

Revision: May 7, 2014

C.A.S.A. THURSDAY NIGHT 9PM (ET) PHONE GROUP GUIDELINES

NOTE: Only you can assess if this is the right group to meet your needs. We can help by clarifying what our group can and cannot offer you.

a) The C.A.S.A. Thursday evening phone support group is not a 12-Step Group. It does NOT follow the traditional 12-Steps structure. It does not offer sponsorship for callers. It is an informal support group where callers working their recovery can check in weekly and learn helpful ways to stay safe.

b) There is no official C.A.S.A. Recovery Manual though we do encourage callers to read "Something for Nothing" by C.A.S.A. founder Terrance Shulman (available at <http://www.theshulmancenter.com/online-store.htm> or at Amazon.com). Dino Layton's website also includes some very helpful readings, books and other resources that have helped him and other C.A.S.A. members: <http://helpforshoplifters.com>.

c) Anonymity is important: we do not share the email list or phone numbers; however, individual members may wish to do so with other callers.

d) This group is not run or managed by Terrance Shulman or The Shulman Center. Any concerns or comments should be directed to the group moderator or co-moderator.

e) This is a support group, not a therapy group; those needing therapy are encouraged to seek it from a professional. If you feel you are a danger to yourself or to others, please call 911.

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Thursday Night Phone Group Meeting 9:00 - 10:00pm Eastern Time

Call: [712-432-3900](tel:712-432-3900). Conference ID 201983, followed by the # key

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Welcome to the Thursday night phone group for recovering shoplifters! You are here because you have a desire to stop stealing and to get the support you need on this journey to recovery. Please note the following phone group protocol.

A Group Moderator will conduct each call. An alternate moderator will be designated to manage the call if the moderator is unavailable.

1. WHO MAY PARTICIPATE: All are welcome – you just need a desire to stop stealing and to make a commitment to recovery.

2. CALL TO ORDER: At the beginning of each meeting, 9:00pm (ET), we will ask you to give your first name and the state you are calling from. This is so we may keep track of the order in which our members call in. That is the order we use for each person to talk.

3. TIMEKEEPING: Each meeting will begin promptly at 9pm ET and last a maximum of 75 minutes. Please call in on time. Priority will be given to the first 10-12 callers, in the order they call in. Those who call in after the 12th caller are encouraged to identify themselves: they will be "Wait Listed" and will be given an opportunity to share only if there is time remaining during the official meeting time. All callers are welcome to stay on the call after the meeting officially ends, at or before 10:15pm ET. Reminder: Our group includes domestic and international callers, all on different time zones, and for many it is late evening.

4. CALLER SHARE TIME: To be considerate to other members, and so that we may end the call on time,

we do not cross talk while someone is sharing – this is to avoid everyone talking at once. Each person should limit his or her share time to 5 minutes and then the moderator or co-moderator will give feedback. Please try to keep track of your time: if you run over, the co-moderator will give you a 30-second warning.

5. **REGULAR CALLERS & NEWCOMERS:** If you are a regular caller, when it is your turn to speak you are encouraged to share your progress regarding recovery from shoplifting - any triumphs, temptations, triggers, etc. Please stay on topic and refrain from sharing specific ways you have shoplifted. This is counterproductive and may become a trigger for other callers. If you are a newcomer, when it is your turn to speak the moderator (or designee) may briefly share their story to show you the format and to help put you at ease. You may then share what brought you to the group.

6. **PASS:** You do not have to share if you feel uncomfortable. However, we do ask that you give your name and say that you prefer to listen so we at least know who is on the line. You may change your mind at any point during the call by informing the moderator but please do not wait till the very end of the meeting.

7. **ENDING THE MEETING:** The moderator officially ends the meeting on or before 10:15pm ET with a reading or The Serenity Prayer.

8. **SUPPORT & FEEDBACK:** Any speaker may use a portion of their 5 minute share time to provide feedback to a prior speaker, provided they remain within their 5-minute limit. If time permits, the moderator may invite another caller to comment if they have relevant experience similar to the speaker that might be helpful. After the meeting ends, anyone wishing to remain on the call is welcome to do so. Callers are encouraged to use other helpful support tools including email and/or calling another C.A.S.A. member who is comfortable sharing their contact information; therapy; traditional 12-Step programs, etc.

9. **BOUNDARIES:** We have many members from different backgrounds and religious persuasions. Please be mindful of this when sharing. Also, please avoid using profanities.

10. **BACKGROUND NOISE:** Please be mindful to keep background noise to a minimum. Callers are requested to mute your phone by pressing *6 [you can still hear the call but no-one can hear you] until it's your turn to talk and then you press *7 to un-mute your phone [everyone can hear you again]. If there is excessive static on the line, the co-moderator will mute all lines and when it is your turn to share you press *7 to un-mute your phone.

11. **ANONYMITY:** The Co-moderators keep a list of support group callers including first name, state and e-mail address in order to update the group on changes to the guidelines. We do NOT make the caller list available to the group. If you would like someone's phone or e-mail, ask them to remain on the call after the closing to exchange contact information. Please respect each other's privacy. Some group members do not give out their contact information.

12. **FINAL NOTE:** This is a group that belongs to its members. We urge everyone to actively participate through sharing and supporting one another. The moderator or co-moderator may ask members to moderate when he/she is unavailable and we ask that other members support the moderator and help the new people feel welcome. Alternate moderators are asked to follow these guidelines when moderating. Thank you to those who consistently offer to help in this capacity, we can't do it alone and your time and service is greatly appreciated!

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