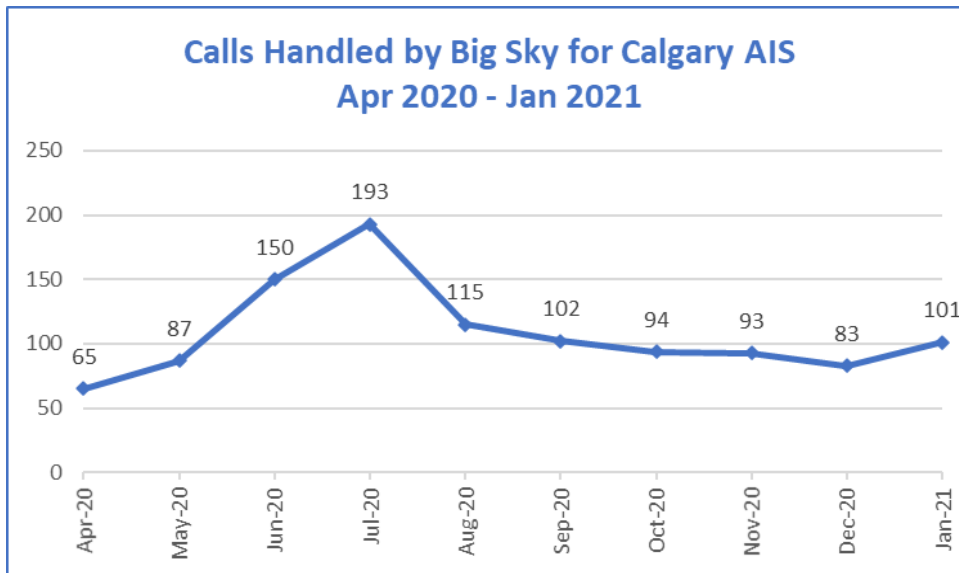


Calgary AIS Newsletter

February 2021

MONITORING RECAP 2020

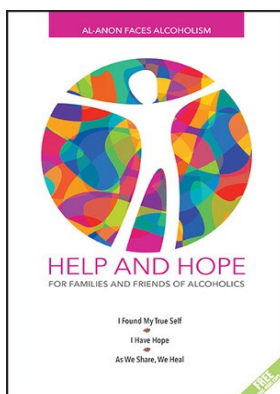
Calgary Al-Anon Information Services (AIS) employs Big Sky Call Centers to answer calls for Al-Anon information on the local number for Al-Anon (403-266-5850). When a caller wants to speak to an Al-Anon member, Big Sky transfers the calls to the Monitoring Volunteers based on the group monitoring schedule. The graph shows a spike in calls to AIS during the start of the pandemic. If you would like to know more, the Monitoring Roles & Quick Reference Sheet is included on page 12 of this newsletter.



Send Submissions
for the Newsletter to
Calgary and Area
Al-Anon Information
Services (AIS)

aiscalgarynewsletter@gmail.com

Next submission
deadline:
April 16, 2021



New Public Outreach Booklet Available

Al-Anon Faces Alcoholism includes articles by Al-Anon members and professionals who share their personal perspective on how Al-Anon Family Groups can help people troubled by someone else's drinking.



Calgary AIS Information



AIS Volunteer Opportunities

AIS is looking for a volunteers to take on the following open positions

- After hours contact for Big Sky Call Center (monitoring experience required)
- Alternate Chair
- Alateen Coordinator
- Website Coordinator
- AA Gratitude Round-Up Liaison
- AA Banff Round-Up Liaison

Please give this some thought.

I will be happy to answer any questions and help anyone interested in volunteering to serve Calgary in these positions.

Thanks,

Sally K. AIS Chair

Call: 403-969-7376

Email calgarychairperson@al-anon.ab.ca

AIS Calgary Phone Monitoring

MONITORING SCHEDULE

WEEK	GROUP NAME
Feb. 15 - 21	South Elbow Drive AFG
Feb. 22 - 28	One Day at a Time
Mar. 1 - 7	Let it Begin with Me
Mar. 8 - 14	Monday Night Monarchs / Cochrane Friday Night
Mar. 15 - 21	Northern Hills Trailblazers
Mar. 22 - 28	Spiritual Awakening
Mar. 29 - Apr. 4	Inner Peace
Apr. 5 - 11	Hope for Today / Southwest AFG
Apr. 12 - 18	Living the Legacies
Apr. 19 - 25	Calgary Men's AFG
Apr. 26 - May 2	Finding Our Way Adult Children / Sunday Evening AFG
May 3 - 9	McKenzie Circle AFG
May 10 - 16	Serenity Central
May 11 - 23	Chinook Monday Afternoons AFG

If your monitoring rep or group rep has changed, send updated contact information to aiscalgarymonitoring@gmail.com.



Next AIS Meeting

Calgary AIS benefits from the participation of all groups in AIS meetings and activities. Does your group have a representative for AIS? This group service role is called the Information Service Representative (ISR) and is described in the [AI-Anon/Alateen Service Manual, 2018- 2021](#) on page 61. Calgary AIS meetings are held every other month and are now virtual! The next meeting will be **Monday, April 12 at 7:00 pm**. Email calgarychairperson@al-anon.ab.ca to learn more or volunteer.

Calgary AI-Anon Information Services (AIS) Trusted Servants	
Name	AIS Calgary Position & Email Address
Sally K.	Chairperson, aiscalgaryinformation@gmail.com
Vacant	Alternate Chairperson, calgaryaltchair@al-anon.ab.ca
Carolyn M.	Secretary/Group Records/Archives, calgarysecretary@al-anon.ab.ca
Anita A.	Treasurer, calgarytreasurer@al-anon.ab.ca
Cathy S.	Newsletter Editor, aiscalgarynewsletter@gmail.com
Vacant	Alateen Coordinator, aiscalgaryalateen@gmail.com
Shellie O.	Monitoring Coordinator, aiscalgarymonitoring@gmail.com
Vacant	2021 AA Gratitude Roundup Liaison
Vacant	2021 AA Banff Roundup Coordinator
Carol B.	Public Outreach Coordinator, calgarypublicoutreach@al-anon.ab.ca
Vacant	Website Coordinator

AIS Bank Reconciliation

As of December 31, 2020

Balance Forward, November 30, 2020	\$2,855.78
Receipts:	
Donations - December	\$450.00
Disbursements - December	(394.08)
Balance per Bank, December 31, 2020	<u>\$2,911.70</u>



District News



District 3 & 4 Outreach

Rockyview Hospital - 8 month rotation
Holy Cross Ambulatory Care Centre
Room 5A-103

Tuesday and Thursday meetings, 8:00 pm.
Al-Anon participation at AA meeting

Month	Groups
February	Pending COVID Update
March	Pending COVID Update
April	Pending COVID Update

District 5 Outreach

Foothills Hospital Institution Meeting
Open AA Meeting Room AGW2, Baker Centre,
One floor below the main lobby

Monday and Thursday meetings, 8:00 pm.
Al-Anon participation at AA meeting

Month	Groups
February	Pending COVID Update
March	Pending COVID Update
April	Pending COVID Update

District 6 Outreach

Sunrise Rehabilitation Centre
1231-34 Avenue NE

Meetings 1st Thursday of each month,
6:00 pm chaired by a District 6 Group
Suggested that volunteers arrive at 5:45 pm

Date	Chairing Group
Mar. 4	Let it begin with Me
Apr. 1	Northern Hills Trailblazers
May 6	Finding Our Way



District 6 Outreach

Courage to Change Beginners Meeting
Peter Lougheed Centre

Monday meetings, 7:00 p.m.
New Location: the Auditorium

Basement, go through door right out of the elevators,
turn right, go down hallway and look for Auditorium
sign, need to call security to open the doors:
(403)943-4502

Date	Chairing Group
Feb. 15	Northern Hills Trailblazers
Feb. 22	Finding Our Way
Mar. 1	Despair to Serenity
Mar. 8	Let it Begin with Me
Mar. 15	Northern Hills Trailblazers
Mar. 22	Finding Our Way
Mar. 29	Despair to Serenity
Apr. 5	Let it Begin with Me
Apr. 12	Northern Hills Trailblazers
Apr. 19	Finding Our Way
Apr. 26	Finding Our Way



Did You Know?

The PLC Courage to Change Beginner's Meeting has resumed. The Sunrise Rehabilitation Centre meetings resumed, COVID protocols are in place.

District Meetings (Check with DR for Virtual Link)

The Group Representatives (GRs) and District Representative (DR) from each District meet once a month.

District 3 (SE) - DR is Sharon P.
Meets the second Wednesday of each month at Christ Moravian, 600 Acadia Dr. SE from 7:00 - 8:30 pm.
district03@al-anon.ab.ca

District 4 (SW) - DR is Nancy H.
Meets the second Wednesday of each month at 7:00 - 8:30 pm. Zoom meeting ID 471 384 6072, Passcode 987654 district04@al-anon.ab.ca

District 5 (NW) - TBA
Meets the second Thursday of each month, 7:30 pm, at Highwood Lutheran Church, 419 Northmount Dr. NW.
district05@al-anon.ab.ca

District 6 (NE) - DR is Wendy L.
Meets the second Tuesday of each month at Centennial Presbyterian Church, 103 Pinetown PI NE at 7:00 pm.
district06@al-anon.ab.ca



District 3 Workshop

Date: May 15th, 2021. Time: 11 am to 3 pm

Topic: Intimacy

Location: Online

A great way to increase fellowship, share, learn & grow, and have fun!

* Help the Bookstore * Support Your Own Recovery

BUY AN AL-ANON DAILY READER to connect with members around the world

- Courage to Change
- One Day at a Time in Al-Anon
- Hope for Today

FIND A BOOK THAT'S NEW TO YOU

- Intimacy in Alcoholic Relationships
- How Al-Anon Works
- Opening Our Hearts, Transforming Our Losses

Suggestions for Groups and Members

PICK UP A WORKBOOK

- Reaching for Personal Freedom
 - Paths to Recovery
 - Blueprint for Progress
- Answer the questions with a friend or go solo.

START A BOOK STUDY

Pick a book and invite members to join the study group. Everyone reads the same section of the book each time. The group meets to share what the readings mean, to listen and learn from others.

VOLUNTEER!

Email order@al-anonbookstore.ca or call 403-287-3397 to find out about volunteer opportunities.

Keep an eye on our website for news about book studies, book clubs and more.

ALWAYS purchase from the ACSOA Bookstore: www.al-anonbookstore.ca

Member Sharing, Book Study

For many years, my home group has often held a book study during the fall to spring seasons. Sometimes we worked on the Steps, sometimes the Traditions and YES even the Concepts. For me, no matter how many years I have been in Al-Anon there is always something new to learn or a new way to apply the things I learn to what I have or am currently experiencing.

And then Covid hit and we were unable to meet face to face any longer. We decided to move to online meetings via Zoom. Although this has enabled us to continue meeting as a group we were missing that deeper connection which always happens via a book study. The group members were excited to give it a try via Zoom and starting in mid January we began a Step Study using the workbook Reaching for Personal Freedom. Not all members had the book and thankfully were able to do curbside pick up from our Area bookstore. We are so lucky to have this resource virtually on our doorstep.

We start the book study 1 hr. and 15 minutes before the regular meeting using all the same log in information for simplicity. Depending on attendance we can stay together in one group but also have the ability to break into 2 groups if we feel that allows for more sharing time per person. We close the study after 1 hour allowing everyone to take a break before starting the regular meeting. We ask that attendees do the reading and writing during the week so that the hour is spent on personal sharing.

What a wonderful experience this study group has been. Because it is held on Zoom one of our long time members who is away during this time frame and therefore misses out on participating , has been able to join us and share her valuable experience, strength and hope. Also a new member who joined our meeting after moving to Calgary is experiencing her very first step study and shares that very special insight and enthusiasm that a newcomer hungry for help can bring to a meeting.

I would really encourage any group to consider holding an on-line book study sometime during these challenging times. We are lucky to have an amazing collection of CAL available from our bookstore right here in Calgary. This enables us to choose whatever topic or book the group decides they would like to delve into deeper and get started quickly.

Stay safe everyone Wendy L. District 6



Speaker Meeting



Wednesday Morning Serenity will host a speaker meeting on Wednesday, March 31st at 9:30 am via Zoom.

McKenzie Circle will host a speaker meetings on Saturday, May 22nd at 10:30 am and Tuesday, June 22th at 7:30 pm.

Moment of Clarity

I was not affected by alcoholism, even though I grew up in it. At least, that is what I thought at the time. When my mom went into rehab during my senior year of high school, I thought joyfully, “problem solved! Thank goodness that is over!”

But it wasn’t over. Twenty years later, my relationship with my 12-year-old daughter was awful. She was unhappy. I did everything I could to fix her life for her: hovering and telling her what to do and what to think. But the more I tried to help, the worse things got.

After one of our nightly arguments, I stormed off into my own bedroom. I sat on my bed, totally frustrated. I was alone in the room. Suddenly, out of nowhere, I heard myself saying: “It’s just like living with a drunk!” I hadn’t even known I was thinking that thought. Nevertheless, it was true, and I knew it as soon as I heard myself say it.

I picked up the phone in the bedroom and called my older brother. He had mentioned going to Al-Anon meetings for adult children of alcoholics. I asked him if the meetings would help me. He said, “Yes.” Then he also said that I should go to the meetings for myself, not to fix my daughter. I did not understand why he would say that to me any more than I understood why my relationship with my daughter felt like living with a drunk, even though neither of us drank.

I went to my first meeting that week. My journey into understanding the family disease of alcoholism began. I will always be grateful for the moment of clarity I had that night sitting alone in my bedroom, and for the love, support, and hope I continue to receive in Al-Anon.

By Eileen F., Kansas. The Forum, February 2021

Reprinted with permission of *The Forum*, Al-Anon Family Group Headquarters, Inc., Virginia Beach, VA.

Planning Al-Anon’s Future—One Conversation at a Time

The Big Question session of the International Al-Anon General Services Meeting (IAGSM) agenda is an opportunity to explore and speculate on the future. As a newcomer in service, these were the discussions I had the hardest time with. I knew how important the Al-Anon program was to me, personally, so I often felt the need to “get it right” when it came to discussions at the Area level. I wanted every conversation to end in a motion, and I wanted every motion to go my way. Discussions like the Big Question, where we “just sat around talking” and never made a decision seemed like a waste of time.

Continued on page 8

Continued from page 7, Planning Al-Anon's Future—One Conversation at a Time

Slowly, by example and error in equal measure, I learned the value of planning for the future. Not controlling and managing, as I had done before finding Al-Anon, but planning using the spiritual principles described in the Concepts of Service: thoughtful estimate, prudence, and extensive debate. I saw these modeled at my Area and at the World Service Conference to plan for Al-Anon's future. Many years later, I'm more trusting and patient. I have less of a need to know and more willingness to listen. It was easy, therefore, for me to support the inclusion of speculative, forward-thinking conversation as part of the 2020 agenda, even knowing it wouldn't end in a neat and tidy conclusion.

It was obvious from our interactions with members in our own structure, as well as around the world, that the topic of this year's Big Question needed to be electronic meetings. Specifically, we wanted to know more about the impact for members and General Service Offices (GSOs) as they have come to understand and apply the current policy during this "boom time" of electronic meetings. What kind of questions are GSOs getting from members about registering electronic meetings? What benefits might a GSO experience if given the opportunity to register electronic meetings? What challenges might there be? We look forward to being able to share the highlights—but no conclusions—of that discussion with you in the *IAGSM Summary*.

By Kerri K., Associate Director—International. The Forum, February 2021

Reprinted with permission of *The Forum*, Al-Anon Family Group Headquarters, Inc., Virginia Beach, VA.

I Felt Compassion

I remember seeing sun beams through the trees and feeling a gentle breeze that was lapping small waves across the water. It was so peaceful. But as I sat on that porch looking at the scene before me, I could also hear my husband's voice in crisis on the phone in my ear. He was supposed to be sitting on the porch with me. He was supposed to be sober. But he wasn't.

He was calling to ask me to come get him and bring him to be with us. He wanted me to bring him to this peaceful place where our boys and extended family were gathered. Before coming to Al-Anon, I would have done it. Out of fear and anger, I would have brought him to us. And, we would have all paid a heavy price for that. But this time was different.

I heard the pain and fear in his voice, and my heart hurt for him and for us. I heard my Sponsor's voice in my mind and felt compassion rather than anger. I heard the words from the members in my home group about treating others with enough respect to not immediately spring to their rescue or prevent the crisis that was coming.

I heard my husband ask me to come get him, and for the first time, I heard myself saying, "No." I realized the best thing I could do was to stay where I was and enjoy my time with family. I told him that I loved him and reminded him that he knew who he could reach out to for help and they could be there for him in ways I could not. That was the start of his longest time of sobriety in his adult life. I am grateful that I had nothing to do with it besides getting out of his way and letting him find and work his own program. "Don't just do something, sit there." I had heard it countless times in meetings and look what happened when I finally listened.

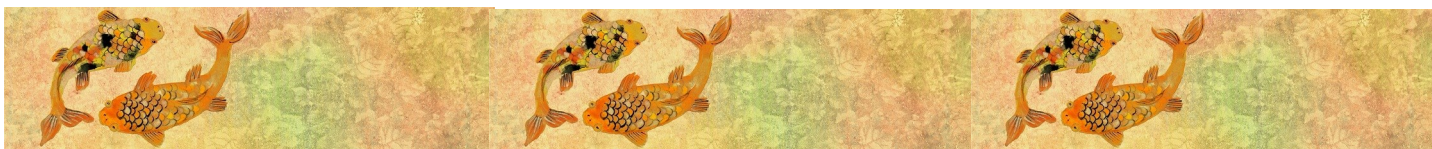
By Anonymous. The Forum, February 2021

Reprinted with permission of *The Forum*, Al-Anon Family Group Headquarters, Inc., Virginia Beach, VA.

<p style="text-align: center;">Al-Anon/Alateen Meetings in the Calgary Area by Day of the Week (Details are as accurate as possible, may change without notice.)</p>	<p style="text-align: center;">Quadrant (District)</p>
Mondays	
<p>Chinook Monday Afternoon Monday 1:30 pm Contact email: chinookalanon@gmail.com Zoom Meeting ID: 902 335 230, Password: 12345 https://us04web.zoom.us/j/902335230?pwd=a2hZMUw5MS9wekQyc2ZlWUFpbmRDUT09</p>	<p style="text-align: center;">SW (District 4)</p>
<p>Spiritual Awakening AFG Monday 1:30 pm Meeting face-to-face within Alberta Health guidelines (AH Gatherings). Hawkwood Baptist Fellowship, 20 Hawkwood Dr NW.</p>	<p style="text-align: center;">NW (District 5)</p>
<p>Courage to Change Beginners Meeting AFG Monday 7:00 pm Meeting face-to-face within Alberta Health guidelines (AH Gatherings). Peter Lougheed Centre, 3500 26 Ave NE. In auxiliary lunch room 0524, lower level next to cafeteria cashiers.</p>	<p style="text-align: center;">NE (District 6)</p>
<p>Starting with Serenity Monday 7:00 pm, starting November 2, 2020 Meeting face-to-face within Alberta Health guidelines (AH Gatherings) on Mondays AND by Zoom on Tuesdays at 7:30 (see below). Monday face-to-face location: Parkland Community Hall, 505 Parkvalley Rd SE.</p>	<p style="text-align: center;">SE (District 3)</p>
<p>Hillhurst Finding Serenity Monday 7:30 pm Jitsi meeting: https://meet.jit.si/CalgaryMonHilhurstFindingSerenity +1.647.243.6108 PIN: 4250 9713 21</p>	<p style="text-align: center;">NW (District 5)</p>
<p>Monday Night Monarchs Monday 7:30 pm Contact email: mondaynightmonarchs@gmail.com Zoom meeting: Meeting ID: 993-147-641, password: 000859</p>	<p style="text-align: center;">NW (District 5)</p>
<p>Pal-Anon Monday 7:30 pm Contact email afgpalanon@gmail.com Zoom Meeting ID: 774 090 810, password: 856872 https://us04web.zoom.us/meeting/register/upMpd-CopjoqRkUGiJaVptoke4DGPakPGg</p>	<p style="text-align: center;">SW (District 4)</p>
<p>One Day At A Time AFG Monday 8:00 pm Not meeting during COVID-19 pandemic.</p>	<p style="text-align: center;">NE (District 6)</p>
<p>Serenity Plus Adult Children AFG Monday 8:00 pm Trying to meet face-to-face within Alberta Health guidelines (AH Gatherings). Highwood Lutheran Church, 419 Northmount Dr NW, Back door entrance.</p>	<p style="text-align: center;">NW (District 5)</p>
Tuesdays	
<p>Serenity Central Tuesday 12 Noon Jitsi meeting: https://meet.jit.si/NoonTuesThursSerenityCentralAFG</p>	<p style="text-align: center;">SE (District 3)</p>
<p>Tuesday Afternoon AFG Tuesday 1:30 pm Meeting face-to-face within Alberta Health guidelines (AH Gatherings). Church of the Good Shepherd, 408 38 St SW, downstairs.</p>	<p style="text-align: center;">SW (District 4)</p>
<p>Starting with Serenity Tuesday 7:30 pm (also meeting face-to-face on Mondays at 7:00) Zoom Meeting ID 898 2921 6460, passcode: 413841 https://us02web.zoom.us/j/89829216460?pwd=WUVOU3V4L0l0V1k2M2pGTmRMdnZlUT09</p>	<p style="text-align: center;">SE (District 3)</p>
<p>Finding Our Way Adult Children AFG Tuesday 7:30 pm Join Zoom Meeting ID: 886 5633 2173, Passcode: adultchild https://us02web.zoom.us/j/88656332173?pwd=WEo3TG9Zr3ordUE1bnQ5OERlcDdJdz09</p>	<p style="text-align: center;">NE (District 6)</p>
<p>Bowmont AFG Tuesday 7:30 PM Email bowmontafg@gmail.com for details.</p>	<p style="text-align: center;">NW (District 5)</p>
<p>Calgary Men's AFG Tuesday 7:30 PM Zoom Meeting ID: 602-340-0260, password: 12steps https://ucalgary.zoom.us/j/6023400260</p>	<p style="text-align: center;">NW (District 5)</p>

Al-Anon/Alateen Meetings in the Calgary Area by Day of the Week (Details are as accurate as possible, may change without notice.)	Quadrant (District)
MacKenzie Circle Tuesday 7:30 pm Jitsi meeting: https://meet.jit.si/McKenzieCircleAFG-2 or https://meet.jit.si/McKenzieCircleAFG	SE (District 3)
Paths to Recovery Tuesday 7:30 pm Zoom meeting, email pathstorecoveryafgcalgary2@gmail.com for Zoom link.	SW (District 4)
South West AFG Tuesday 8:00 pm Zoom meeting, email swafg2@gmail.com for Zoom link.	SW (District 4)
Tillicum AFG Tuesday 8:00 pm Contact email: tilicumalanon@gmail.com Zoom telephone meeting: Dial 587-328-1099, meeting ID 780 6468 9340, password 408727	SW (District 4)
Wednesdays	
Wednesday Morning Serenity Wednesday 9:30 am Zoom Meeting ID 672-828-6264, password 344236	SE (District 3)
From Despair to Serenity AFG Wednesday 10:00 am Meeting face-to-face in a private residence within Alberta Health guidelines (AH Gatherings). Text 780-913-3307 for details.	NE (District 6)
Serenity Seekers AFG Wednesday 12:00 pm Contact email: ascensionafg@gmail.com Meeting face-to-face within Alberta Health guidelines (AH Gatherings). Email ascensionafg@gmail.com to meet at South door.	NE (District 6)
MacLeod Trail AFG Wednesday 7:00 pm Jitsi meeting: https://meet.jit.si/CalgaryWedMacleod	SE (District 3)
Northern Hills Trailblazers AFG Wednesday 7:30 pm Zoom meeting: email calgary_nhtb_afg@al-anon.ab.ca for Zoom link.	NE (District 6)
West Side AFG Wednesday 7:30 pm Zoom meeting: email afgwestsidecalgary@gmail.com for Zoom link.	SW (District 4)
Calgary Parent Recovery Wednesday 7:45 pm. Jitsi meeting: https://meet.jit.si/CalgaryParentsRecovery	SE (District 3)
Thursdays	
Living the Legacies AFG Thursday 10:00 am Contact email: livingthelegacies@gmail.com GoTo meeting: https://global.gotomeeting.com/join/298767349 , dial in, Canada, 647-497-9373, access code 298-767-349. GoTo app: global.gotomeeting.com/install/298767349	NW (District 5)
Let It Begin With Me AFG Thursday 7:00 pm Zoom meeting: email beginwithmecalgary@al-anon.ab.ca for details.	NE (District 6)
Letting Go AFG Thursday 7:00 pm Meeting face-to-face within Alberta Health guidelines (AH Gatherings). AARC Building, 303 Forge Rd SE, east parking lot, east entrance.	SE (District 3)
AB/N.W.T. Alateen Thursday 7:00 pm Zoom meeting: email alateenzoom@al-anon.ab.ca for details.	AB/N.W.T. (Area)

Al-Anon/Alateen Meetings in the Calgary Area by Day of the Week (Details are as accurate as possible, may change without notice.	Quadrant (District)
Early Risers Thursday Eve Thursday 7:30 pm (off-shoot of Saturday Early Risers AFG) Contact email afgearlyrisers@gmail.com Zoom Meeting ID: 876 8241 9645, password 204060 https://us02web.zoom.us/j/87682419645?pwd=WDBuSDJ4NGE5dGNVEl4Qm5ScXJoUT09	SW (District 4)
South Elbow Drive Thursday 7:30 pm Zoom Meeting ID: 744 4943 3746, password 2ykHpS https://us04web.zoom.us/j/74449433746?pwd=Q0RXbEMrUWtJMIUybhVhMk1rbDN4UT09	SE (District 3)
Hope for Today AFG Thursday 7:30 pm Trying to meet face-to-face within Alberta Health guidelines (AH Gatherings). South Calgary Community Church, 2900 Cedarbrae Dr SW.	SW (District 4)
Strathmore New Hope AFG Thursday 8:00 pm Zoom meeting: text 403-667-5352 for details.	NE (District 6)
Fridays	
Airdrie Open Door AFG Friday 7:30 pm Meeting via free conference call. Email sheilalewrenz@yahoo.com for details	NE (District 6)
Saturdays	
Saturday Early Risers Saturday 9:30 – 11:00 am Contact email afgearlyrisers@gmail.com Zoom Meeting ID: 859 9297 7400, password 204060 https://us02web.zoom.us/j/85992977400?pwd=YndwdFpubXZnK2owT3lmZGxYa0NBUT09	SW (District 4)
MacKenzie Circle Saturday 10:00 am Jitsi meeting: https://meet.jit.si/McKenzieCircleAFG-2 or https://meet.jit.si/McKenzieCircleAFG	SE (District 3)
<p style="text-align: center;"> Additional electronic meetings (many languages, many formats, locations worldwide) can be found at www.al-anon.org under Meetings > Electronic Meetings To make any changes to this list, contact: calgarypublicoutreach@al-anon.ab.ca </p>	



Donations to Calgary AIS

Please consider Calgary AIS for a timely donation from your group. We are an essential Al-Anon service arm, grateful for the financial support from groups and members in the Calgary area. With the increase in calls to Al-Anon during the pandemic, Calgary AIS provides a critical link to connect families and friends of alcoholics with Al-Anon meetings. The revised service plan means our monthly costs will be reduced, but the total cost of providing this essential phone service in 2020 is up.

Please send donations to: Calgary and Area AIS c/o 1003 Canford Pl. SW, Calgary, AB T2W 1L6.
 Any group wanting to make donations via e-transfer please use the following email address: calgarytreasurer@al-anon.ab.ca with a footnote of the name of the group.

NEW from Calgary AIS Monitoring

Monitoring with Calgary AIS – ROLES & QUICK REFERENCE SHEET

What is Monitoring?

Calgary Al-Anon Information Services (AIS) employs Big Sky Call Centers to answer calls for Al-Anon information on the local number for Al-Anon (403-266-5850). When a caller wants to speak to an Al-Anon member, Big Sky transfers the calls to the Monitoring Volunteers based on the group monitoring schedule.

Monitoring Representatives (MR)

- Each group has a Monitoring Representative (MR) or member willing to manage the organization of monitoring volunteers from their group.
- The MR checks the Calgary AIS Monitoring Schedule to see which week(s) their group is scheduled. If partnered with another group, the MR contacts the MR from their partner group to set their list of volunteers.
- **The MR recruits monitoring volunteers for their group.** From each volunteer, the MR needs to find out whether they will receive a “text” or a “call” when Big Sky reaches out. Texts are easier; calls are also acceptable.
- The MR compiles a list (including the name, number and “text” or “call” preference) of at least 3 and up to 6 monitoring volunteers for their group per week.
- **On the Friday before their week of monitoring**, the MR of the scheduled group must **email their list of monitors** (phone numbers & “text” or “call” preference) **by NOON to:**

To: Big Sky Team Lead: updates@bigskycallcenters.com

CC: Operations Supervisor (Tanya Verkerk): tverkerk@bigskycallcenters.com

AIS Calgary Monitoring Coordinator: aiscalgarymonitoring@gmail.com

- For questions or assistance, MRs contact the AIS Calgary Monitoring Coordinator: aiscalgarymonitoring@gmail.com.

Monitoring Volunteers

- If you’ve attended Al-Anon meetings for at least 6 months, are familiar with welcoming a newcomer and can speak to how attending Al-Anon meetings has helped you, then you’re ready to be of services as a monitoring volunteer.
- The role of a monitoring volunteer is to share the experience, strength and hope of the Al-Anon program to serve “the common purpose of carrying the Al-Anon message to the suffering families and friends of alcoholics” (*Al-Anon AIS Guideline, G-4*).
- Every call transferred from Big Sky is unique. A caller may be looking for more information about meetings, or someone to talk to who knows what living with active alcoholism is like and how Al-Anon could help. Share your experience - that Al-Anon is a mutual support group for those affected by a loved one’s addiction to alcohol, and members meet to share their experiences and apply the Al-Anon program to their lives. Spouses, partners, adult children of alcoholics, parents, and coworkers are all welcome in Al-Anon.
- Monitoring is scheduled a week at a time in advance. The monitoring schedule is regularly published in the AIS Calgary Newsletter and posted here: www.al-anon.ab.ca, click Members (password: Area80), then click Calgary AIS.
- **On the Monday of the week your group is scheduled to monitor, Big Sky will send a test “TEXT” or “CALL” message to you before 9:00 am.** They will identify themselves as “From Big Sky re: AIS monitoring...” **Monitors MUST reply to this test message that they are available to monitor that week.**
- If you can’t take a test TEXT or CALL at that time, please call Big Sky at 403-770-7442 to confirm availability before 9:00 am.
- **Anytime you receive a TEXT or CALL from Big Sky during the week your group is monitoring, please reply as soon as possible if you can get back to the caller within two (2) hours.**
- For questions or assistance, contact your group’s Monitoring Representative.

Quick Reference Sheet for Monitors

AIS MONITORING WITH BIG SKY, Updated December 11, 2020

Monitoring Hours	9 am to 9 pm for one week, from Monday at 9 am to the following Sunday at 9 pm. Big Sky phone line coverage is 24 hours.
Monday morning test “TEXT” and “CALL” Messages	<ul style="list-style-type: none"> • Test “TEXT” and “CALL” messages will be sent by Big Sky on Monday mornings before 9:00am. They will identify themselves as “From Big Sky re: AIS monitoring...” • Monitors MUST reply to this test message that they are available to monitor that week. • If you can’t take a test TEXT or CALL at that time, please call Big Sky at 403-770-7442 to confirm availability before 9:00am <p>SPECIAL NOTES:</p> <ul style="list-style-type: none"> • The number displayed from Big Sky Call Center for "TEXT" Monitors is: 403-990-7328. Back-up Big Sky text #'s are: 403-519-9385 or 403-472-8479 • The number displayed from Big Sky Call Center for "CALL" Monitors is: 403-000-0000.
Routine Calls	<p>Big Sky provides the following information on behalf of Al-Anon Calgary:</p> <ul style="list-style-type: none"> • Al-Anon website address: www.al-anon.ab.ca • Information about the Al-Anon meeting schedule. A list of Al-Anon meetings in Calgary (in person and electronic) will be emailed to a caller by Big Sky if the caller provides their email address. This is a new service since October 2020 in response to the pandemic. • Book store website: www.al-anonbookstore.ca and email: order@al-anonbookstore.ca • Alateen online chat meeting: https://chat.alateen.net • Calgary AIS Email: aiscalgaryinformation@gmail.com • Alberta Addiction Helpline (other addiction services): 1-866-332-2322 • Alcoholics Anonymous (A.A.) phone number and website: 403-777-1212, www.aa.org
Calls transferred to Monitors during business hours (9 am to 9 pm)	<p>When a Caller requires more information than what can be provided by Big Sky:</p> <ul style="list-style-type: none"> • Big Sky will ask: “Would you like to speak to someone who attends Al-Anon meetings?” • If yes, Big Sky will advise caller that they will do their best to have an Al-Anon member call them back within two (2) hours. • Big Sky will send a group text to all “TEXT” monitors and will phone any “CALL” monitors (leaving a voicemail if no answer) • Big Sky will wait 15 minutes for a response • A monitoring volunteer responds to Big Sky as soon as possible <i>if they can take the call</i> • Whoever replies via text or calls in first will receive the caller details • Once a reply is received and the call has been dispatched, a text will be sent to the “TEXT” group advising the call has been handled • If no reply is received, the group text will be re-sent by Big Sky every 15 minutes for 60 minutes, or until someone replies/calls and gets the caller details • If no replies received within one (1) hour for either call or text, Big Sky will use the “SHORT NOTICE” contact list • If no replies received within 1½ hours, Big Sky will contact the Monitoring Coordinator <p>SPECIAL NOTE:</p> <ul style="list-style-type: none"> • <u>Alateen</u>: a message is sent to the Alateen Contacts list or aiscalgaryalateen@gmail.com or the caller is given the Alateen email address
Calls needing more information AFTER business hours (9 pm to 9 am)	<ul style="list-style-type: none"> • Big Sky will TEXT or CALL each contact on the “AFTER HOURS” list. • If no reply is received after trying each number once, Big Sky will email aiscalgarymonitoring@gmail.com to advise that no one was able to take call
Additional Information	<ul style="list-style-type: none"> • Monitoring volunteers, contact your group’s Monitoring Rep to answer your questions regarding monitoring. Contact AIS Monitoring Coordinator only for questions that your group Monitoring Rep is unable to answer. • AIS Monitoring Coordinator email: aiscalgarymonitoring@gmail.com

Alberta Al-Anon Website

One stop for information on Al-Anon events, the current meeting schedule, public outreach, newcomer information, Alateen and so much more!

al-anon.ab.ca

To subscribe to, unsubscribe from, or submit a story sharing the experience, hope and strength of the Al-Anon program to the Calgary AIS Newsletter

Email aiscalgarynewsletter@gmail.com

Submission deadline for the next issue is

April 16, 2021

