

# **Interphones Handbook-**

## **ALCOHOLICS ANONYMOUS**

**Southeastern Pennsylvania Intergroup Association  
(SEPIA)**

**1903 S. Broad Street  
2<sup>nd</sup> Floor**

**Philadelphia, PA 19148**

**215-923-7900**

**Website: [aasepia.org](http://aasepia.org)**

# Interphones Guidelines

## Purpose:

The Interphones network allows the message of A.A. to get to the *suffering* alcoholic in this area, directly from the *sober* alcoholic, whenever the cry for help is heard. We in recovery are responsible to answer the call for help.

## Goals:

- To have a sober alcoholic answer calls to the published telephone number for A.A. in the five-county Southeastern Pennsylvania region.
- To refer alcoholics to A.A. groups or persons in order to help the caller find sobriety.
- To provide information to alcoholics and to the general public about A.A. activities in this area.
- To direct requests for information and/or assistance to the appropriate resources whenever possible.

## Guidelines for Telephone Volunteers

- In order to prepare yourself for volunteer telephone answering, it is helpful to read the seventh chapter of the Big Book, "Working With Others," and the book *Living Sober*. Also, talk with others in the program about their Twelve- Step experiences. *Most importantly, remember your own introduction to A.A. What helped you to trust A.A. and what might have discouraged you?* Try to respond as you would have wanted your original A.A. contact person to respond to you. You may be the first person in A.A. to hear a call for help. You, as a sober alcoholic, are uniquely qualified to answer that call.
- Familiarize yourself with the meeting locations on the website and/or the Meeting Guide app, and maps of the local area. Familiarize yourself with the resource lists available in this handbook.
- Gather information about the caller while providing reassurances that there is help available, and there is hope that A.A. can provide. For individuals needing information, find out their specific needs and pass on the information to the caller if it is available to you. Call the person back, if necessary, if you do not have the information on hand or if you cannot answer the question.

## Telephone Answering Process

1. Make sure you know exactly when your shift begins and be available. We don't receive many calls, but when we do receive a call, we NEED you.
2. A call will come to your cell or home phone during your scheduled time slot. You will be required to press a digit to accept the call. Then identify yourself by saying, " My name is \_\_\_\_\_, I 'm with A.A., how can I help you?"
3. Find out what the caller wants.
4. If it is a call for meeting information, get the caller's location and refer to the SEPIA website: [aasepia.org](http://aasepia.org) or the Meeting Guide smartphone app.
5. If it is a call for information on community resources, use the resource list provided for you in this guide. Because each county in the state of Pennsylvania has their own criteria for alcohol/drug related problems, be sure to first identify which county the caller resides in, then provide information for the emergency after-hours facilities and hospitals listed for that county.
6. If it is a call from a friend or relative of an alcoholic, give them general information about A.A. and how to find A.A. meetings in case their loved one wants help, either now or at some point in the future. Courteously refer them to **Al-Anon: (215) 222-5244** so they can get help for themselves too. Alcoholism is a family disease affecting everyone in an alcoholic's life. Al-Anon can help loved ones lead a happy, productive life whether the alcoholic gets sober or not. Counseling may also help them.
7. **If it is a call for a ride to a meeting, explain that this is not part of our service. You may choose to help or you may contact someone from the Twelve-Step Call or Email list to help. DO NOT GIVE CALLERS PHONE NUMBERS UNDER ANY CIRCUMSTANCES.**

## Tips and Suggestions for Talking to the Suffering Alcoholic

*These procedures and suggestions are not fixed rules or regulations. Each call is different and requires good judgement. Use your own experience, strength and hope when answering calls. If you feel uncomfortable about a call, review the situation with someone more experienced.*

### Some of the following may be of help:

- Listen carefully to what the caller is saying, and respond with what A.A. has taught you.
- Get the name and phone number of the caller. The caller's number will appear on your phone's display. If the caller is noticeably intoxicated, be patient and **firm** in your suggestion that they go to a meeting. Never promise a personal visit to the caller.
- Do not give out the names and phone numbers of any A.A. person, regardless of the circumstances.
- When returning a call, ask to speak directly to the person whose name was given. Sometimes other household members are not aware the call was placed.

### Suicidal Callers

We occasionally get calls from people talking about suicide. We suggest you listen to the caller and you may say, "You must have a lot of pain," or "This must be a bad time for you." After a few moments, you might ask, "Are you calling from the city? What's your street address?" Try to find out how the person plans to commit suicide. "Do you have a bottle of pills...?"

Make note, ESPECIALLY if the caller has a gun.

Try to keep the caller on the phone and talk to them. Listening and sharing pain is more important than trying to talk them out of their pain.

If you believe the caller means business and they hang up or get disconnected, call 911 and provide the police department the details.

You can also refer them to this 24-hour Suicide Prevention and Crisis Intervention Hotline:

**Philadelphia Crisis Center  
(215)-685-6440 or dial 988**

## **For Anyone New Coming into A.A. and for Anyone Referring People to A.A.**

This information is for people who may have a drinking problem and for those in contact with people who have, or are suspected of having, a drinking problem. Most of the information is available in more detail in the literature published by A.A. World Services, Inc.

### **What is A.A.?**

Alcoholics Anonymous is an international fellowship of men and women who have had a drinking problem. It is non-professional, self-supporting, multiracial, apolitical and available almost anywhere in the world. There are no age or education requirements. Membership is open to anyone who wants help with a drinking problem.

### **Singleness of purpose and problems other than alcohol**

Some professionals refer to both alcoholism and drug addiction as "substance abuse" or "chemical dependency." Non-alcoholics are, therefore, sometimes introduced to A.A. and encouraged to attend A.A. meetings. Anyone may attend Open meetings, but only those with a *drinking* problem may attend Closed meetings.

A renowned psychiatrist, who served as a non-alcoholic trustee of the A.A. General Service Board, made the following statement:

**"Singleness of purpose is essential to the effective treatment of alcoholism. The reason for such exaggerated focus is to overcome denial. The denial associated with alcoholism is cunning, baffling, and powerful and affects the patient, helper and the community. Unless alcoholism is kept relentlessly in the foreground, other issues will usurp everybody's attention."**

## What Does A.A. Do?

Members share their experience with anyone seeking help with a drinking problem; they give person-to-person service or "sponsorship" to the alcoholic coming to A.A. from any source.

The A.A. program, set forth in our Twelve Steps, offers the alcoholic a way to develop a satisfying life without alcohol.

This program is discussed at A.A. group meetings:

- **Open speaker meetings** are open to alcoholics and non-alcoholics. Attendance at an open meeting is the best way to learn what A.A. is, what it does, and what it does not do. At speaker meetings, members "tell their stories." They describe their experiences with alcohol, how they came to A.A., and how their lives have changed as a result of Alcoholics Anonymous.
- **Open discussion meetings** are where one member speaks briefly about his or her own drinking experiences and then leads a discussion on A.A. recovery or any drinking-related problem anyone brings up.
- **Closed meetings** are for A.A.'s or anyone who may have a drinking problem. Closed discussion meetings are conducted just as open discussions are, but for alcoholics or prospective A.A.'s only.
- **Step meetings** are usually closed meetings and center on the discussion of the Twelve Steps.

A.A. members also take meetings into correctional and treatment facilities. SEPIA's Prison Committee and Treatment Committee work with the institutions to set up a schedule of recurring meetings.

A.A. members may be asked to conduct the informational meetings as a part of A.S.A.P. (Alcohol Safety Action Project) and D.W.I. (Driving While Intoxicated) programs. These meetings about A.A. are not regular A.A. group meetings.

## What A.A. Does Not Do

1. Furnish initial motivation for alcoholics to recover
2. Solicit members
3. Engage in or sponsor research
4. Keep attendance records or case histories
5. Join councils or social agencies
6. Follow up on or try to control its members
7. Make a medical or psychological diagnosis or prognosis
8. Provide drying-out or nursing services, hospitals, drugs or any medical or psychiatric treatment
9. Offer religious services
10. Engage in education about alcohol
11. Provide housing, food, clothing, jobs, money or any other welfare or social service
12. Provide domestic or vocational counseling
13. Accept money for its services, or any contributions from non A.A. sources
14. Provide letters of reference to parole boards, lawyers, court officials, social agencies, employers

## Members from Court Programs and Treatment Facilities

In recent years, A.A. groups have welcomed many new members from court programs and treatment facilities. Some have come to A.A. voluntarily, others, under a degree of pressure. In our pamphlet "How A.A. Members Cooperate" the following appears:

"We cannot discriminate against any prospective A.A. member, even if he or she comes to us under pressure from a court, an employer, or any other agency. Although the strength of our program lies in the voluntary nature of membership in A.A., many of us first attended meetings because we were forced to, either by someone else or by inner discomfort. But continual exposure to A.A. educated us to the true nature of the illness... Who made the referral to A.A. is not what A.A. is interested in. It is the problem drinker who is our concern... We cannot predict who will recover, nor have we the authority to decide how recovery should be sought by any other alcoholic."

### Proof of Attendance at Meetings

Sometimes, courts ask for proof of attendance at A.A. meetings. Some groups, with the consent of the prospective member, have the A.A. group secretary sign or initial a slip that has been furnished by the court together with a self-addressed envelope. The referred person supplies identification and will mail the slip back to the court as proof of attendance.

Other groups cooperate in different ways. There is no set procedure. The nature and extent of any group's involvement in this process is entirely up to the individual group. ***This proof of attendance at meetings is not part of A.A. procedure. Each group is autonomous and has the right to choose whether or not to sign court slips.*** In some areas the attendees report on themselves, at the request of the referring agency, and thus alleviate breaking the A.A. members' anonymity.



## Literature

A.A. Conference approved literature is also available in French or Spanish. For a literature catalog please call the SEPIA office during business hours, or visit [store.aasepia.org](http://store.aasepia.org). The *AA Grapevine*, a monthly international journal, also known as "Our meeting in print," features many interesting stories about recovery from alcoholism written primarily by members of A.A. It is a useful introduction and ongoing link to A.A.'s diverse fellowship and wealth of recovery experience. The Spanish-language magazine *La Vina*, is published bimonthly.

For information or to order a subscription to either the *AA Grapevine* or *La Vina* call: (212) 870-3404; fax (212) 870- 3301. Web site: [www.aagrapevine.org](http://www.aagrapevine.org).

**SEPIA Office: (215) 923-7900**

**General Service Office: (212) 870-3400**

## Conclusion

*The primary purpose of A.A. is to carry its message of recovery to the alcoholic seeking help. Almost every alcoholism treatment tries to help the alcoholic maintain sobriety. Regardless of the road we follow, we all head for the same destination: recovery of the alcoholic person. Together, we can do what none of us could accomplish alone. We can serve as a source of personal experience and be an ongoing support system for recovering alcoholics.*

## **Treatment Facilities based on county along with guidelines and county procedures:**

*It is important to know that each county in the State of Pennsylvania has their own procedures and guidelines for people who want help with alcohol, drug and/or have other forms of mental health issues. Below is a list by county and some of the criteria from the facilities for those seeking treatment. PLEASE NOTE THAT IDENTIFICATION AND PROOF OF RESIDENCY MAY BE REQUIRED IN ALL COUNTIES.*

### **BUCKS COUNTY**

#### **ALDIE COUNSELING ASSESSMENT CENTER**

Admissions: 215-345-8530 ext. 3

Text: 267-221-3097

Medical Assistance or Independence Blue Cross

Services: Ambulatory, intensive outpatient. Emergency Assessment Center for Bucks county residents. Two locations: Doylestown and Langhorne--different hours for each.

#### **LIVENGRIN FOUNDATION**

4833 Hulmeville Rd.

Bensalem, PA 19020

215-638-5200

No Medicare; Medicaid accepted for some counties

Services: In-patient rehab center only at Hulmeville Rd. Outpatient at other locations. Sub-acute detox, partial-day program, intensive outpatient, and evening program.

## **CHESTER COUNTY**

### **BOWLING GREEN**

1375 Newark Road  
Kennett Square, PA  
(855) 894-5233

Emergency Admissions: 24 hours a day, 7 days a week

Preference: Monday through Friday 9 am to 5 pm

Services: Inpatient, detox, intensive outpatient, methadone, dual diagnosis, transportation available. Accepts insurance provided by an employer. Can assist in clarifying insurance funding sources in your area.

### **MALVERN TREATMENT CENTERS**

940 King Road  
Malvern, PA 19355  
(610) 625-8376

7 am to 11 pm

Services: Dual-diagnosis; primarily substance abuse. In-patient and partial hospitalization program six days a week; partial hospitalization and outpatient.

Three locations: Philadelphia, Malvern, Willow Grove

## **DELAWARE COUNTY**

### **OFFICE OF BEHAVIORAL HEALTH**

20 South 69th Street  
Upper Darby, PA 19082  
(610) 713-2480  
7 days a week 9 am-5 pm

A telephone-only referral service for alcohol, drug, and mental health problems. NO WALK-INS. They will refer you via telephone.

### **CRISIS CENTER**

#### **CROZER CHESTER HOSPITAL**

201 S. 15th Street (across from main hospital)  
Upland, PA 19013  
(610) 447-7600 8 am-4 pm

Mood disorders, emotional and interpersonal problems as well as more serious psychiatric conditions. Adult inpatient psychiatry. No inpatient adolescent unit but will evaluate.

### **MIRMONT TREATMENT CENTER**

100 Yearsley Mill Road  
Lima, PA 19063  
(888) 227-3898

Intensive outpatient, detox, in-patient ambulatory, intensive outpatient, partial hospitalization. Emergency Assessment Center for Delaware County residents. Adolescents accepted.

## **Montgomery County**

### **MONTGOMERY COUNTY EMERGENCY SERVICES (MCES)**

50 Beech Drive

Norristown, PA 19401

(610) 279-6100

24 hours a day, 7 days a week

Mental illness or alcohol, drug abuse or both. Services are for clients who are experiencing psychiatric and/or drug/alcohol emergencies. Crisis workers provide telephone support, referral information, and comprehensive assessment. MCES is the sole designated facility in Montco to handle involuntary ("302") commitments. MCES will never refuse anyone without insurance.

### **EAGLEVILLE HOSPITAL AND REHABILITATION CENTER**

100 Eagleville Road

Eagleville, PA 19408

(800) 255-2019

Hospital and non-hospital detox, the Medical Specialty Program, men's and women's inpatient programs, dual-diagnosis programs, and short term, moderate term, and long-term non-hospital recovery program. Transportation is provided from ALL counties.

### **VALLEY FORGE MEDICAL CENTER**

1033 West Germantown Pike Norristown, PA 19403

(610) 539-8500

24-hours a day / 7 days a week

Detox, rehab, inpatient, intensive outpatient, methadone, HIV and Latino programs. Acute detox and 7- to 28-day inpatient and detox unit. Associated with extensive outpatient services. Treatment is covered by most insurance plans.

### **BROOK GLEN BEHAVIORAL HEALTH**

7170 Lafayette Ave.

Fort Washington, PA 19034

800-256-5300

Adolescent and Adult Psychiatric

### **HORSHAM CLINIC**

722 E. Butler Pike

Ambler, PA 19002

215-643-7800

## **PHILADELPHIA COUNTY**

People **with insurance** should seek treatment from Community Behavioral Health (CBH): 888-545-2600.

People **without insurance** should seek treatment from Office of Addiction Services: 215-685-5403 or the Behavioral Health Initiative: 215-546-1200.

Dept Of Behavioral Health & Disability Services 215-685-5400.

### **CRISIS RESPONSE CENTERS (CRC)**

#### **HALL MERCER CRC (CENTER CITY/SOUTH PHILA)**

245 South 8<sup>th</sup> Street  
Philadelphia, PA 19106  
(215) 829 – 5433\

#### **FALLS CENTER 2 FOR CHILDREN**

3300 Henry Ave., Suite 3N  
Philadelphia, PA 19129  
877-203-2491

#### **TEMPLE UNIVERSITY EPISCOPAL CAMPUS**

100 East Lehigh Ave.  
Philadelphia, PA 19125  
215-707-2577

#### **EINSTEIN HOSPITAL CITY-WIDE FOR ADULTS**

(Northwest, Germantown, Roxborough)  
5401 N. Broad Street (Broad and Olney)  
Philadelphia, PA 19141  
215-951-8300

#### **FRIENDS HOSPITAL- LARKSPUR (NORTHEAST)**

4641 Roosevelt Blvd.  
Philadelphia, PA 19124  
215-831-4600

## **REHABS AND DETOX INSTITUTIONS**

### **BELMONT BEHAVOIRAL HEALTH**

4200 Monument Ave.  
Philadelphia, PA 19131  
215-877-2000

Mental health, drugs, alcohol, inpatient, outpatient

### **DRC/GAUDENZIA**

3200 Henry Ave.  
Philadelphia, PA 19129  
(215) 991-9700

Diagnostic and rehab center, inpatient rehab, partial outpatient, NO  
detox

### **FAIRMOUNT BEHAVIORAL HEALTH**

561 Fairthorne Ave  
Philadelphia, PA 19128  
(215) 484-4100

Inpatient, alcohol/drug detox, intensive outpatient, acute care facility

### **GIRARD MEDICAL CENTER**

801 W. Girard Ave.  
Philadelphia, PA 19122  
(215) 787-2000

### **KENSINGTON HOSPITAL**

136 West Diamond  
Philadelphia, PA 19122  
(215) 426-8100  
Detox and rehab services

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**KIRKBRIDE CENTER**

111 N. 49<sup>TH</sup> St.

Philadelphia, PA 19139

(215) 471-2800

Detox, treatment, mental health

**VETERANS HOSPITAL**

3900 Woodland Ave.

Philadelphia, PA 19104

(215) 823-5800

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# DIRECTORY OF SELF-HELP/CRISIS NUMBERS

Organization	PA	NJ
ALCOHOLICS ANONYMOUS (Intergroups)	215-923-7900	South Jersey 856-486-4444
ABUSED WOMEN HOTLINE	215-739-9999	856-227-1234
ACOA INTERGROUP	215-225-2780	
COALITION OF SOUTHERN NJ	856-486-4444	
ALA-TEEN	215-222-5244	
AL-ANON	215-222-5244	
CHILD ABUSE STATE HOTLINE	800-932-0313	
SERVICES FOR THE BLIND	215-627-0600	
CHILD ABUSE PREVENTION	215-683-6100	
COCAINE ANONYMOUS HOTLINE	800-347-8998	
COMMUNITY BEHAVIORAL HEALTH	855-507-9276	
COMMUNITY AIDS HOTLINE	215-985-2437	
COUNCIL ON COMPULSIVE GAMBLING	800-848-1880	800-GAMBLER
NORTHWEST VICTIM SERVICES	215-438-4410	856-847-8213
CRISIS/SUICIDE HOTLINE	215-686-4420	
SUBSTANCE ABUSE NATIONAL HOTLINE	800-662-HELP	
GAMBLERS ANONYMOUS	855-222-5542	855-222-5542
GAY AND LESBIAN (GLBT) HOTLINE	888-843-4564	
NATIONAL AIDS HOTLINE	800-662-6080	800-662-6080
SPANISH INTERGROUP	215-398-2540	