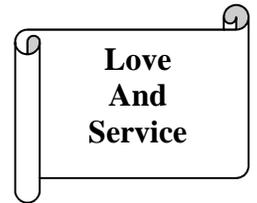




Maryland General Service (MGS) Area 29 Treatment Facilities Committee (TFC) TFC Instructions



Facility Presentation to Patients

We are from Alcoholics Anonymous (AA), for AA, and our service is for those *who have a desire to stop drinking* and wish to make AA their home.

We coordinate the AA Bridging the Gap Program, which is like a buddy system. We will try to find someone in the area where you live to introduce you to the AA Community. For instance, if you live in the Annapolis area, we will try to find someone living in the Annapolis area to assist you.

Your Temporary Contact or TC will:

1. Take you to up to six (6) meetings at various locations.
 2. Introduce you to fellow AA members
 3. Introduce you to AA conference-approved literature and show you where to obtain it.
 4. Answer any questions you have about AA and help you to locate an AA sponsor, home group, and service position.
- **The TC does not provide lodging, money, or other social services.**
 - **TCs are matched this way: Men with men and women with women, and we try to find a TC of a similar age.**
 - **To get a TC, you will need to complete a Temporary Contact Request form:**
 1. You will need to provide your complete and full discharge address. (If you are going to a halfway house, you also need to include the name of the facility along with its address.)
 2. You must also provide your discharge date if it is known. Alternatively, you may enter your intake date. (If you are discharging in less than 48 hours, we will not have time to locate a TC. In this event, you should call your local intergroup to locate and attend an AA meeting when you are discharged.)
 - **If you do have a desire to stop drinking, we can help. Otherwise, you should also talk to your case manager about other recovery programs.**

This is simply a program for those interested in becoming members of Alcoholics Anonymous. We are not representing services provided by Narcotics Anonymous (NA), Chemically Dependent Anonymous (CDA), or any other 12-Step Program.

Are there any questions?

BTG Requests – General Instructions:

With the Bridging the Gap (BTG) Request Form, which should be filled out in a consistent manner (and should also be both *complete and legible*), the process of tracking is quite easy to handle. Our regional and local coordinators can do their job better when we give them clear and consistent information to work with.

Treatment Facility Coordinator Role:

1. Meet with each individual requesting a TC and ask whether he or she has a desire to stop drinking. If he or she does **not** have a desire to stop drinking, give the form back to the patient and refer him or her to the appropriate fellowship. (If he or she does have a desire to stop drinking but does not intend to go to AA meetings, reiterate that this is simply a service program for AA. If he or she does not intend to go to multiple AA meetings with a Temporary Contact on a regular basis but would rather go to multiple fellowships, reiterate that the service structure being offered may not be the best fit for him or her.)

2. Ensure the BTG Request Form is completely filled out, legible, and written in black ink if possible. (See the attached example.)

- Full name is required.
- Full discharge address is required.
 - If the patient does not know his or her discharge address, determine what it will be and add it before accepting the form.
 - When the patient is going to another facility, have him or her indicate both the facility name and address. If the address is unknown to the patient, have him or her ask a member of the staff to provide the address.
- Make sure the e-mail and phone number are legible and can be interpreted. This information is critical, especially if we need to contact the newcomer post release.
- It helps to enter the facility information in advance and have that information on the form before it is printed out.
- Ensure the box "desire to stop drinking" is checked; otherwise give the form back and suggest that the patient talk to his or her case manager about other recovery programs.
- The admission date should be entered for all requests.
- The discharge date should be entered if it is known; otherwise enter "TBD".
- In the section designated for the Maryland General Services Facility Committee Coordinator, make sure to enter the committee name and committee e-mail address. For example: TF Committee Riva (TfcRiva@marylandaa.org).
- Enter the AA name of the person who obtained the BTG Request Form from the newcomer. For example: Jeff K. and check AA member.
- The phone and e-mail blocks are for individuals who are not committee members and are submitting a BTG Request Form. A committee member does not need to enter his or her phone number(s) or e-mail address since any communication will be sent to the committee's e-mail address.
- In the "Contact for More Info" section select the first check box. That informs the patient to contact the Treatment Facility Committee identified above.

3. The Treatment Facility Coordinator may assign a TC when the TC is local to the Treatment Facility. In that case, the coordinator will need to coordinate the assignment with the Local Coordinator. The facility committee member will still complete a Temporary Contact Request Form; however, he or she will enter the TC's name, e-mail address, and phone number on the form.

4. Fax the completed forms or e-mail them to treatmentfacilities@marylandaa.org.

Temporary Contact Request Coordinator (TCRC) Role:

1. Before leaving the facility, double check the forms submitted to ensure that they have been properly completed.
2. Create an e-mail package for each individual request, which includes:
 - BTG Temporary Contact Request Form
 - BTG 8 Instructions to the Local Coordinator
 - BTG 9 Newcomer Instructions Form (Work Document)
 - BTG 5 Bridging the Gap Fact Sheet
3. E-mail the package to the appropriate BTG Region, and send a copy to the appropriate Treatment Facility Committee.

Related Specifically to the Newcomer Instructions Form:

4. Upon receiving the completed Newcomer Instructions Form, do one of the following:
 - Print the form and deliver it to the appropriate treatment facility **or**
 - Forward the form to a MGS TFC AA member working at the facility who will hand deliver it to the newcomer.
5. If you receive an e-mail with TC information but have not received a Newcomer- Instructions Form, send an e-mail to the destination BTG Region and request the form. Advise in the e-mail that the completed form should also be sent, by the LC, to the TC so they know what the newcomer is being instructed to do. You may also include in the message that, if for whatever reason the newcomer is unable to complete the form, the newcomer can provide the required information to someone else to complete the form.
6. Tracking the request:
 - If you have not received a response within 24 hours, resend the request to the BTG Region and ask if anyone is working on it. If 48 hours have elapsed without a response, notify the Area Treatment Facilities Chairperson who will then contact the Regional Coordinator to expedite the request.
 - Follow up to ensure that the patient received the Newcomer Instructions Form.
 - Notify the BTG Region and its Treatment Facilities Committee as soon as possible under the following circumstances when the newcomer:
 - Is within 48 hours of discharge but has not yet had a TC assigned. In such a case, the newcomer should be advised to contact his or her local Intergroup upon release to find and attend an AA meeting.
 - Has received the Newcomer Instructions Form.
 - Has his or her discharge date changed
 - Has his or her discharge address changed
 - Changes his or her mind and no longer wants a TC
 - Is discharged from the facility.

Related to Ensuring Follow Up Occurs:

7. Meet with a newcomer who has a pending request.
 - Verify that all of his or her information is correct.
 - Determine if the assigned TC has been contacted by the newcomer or if the newcomer has had a change of mind.
8. See the attached sample BTG Tracking Form. If a report is available from the Area TCRC, print the Area BTG Tracking Form, indicate any updates or changes, and e-mail it to; treatmentfacilities@marylandaa.org.
9. Maintain a report containing the information in the sample and forward it after each facility presentation to treatmentfacilities@marylandaa.org

Treatment Facility Chairperson's Role:

1. Ensure each BTG request is properly handled.
2. After each presentation, review each request and approve it to be sent out by the TCRC.
3. Assist the TCRC by verifying and updating the BTG Tracking Form.
4. Monitor e-mail to ensure the necessary communications are being made.
5. Respond to inquiries sent to your Facility Committee within 24 hours and e-mail a copy to your Facility Committee so everyone is aware of the response.
6. Advise the Area Treatment Facilities Chairperson when changes are needed on the Newcomer Instructions Form.

MGS TFC AA Member Working at a Facility Role:

Members of the Maryland General Service (MGS) Treatment Facilities Committee (TFC) who are employed at the facility, can receive and give the completed *BTG 14 Newcomer Instructions* form to newcomers. The only requirements are that:

1. **Most important, the facility employee must not violate any facility policy.**
2. He or she must also protect the anonymity of the AA member's information and keep AA information within AA.
3. The BTG form will not become part of the facility's records (or be given to anyone outside of AA) unless the AA member has given direct contact approval (to the TFC or a staff member) for his or her name or other personal information to be included (*i.e.*, release of information).
4. Any AA members working at a facility should be representing the facility first. The facility AA member may assist the client/patient in receiving his or her BTG information (*i.e.*, giving the patient his or her TC information), but the staff member should not represent BTG or the Treatment Facilities Committee while working and representing the facility.

5. An AA member's service is to carry the *AA message of recovery to the alcoholic that still suffers*. The facility's main goal may be to *treat* the alcoholic who still suffers, which often includes *therapeutic issues* and other recommendations not suggested by AA. The responsibility for preserving the Traditions rests with AA members, **even at work**.

BTG-18 TFC Instructions - 112413 WJK, SH, RB, LD, JDR, KW