

Guidelines for CPA Phone Calls

Making calls:

It's good to reach out and make connections. If you're new to making program calls, the following ideas might help:

- When calling someone, you can say, "This is _____ from CPA. Do you have time for a short program call?" (They'll either say Yes, or maybe suggest a better time to call them.)
- You may keep the call short, perhaps approximately 10 minutes.
- If you feel shy or nervous or don't know what to talk about, you can ask the person a question. For Example: How long have you been in CPA? Are you working with a CPA sponsor? Do you find that it helps you? What does Step 1 look like in CPA?
- Don't get into outside issues. Keep the focus on CPA and recovery.

Receiving calls:

Usually, people are calling with good intentions and are looking to talk about CPA recovery. But keep in mind the following:

- If someone calls, you're not obligated to answer
- If someone leaves a voice mail, or sends a text, you're not obligated to call or text back
- If a person gets into outside issues (like religion or politics), you can say, I would like to just talk about CPA recovery.
- If you feel uncomfortable in a phone call (either emotionally or physically), it's okay to say, I've got to go.
- If you need to go and the person isn't respecting that, it's okay to just hang up.
- If you don't want calls from a particular person, it's okay to block them. (Most carriers offer this option. Your carrier can help you if you don't know how to do it.)
- Some people prefer to only take calls from the same gender. It's okay to say to someone, I don't take calls from men/women. Also, if you want to be listed that way on the phone list, you can send an email to cpaphonelist@gmail.com and ask them to put "Women only" or "Men only" in the Preferences column.
- You don't need to solve anyone's problems. Everybody has their own Higher Power.