

Contacts for the Public Play a Vital Role in Al-Anon

Someone's Al-Anon journey often begins when they reach out to the World Service Office (WSO) toll-free meeting line at 1-888-4AL-ANON. Here, they can speak with a phone agent Monday through Friday between the hours of 8:00 am and 5:00 pm ET to get meeting information and, if available, the contact for a specific meeting. This personal connection can help ease concerns and encourage newcomers to walk into their first meeting.

Contacts for the Public play a vital role in Al-Anon's outreach. They can help answer questions and provide a welcoming presence. For many newcomers, being able to speak to a live person before attending a meeting makes the experience less intimidating.

Serving as Contact for the Public is Twelfth Step work. It allows members to extend hope and support to those seeking help. While offering this connection, it's essential to respect Al-Anon's tradition of anonymity by not posting member's names or phone numbers on public-facing websites. (Please refer to "Phone Contact for the Public" in the "Al-Anon and Alateen Groups at Work" section of the *Al-Anon/Alateen Service Manual* (P-24/27) for further guidance.)

Groups are encouraged to designate a Contact for the Public in their group record so WSO meeting line agents can share that information with callers. You can add one using the Group Change Form. Visit al-anon.org/groupupdate and select the appropriate type of group, then follow the prompts.

Regardless of how newcomers arrive at their first Al-Anon meeting, they need to know which room in the building will hold the meeting or how to sign in if the meeting is held electronically. Clear signage and a warm greeter can make the interaction welcoming and encouraging. Contacts for the Public are the friendly voices and faces that encourage the newcomer to “Keep Coming Back.”

Reprinted with permission of Al-Anon Family Group Headquarters, Inc., Virginia Beach, Virginia.