction rather than Promotion - Do not put undue pressure on the caller to attend AA meetings.
11. The Diverter Coordinator will monitor Diverter Program performance by: a) checking with EVI Office volunteers as to how well Diverter Volunteers take over the phone at the proper times; and b) periodically calling and talking with Diverter Volunteers about joys experienced and problems noted. There will be no 2:00 AM calls just to check whether volunteers are on duty or not.
 12. Volunteers who perform objectionable acts when answering the AA phone line will be given a warning by the Diverter Coordinator. Repeated offences will result in suspension from the Program. Alleged offenders will have the right of appeal at any Diverter Committee meeting. By vote, the Diverter Committee will decide whether the alleged offender should be reinstated to, or expelled from, the AA Home Phone-Answering Service.
 13. The 12th Step List will be compiled from a list of 12th Step Volunteers approved by the Diverter Committee. The procedures for completing the 12th Step List are:
 - a. 12th Step List volunteers will be recruited based on proved performance in past 12th Step activity or as volunteers in other EVI service work. The List will be limited to about 20 men and 20 women, with consideration for including volunteers from each major geographical district within the EVI area. Recruitment will be by individual application rather than sign-up lists. The Group Diverter Representative will be instrumental in recruiting 12th Step List volunteers.
 - b. The published 12th Step List will include Volunteers’ names, genders, telephone numbers, daytime or evening availabilities, and residence areas. The 12th Step List will be incorporated in the “Diverter Packet.”
 - c. 12th Step volunteers will be expected to take on full responsibility for making 12th Step calls. Experienced volunteers will take along partners of their choice that may, or may not, include newer members of AA.
 - d. Inclusion on the 12th Step List may be revoked if a volunteer cannot be reached by telephone after 3 successive tries, or if any volunteer refuses to make a 12th Step call when requested to do so.
 - e. A list of “Do-s and Don’t-s” along with some guidelines for 12th stepping will be provided in the “Diverter Packet” which will be distributed to all Diverter Volunteers, the EVI Office, and those on the 12th Step List.

APPENDIX "A"

EVI EMERALD VALLEY INTERGROUP

DIVERTER PROGRAM JOB DESCRIPTIONS

01 January 2004

DIVERTER COORDINATOR

Job Objective

To ensure the continuous and harmonious operation of the EVI Home Phone-Answering Service in a manner that will optimize the following sub-objectives:

1. Reach out to the alcoholic who is still drinking by providing an evening and weekend AA-Phone answering service.
2. Provide meaningful service work for EVI recovering alcoholics.

Job Qualifications

Member of AA (regularly attends local meetings)

At least one year's sobriety

Helpful if candidate has performed phone-answering work.

Election Procedures & Rotation Schedules

Stand for the post of Diverter Co-Coordinator at the March EVI Business Meeting.

1. Rotate into the Diverter Coordinator position in the following March **OR** assume the position if the incumbent Diverter Coordinator has to leave the job prior to serving a full rotation.

-

Position Takes Direction From

The Chairman of the EVI Steering Committee

Positions Taking Direction From the Diverter Coordinator

1. EVI Diverter Co-Coordinator
2. Home Phone-Answering Volunteers

3. Members of the EVI Diverter Committee

Job Synopsis

The Diverter Coordinator takes direction from the EVI Steering Committee and heads up the EVI Home Phone Answering Service to ensure that adequate qualified and trained volunteers staff the EVI phone-line on a planned schedule and have the right tools on hand to perform the work in a professional manner.

Job Duties

1. Attend EVI Steering Committee and Business meetings and give formal reports on Diverter Program developments.
2. Perform as Chairman of the EVI Diverter Committee and hold meetings monthly.
3. Recruit new Diverter volunteers and Groups as necessary.
4. Train new volunteers, using the Diverter Packet as a guideline, and assign Group Coordinators to shifts
5. Draft and publish a Monthly Group Diverter Group Diverter Co-ordinator Duty Schedule (copies to Diverter Co-Chair, Office Co-ordinators, and one copy posted in the EVI Office)
6. Provide coverage for reported system breakdowns as required
7. Ensure that a revised Diverter Packet is published at least Quarterly
8. Oversee the recruiting, training, and assignment of volunteers to the 12th Step List.

DIVERTER CO-COORDINATOR

Job Objective

1. To aid and assist the Diverter Coordinator as required
2. To assume the Diverter Coordinator position upon the expiration of the normal term of duty **OR** in the event the incumbent Diverter Coordinator has to vacate the position prematurely.
3. Revise and publish the 12th Step List at least once every three months.

Job Qualifications

Member of AA (regularly attends local meetings)

At least one year's sobriety

Helpful if candidate has performed phone-answering work.

Election Procedures & Rotation Schedule

Stand for the post of Diverter Co-Coordinator at the March EVI Business Meeting.

Position Takes Direction From

The EVI Diverter Coordinator

Positions Taking Direction From the Diverter Co-Coordinator

None, unless the Co-Coordinator assumes the role of Acting Diverter Coordinator; in which case, the Job Description of the Diverter Coordinator applies.

Job Synopsis

The Diverter Co-Coordinator takes direction from the EVI Diverter Coordinator in his/her role of assisting to coordinate assigned aspects of the EVI Home Phone Answering Service.

Job Duties

1. The Job Duties of the Diverter Co-Coordinator will vary according to the amount of responsibility he/she takes on. The Job Duties of the Diverter Coordinator will apply for the functions assumed.
2. Revise and publish the 12th Step List at least once every three months.

I. HOME-PHONE ANSWERING SERVICE VOLUNTEERS - Primary Volunteer

Job Objective

1. To answer the AA Phone Line during the times the EVI Office is closed.
2. To provide service to callers in: 1) general AA information; 2) AA meeting directory assistance; 3) contact information for non-AA crisis lines; and 4) access to AA 12th Step Volunteers.

Job Qualifications

At least 6 (six) months' sobriety

Member of AA (regularly attends meetings)

Member of a local Home Group and has a Sponsor

Appointment Procedures & Rotation Schedule

Applications filled out and sent to the EVI Diverter Committee.

1. EVI Diverter Committee selects candidates for assignment to the Home-Phone answering service.
2. EVI Diverter Coordinator schedules assignments for new volunteers as required.
3. Applicant will normally be assigned as Backup Volunteer for the first month. (At times an experienced volunteer may be asked to move directly into the Primary Volunteer slot if this is needed due to attrition or other reasons).
4. Backup Volunteer rotates in as Primary Volunteer for the second month.
5. Volunteer rotates out of the Diverter Program at the end of his/her duty as Primary Volunteer.

Position Takes Direction From

The EVI Diverter Coordinator

Positions Taking Direction From the Primary Volunteer

The Backup Volunteer on the same shift.

Job Synopsis

The Primary Volunteer takes direction from the EVI Diverter Coordinator and provides assistance to callers within the scope of the Diverter Policies & Procedures.

Job Duties

1. Responsible for transferring the AA Phone Line from the previous shift (usually the EVI Office) to his/her personal phone. **(The person on the previous shift should be called first and alerted that the line will be diverted).**
2. Provides service to callers in: 1) general AA information; 2) AA meeting directory assistance; 3) contact information for non-AA crisis lines; and 4) access to AA 12th Step Volunteers.
3. Arranges for the Backup Volunteer to assume the Home-Phone answering duties whenever the Primary Volunteer cannot do so. (May be full or partial shifts as required).
4. Ensures that both the Primary and Backup volunteers are supplied with current Diverter Packets, Meeting Directories, and any other tools needed to perform the services.
5. Provides initial training for the new Backup Volunteer as required.

II. HOME-PHONE ANSWERING SERVICE VOLUNTEERS - Backup Volunteer

Job Objective

1. To check that the Primary Volunteer has taken over his/her shift on the Diverter and to cover the shift if it is found that the Primary Volunteer did not pick up on time.
2. To otherwise stand in for the Primary Volunteer if required. (Either full or partial shifts).

Job Qualifications

At least 6 (six) months' sobriety

Member of AA (regularly attends meetings)

Member of a local Home Group and has a Sponsor

Appointment Procedures & Rotation Schedules

Applications filled out and sent to the EVI Diverter Committee.

1. EVI Diverter Committee selects candidates for assignment to the Home-Phone answering service.
2. EVI Diverter Coordinator schedules assignments for new volunteers as required.
3. Applicant will normally be assigned as Backup Volunteer for the first month of the two-month assignment. (At times an experienced volunteer may be asked to move directly into the Primary Volunteer slot if this is needed due to attrition or other reasons).
4. The Backup Volunteer will automatically rotate into the Primary Volunteer position for the second month of the assignment or if the Primary Volunteer has to leave the Program during his/her tour of duty.

Position Takes Direction From

The Primary Volunteer

Positions Taking Direction From the Backup Volunteer

None.

Job Synopsis

The Backup Volunteer takes direction from the Primary Volunteer and stands in for the Primary Volunteer when necessary.

Job Duties

1. Obtain, and keep available at home, a current Diverter Packet, Meeting Directory, and other tools prescribed for use by the Home-Phone Answering Volunteer.
2. Stand-by on assigned duty times and Call the Primary Volunteer within 15 minutes of shift starting time to ensure that the Primary Volunteer has gone on duty. Be prepared to take on the duties of the Primary Volunteer should that person not be able to assume his/her duties.
3. Perform the duties prescribed for the Primary Volunteer in the event that the Primary Volunteer cannot perform them for whatever reason.

GROUP DIVERTER REPRESENTATIVE

Job Objective

1. To provide a communications link between the Diverter Committee and members of EVI Groups as regards Diverter Policies and Procedures.
2. To provide their Group input on all development or maintenance activities within the Diverter Program.
3. To actively recruit new Volunteers for the Diverter Program.
4. To actively recruit new Volunteers for the 12th Step List.

Job Qualifications

Member of AA (regularly attends meetings)

Member of a local Home Group

Appointment Procedures & Rotation Schedules

Any EVI Representative may take on the role of Group Diverter Representative simply by performing the duties out-lined.

1. Any past or present Home Phone-Answering Volunteer may act as a Group Diverter Representative simply by regularly attending Diverter Committee meetings.
2. Ideally, a Group Diverter Representative should plan to serve at least one year in that capacity. (However, there is no strict rotation requirement).

Position Takes Direction From

The EVI Diverter Committee

Positions Taking Direction From the Group Diverter Representative

ALL HOME-PHONE ANSWERING SERVICE VOLUNTEERS - Primary Volunteer

Job Synopsis

The Group Diverter Representative takes direction from the EVI Diverter Committee (or the EVI Business Group) and provides assistance in Diverter Volunteer recruitment, 12th Step List Volunteer recruitment, and the reporting of Diverter Program developments to their Home Group members.

Job Duties

1. Actively recruit new Diverter Volunteers using the “Call For Volunteers” Application Form provided in the EVI Office.
2. Actively recruit new 12th Step List Volunteers using the “Call For Volunteers” Application Form provided in the EVI Office.
3. Regularly attend Diverter Committee meetings (and/or EVI Business meetings) and report Diverter developments to members of their Home Groups.

APPENDIX “B”

“Call for Volunteers”

The Emerald Valley Intergroup (EVI) needs your help to carry the message of Alcoholics Anonymous within the greater Eugene-Springfield-Cottage Grove area. Without your support we can't fulfill our primary purpose. Please get involved. Be of service. Help us help you.

Shown below is a list of the service committees now operating within the Intergroup. Pick out up to three you'd like to join. It's easy and fun. Come join us on the broad highway.

Just fill out the form below and mail or bring it to us at the address shown below. Someone from the committee(s) you have selected will call you. Can't wait that long? Call us at 541-342-4113 and we'll be glad to hook you up. Or, go to the "People" section of the EVI Newsletter and call the appropriate Committee Chair. Or just show up at their Committee Meeting also listed in the EVI Newsletter "Calendar". Our monthly EVI Business Meeting is on the 2nd Monday of each month at 6:30 PM in the EVI Office. Check us out online at www.efn.org/~eviaa and see what's going on in your community.

NAME: _____ TODAY'S DATE: _____ SOBRIETY DATE: _____

PHONE NO. _____ EMAIL: _____

HOME GROUP: _____

SPECIAL SKILLS: _____

SERVICE COMMITTEES: (Please rank choice by marking as 1, 2, or 3 next to committees selected)

<input type="checkbox"/> Office Volunteers	<input type="checkbox"/> Literature	<input type="checkbox"/> Archivist
<input type="checkbox"/> Diverter	<input type="checkbox"/> 12 th Step List	<input type="checkbox"/> Activities
<input type="checkbox"/> Public Information	<input type="checkbox"/> Outreach	<input type="checkbox"/> Speaker Mtg
<input type="checkbox"/> Bookkeeping	<input type="checkbox"/> Coop w/ Treatment	<input type="checkbox"/> Coop w/ Professional
	<input type="checkbox"/> Facilities (CTF)	<input type="checkbox"/> Community (CPC)
	<input type="checkbox"/> Communications	<input type="checkbox"/> Hospitals & Institutions
	<input type="checkbox"/> Newsletter	<input type="checkbox"/> Corrections
	<input type="checkbox"/> Meeting Directories	<input type="checkbox"/> Hospitals
	<input type="checkbox"/> Website	<input type="checkbox"/> Treatment Centers

I want to start my own Committee called: _____

Return To: Emerald Valley Intergroup
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