

Avalon 12-Step Meetings by Teleconference: A guide for Meeting Sponsors

Meeting times

All meetings remain at their regularly scheduled time, however we have allocated 15 minutes before the meeting start time and 15 minutes after the meeting end time on the teleconference line for conversation and fellowship. For larger meetings, this time has been extended.

Please visit our meeting schedule on the website:

<https://www.avalonrecovery.org/avalon-recovery-society/what-we-do/meeting-schedule/>

The Meeting Sponsor should log on a few minutes before the scheduled meeting time to open the meeting for others.

Opening the meeting

Dial 604-681-0262 and follow the prompts. Enter your moderator code when asked. Moderator codes will be provided by the Centre Manager.

Once you have opened the meeting, others will be able to join. You will hear “announcing participant” followed by their name every time someone joins the call.

Running the meeting

Responsibilities of the Meeting Sponsor:

- Opening the meeting (see above)
- Bringing everyone’s attention to the start of the meeting
- Managing the start and finish time (please see the meeting schedule for the time you will need to free up the conference line)
- Asking women to do the readings
- Ensuring everyone has the opportunity to share
- Reminding participants to mute their phones when not speaking to eliminate background noise
 - This can be done by pressing *6 (star six) or the mute button on their phones
- Reminding participants to try not to drop off the call when someone else is speaking as the announcement will be disruptive
- Ending the meeting by hanging up

The structure of the meeting will stay the same:

[15 minutes of open chat and fellowship to start]

- Open the meeting
- Welcome newcomers and people coming back

- Readings
- Select topic(s) for the meeting
- Begin sharing among participants
- Halftime announcements: invite participants to donate 7th tradition via Avalon website if they wish
- Resume sharing
- Reading(s)
- Close the meeting
- Serenity or other prayer

[15-30 minutes of open chat and fellowship to end – please see meeting schedule on our website for your meeting's allotted times]

Conference Information

The following are instructions for your conference:

- Enter the dial-in number and follow the voice prompts.
- When prompted, enter your Conference Access Code followed by the # sign.
- In the event you are unable to connect to the conference, please stay on the line and you will be automatically transferred to a TELUS conference representative.
- If you require assistance at any time during the conference, press * 0 (star zero) for a TELUS conference representative.
- Each caller can mute their own line by pressing * 6 (star six). To remove mute, press * 6 again
- (Tip: use this feature before putting your line on hold to prevent music playing into the conference).
- For assistance, contact us toll free 1-877-944-MEET(6338) or e-mail teleconferencing@telus.com.
- Audio Conference User Guide: Tips and Commands

Touch Tone Features Quick Guide

The following features are available during the conference.

Chairperson

- *0 Operator Assistance
- *1 Main Menu – list of touch tone commands
- *2 Sub-conference enable/disable
- *4 Lock conference
- *5 Unlock conference
- *6 Mute / un-mute own line
- *9 Mute / un-mute all participants
- #7 Hangs up the entire call including the moderator
- #8 Hangs up all participants when the last moderator hangs up
- *#2 Roll Call of participants
- *#5 Change entry/exit announcements (names/tones/silence)

- *#6 Conference recording
- *#7 Project / Billing Code

Participants

- *0 Operator Assistance

Tips:

Mobile phones can drop the call and trigger an exit message, which can be disruptive. If a participant continues to drop, ask them to pull over or find another space to take the remainder of the call

If you are experiencing technical issues, you can contact a TELUS conference representative by dialing *0

If you need a reminder of who and how many people are on the call, you can dial *#2 for a “roll call” of names and everyone who has joined. This may be useful for putting people in an order for sharing.