

Q1: By when do the forms need to be returned to the Telephone Liaison Officer (TLO)?

A1: As soon as possible.

Q2: If our group is not sponsoring anyone, should we return the form anyway?

A2: Yes, please. It is useful confirmation that you have received the form and given it consideration.

Q3: Will the telephone rota change as a result of the new sponsorship forms?

A3: People currently in telephone responder service who wish to continue and are sponsored into service again for 2023/24 will remain in their current position on the rota.

Q4: Do I need to be sponsored into service if I was on last year's forms?

A4: Yes.

Q5: Why do we need to complete these forms every year?

A5: The forms are to ensure that the list of Responders, Reserves and 12th-Steppers are as current as possible and that individuals no longer wishing to be in a service position are removed.

Q6: Should our group put forward the names of each and every individual who volunteers?

A6: Yes, if you are certain that they meet all the criteria listed.

Q7: I've recently been sponsored into service; do I need to be included on another sponsor form?

A7: Yes, group sponsorship is needed at the commencement of a service role and then annually.

Q8: I attend several groups on a regular basis, should I get sponsorship from all, some or just one of my groups?

A8: Just one, preferably the group that knows you best.

Q9: Can the helpline be redirected to my mobile if I am out and about during my responder shift?

A9: Many responders use a mobile and so long as you can access other resources needed to deal with calls, e.g., 12th Step list, Where to Find card and in an environment where confidentiality can be maintained, there are no restrictions preventing this.

Q10: I'd like to do Telephone Service, but I am fearful that I will not be good enough or have enough experience. Will help and advice be available?

A10: Yes! We can arrange for you to talk to an existing responder and can also answer any questions you may have via ongoing support from the TLO.

Q11: If I relapse, will I be struck off?

A11: Unfortunately, yes. It is the responsibility of your sponsoring group to inform the TLO if you no longer meet the criteria for sponsorship.

Q12: Do I need a computer?

A12: Whilst not absolutely essential, it is extremely helpful to have internet access either via a computer, tablet, or mobile phone. Communication from the TLO is through e-mail and access to the most up to date information and websites is often invaluable. It also saves responders having to print out information which can quickly go out of date.

Q13: What about telephone costs, can I claim expenses?

A13: Yes, but only for the cost of calling 12-Steppers.

Q14: What is the best way to return the form?

A14: Email to telephones.derbyhire@aamail.com

Q15: Where do I find the answers to any other questions about telephone service I may have?

A15: Contact the TLO at:
telephones.derbyshire@aamail.org