

EVI Office Volunteer Orientation Packet

Welcome to Emerald Valley Intergroup Office

EVI Steering Committee Approved, July 12 2021

First, thank you for volunteering for EVI. We want your time here to be enjoyable as well as helping you to stay sober. If you have any issues at any time, feel free to talk with the Office Volunteer Coordinator (OVC), or Steering Committee member in-person or via voice, email or text. We are all part of the Office Volunteer Committee and as such we are striving to be a part of our A.A. community while offering help to those in need.

This office provides 3 main essential services. First, it is a point of contact with A.A. for the still suffering alcoholic, their families and friends. During office hours, volunteers become the lifeline to A.A. for those reaching out for help. Second, the office provides local at cost access to General Service Conference approved literature, pamphlets and Grapevine literature. Third, it provides a space for EVI Service Committees to accomplish their work.

We endeavor for all who sign up to do a shift at the EVI Office to be trained by a qualified volunteer in EVI Office policies, procedures and how to operate the office equipment we use. We also try to have at least 2 volunteers in the office on each shift. This equipment includes the register, laptop, telephones, copier and coffee maker. The laptop is provided as the most convenient and up-to-date informational option for all area meetings. It is best for it to be set up at the beginning of the day and properly secured at the end. Familiarity with the basic functions of the website is most helpful and any assistance can be provided.

This document is aimed at being an auxiliary tool in training and a reference afterwards, one that will hopefully contain all the details you may refer to in the course of a shift. We view this as an evolving living document, if you have an idea for improvement, please let the OVC or a member of the EVI Steering Committee know! We hope this document provides clarity on what the expectations are for every volunteer on each shift and where each shift has room for a shift conscious on matters where there is some flexibility.

In keeping with AA's Singleness of Purpose Statement, our main task is to help the alcoholic in finding the services they need to combat their disease. Other than this, our efforts are organizational. We sell literature, coordinate group efforts and service committees, provide a source for dial-in information, and collect contributions. When an active user needs help, we make resources available.

In meeting our responsibilities, we sometimes have to deal with people in crisis. At this point we do well to remember that we are not physicians or counselors. If you feel the phoning party may require more help than a meeting referral or 12th Step Call, we have listings of every type of service available. It is suggested that you try to give information rather than advice. If you are unsure about what to do, consult with someone with more experience such as your volunteer team member. "I don't know" is rarely a welcome response. "Let me find out for you" always is.

Expectations for EVI Office Volunteers

One of the important things for you to be aware of is *YOU are responsible for your shift* and you are part of a team. If you need a day off there is a substitute list for you to call and see if someone will cover for you. If you are running late or a last-minute thing has come up, which we understand can happen, please call the office and let them know. Treat this position like you would a job. If you encounter a personal crisis, last minute or otherwise, please try and let your shift partner, the OVC or a Member of the Steering Committee know.

EVI operates in 2 shifts. Office hours are 9am to 5pm Monday through Friday and 9am to 4pm on the weekends. The expectation for AM shift volunteers is to arrive about 15 minutes prior to the office opening at 9am, to prepare the office for phone calls and visitors. PM Shift volunteers should keep in mind the AM shift is waiting for the PM shift and should arrive no later than 1pm Monday through Friday and by 12noon on Saturday and Sunday. PM shift volunteers should plan on staying until about 5:15pm (4:15pm on weekends) to perform Register Closing Procedures once the office is closed. While many of the closing tasks can be accomplished before the office is closed, literature sales should be available to visitors during office hours. Key holders are welcome to lock the office when arriving early and at closing in order to accomplish the opening and closing procedures without interruptions.

In order to answer the phone, the line must be free to receive calls. To facilitate this we do not use the EVI telephone for personal calls. It is suggested that cell phones be used as much as possible to keep the lines clear for those in need. When absolutely necessary, any outgoing calls must be made on Line 2 in the coordinator's office, by EVI volunteers only. If a visitor says they have a real emergency, desk person may use our phone to call on visitor's behalf. EVI officers or committee members doing business may use Line 2 in coordinators office. If a visitor asks, we do not have a public restroom.

Bathrooms and Kitchenette are for EVI volunteers and AA members visiting the office for an AA purpose only. We also always want to keep all areas clean, tidy and welcoming for all of us. Cleaning supplies are provided. Volunteers are encouraged to be vigilant in monitoring who goes back in to the common area of the building and to not hesitate to check on the bathrooms and kitchen area if there is any indication of a problem. Please let the OVC know if there are issues that need to be resolved.

Safety

Your safety as an EVI volunteer is very important! We do occasionally have visitors who present safety concerns. The EVI Steering Committee has approved Guidelines regarding office conduct, they are posted in the office and in the Volunteer Log Book. All volunteers will be trained on these guidelines. Any volunteer is encouraged to call the Eugene Police or CAHOOTS should the need arise. Every Volunteer should know where these phone numbers are listed. The EVI Steering Committee also wants every volunteer to know that we prefer every shift to have at least 2 volunteers present, although it is not requirement for the office to be open. Special Note: Although it is not required, any volunteer who is facing the circumstance of being the only one in the office has the right to call the Diverter Chair and close the office. It's also ok to lock the door, and continue to answer the phone until the end of your shift. Finally any volunteer is welcome to bring any and all safety concerns to the Office Coordinator, EVI Chair, EVI Vice-Chair or member of the EVI Steering Committee. *PLEASE log any safety concern/issues in the Volunteer Log Book.* The Office Coordinator should be informed as soon as possible if it was necessary for the Eugene Police or CAHOOTS to be called.

EVI Structure

Emerald Valley Intergroup, founded in 1981, is an AA service office that carries out functions common to the AA groups in Districts 6, 19, 20 and part of 34 with in Oregon Area 58. EVI is staffed by trusted servants and is funded entirely by contributions from AA groups and individual AA members. EVI has a Steering Committee made up of the EVI Chair, Vice-Chair, Treasurer, Vice-Treasurer, Secretary and 4 Members at Large. The Bookkeeper and Office Coordinator are ex-officio members of the Steering Committee. The Steering Committee meets on the 1st Monday of the month to review monthly financials, discuss topics pertinent to EVI and set the agenda for the EVI Business meeting. The EVI Business Meeting occurs each 2nd Monday at 6:30pm. A handout titled Emerald Valley Intergroup (EVI) Organization and Service Committees should be available on the shelves by the Archives display. This is a synopsis of EVI service positions and committees. All EVI volunteers are encouraged to be familiar with this information and are encouraged to hand this out to anyone interested in EVI service.

Trusted Servant & Committee Communication

A roster of elected trusted servants, their position – and contact info, is maintained and placed in the Volunteer binder. (EVI Trusted Position Roster) EVI currently has 12 standing committees. These individuals are in service to the AA community, please use this document to facilitate connecting AA members to any area of service or individual of interest. The Steering Committee, Treasurer, Bookkeeper, each District, & each Service Committee also has a mail container in the Mail room next to the coordinators office.

Guidelines for running the office are detailed in 4 laminated sheets accessed on the reception desk. They provide detailed instruction on, *AM Shift Procedures, PM Shift Procedures, Cash Register Operation and Diverter Procedures.*

Special note on Diverter

After office hours, calls are diverted to those trusted servants who have volunteered to accept calls. When the office is opened in the morning, it is the volunteer's responsibility to take the lines out of the diverter mode for regular day operation. Closers will receive a call from the volunteer coming on the diverter, providing their phone number, so the line can be turned over. Follow the directions listed on the Diverter Procedures sheet to convert the diverter over. If the diverter does not call, closing volunteers must call the Diverter Chair, per instructions on the Diverter Procedures sheet. Important: When calling the Diverter Chair or Co-chair, please use the EVI Office phone so they know it's the Office wanting to connect with them.

Special note on Cash Register Operations

FYI: The till should never be left unattended. If necessary, lock the front door or the till any time the front office will be unattended for more than a few seconds. The money and the coin drawer is to be removed and secured appropriately at the end of the day. Please ask if you have any questions.

Some of you may have ample experience with cash register operations while many of us have little to no experience. We have created step-by-step procedures for the types of transactions you will encounter as an EVI Office Volunteer. We need to have at least one volunteer per shift willing and able to handle the cash register. Please make the OVC aware if you do not feel you are able to perform cash register operations. It is always best to read the step-by-step procedures outlined to ensure no steps are omitted, even if you have performed them before.

TO DO LIST FOR VOLUNTEERS

- ❖ Vacuum carpets.
- ❖ Dust shelves.
- ❖ Stock books and flyers on shelves.
- ❖ Clean dishes (if you used it – wash it, if you made a mess, clean it up)
- ❖ Wipe down counter, refrigerator, and tables.
- ❖ Sweep front entryway and sidewalk.
- ❖ Pick up any trash (especially cigarette butts) in front of building.
- ❖ Check dates on flyers and notices posted on bulletin boards and remove outdated ones.
- ❖ Print and fold meeting guides as needed.

Printing trifold meeting guides (from either the laptop or office computer)

1. Go to EVI website. EVIAAweb.org
2. Click on meetings on the top.
3. Click on printable guide.
4. Click on the printer icon.
5. Enter the number of copies needed.
6. Click print

The garbage can and recycling-cans are outside and to the left of the back door to the building. We have several rooms and several garbage receptacles around the office. These need to be emptied at the end of every day (try to consolidate and conserve).

Please keep the bathroom tidy. The sink and mirror should be kept looking neat at all times. Remember to stock supplies like toilet paper, paper towels (found under sink in commons area), and soap. When supplies run low, let the OVC know. The bathrooms should be checked at least once each shift for cleanliness, especially at closing at the end of the day.

In closing, there is one point that should be re-stressed. When we volunteer to cover a shift at EVI, we are scheduled for that shift on a regular basis. It is our responsibility to find a trained substitute and inform the OVC at least 24 hours before your shift if you cannot be there. To do so at the last minute is a burden to those scheduling personnel as well as to those who fill in. Please give as much lead-time as possible, barring a real last-minute emergency. Also *please* let them know if you are not going to volunteer anymore with as much advance notice as possible. This helps to get other volunteers in to cover the shifts.

WHO TO CONTACT WHEN OFFICE COORDINATOR IS NOT AVAILABLE

See volunteer log book for EVI Trusted Position Roster, call the EVI Chair, Vice-Chair, or Treasurer.

FAQ'S

Who can I contact if the Office Coordinator is not available? You can call the EVI Chair, Vice-Chair or Treasurer anytime the Office Coordinator is not available, you can find their phone numbers in the Volunteer Log book on the EVI Trusted Positions Roster page.

Can I give out names and phone numbers of EVI Officers and Committee Chairs/CoChairs? As a general rule as Trusted Servants, these individuals are available to the AA community and you are welcome to provide their phone numbers when requested. If there is an exception, it will be noted on the Roster.

What account and what is the password for WIFI? Account EVI 5, PW: IamResponsible865*^