

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’re able to speak to the caller.**
- For questions or assistance, contact your group’s Monitoring Representative.

Quick Reference Sheet for Monitors

AIS MONITORING WITH BIG SKY, Updated October 26, 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 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"> • Alateen: 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