

AFTER HOURS PHONE COMMITTEE

OFFERS YOUR GROUP THE OPPORTUNITY TO:



- *Have fun!!*
- Bond with a sponsee or sponsor.
- A group commitment brings a group closer.
- A chance to give back what was so freely given to you.
- Traveling AAs need help to find meetings.
- Spend time with your AA spouse or date.



- Have you ever called a Central Office for help?
- Carry the message to the alcoholic who still suffers.
- You may save a life!!

Call After Hours Chair - obtain phone number from Central Office
Connie L. at Central Office (619) 265-8762



GROUP CONTACT

After-Hours Phone Commitment

- 1) Remind your group what night they will be answering the phones. Your time starts at 9 p.m. and ends at 9 a.m. the next day.

- A. Pass around the sign-up sheet about 2 weeks prior to your date. *There are 3 different sign-up sheets enclosed: one is for FOUR 3-hour shifts, one for THREE 4-hour shifts, and one for “Call-Forwarding”.* See what your group prefers.



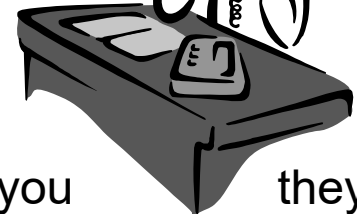
Usually all time slots get filled in – including someone to take “Call-Forwarding” in an emergency.

- B. If any time slots remain open, and the group has no one able to fill it/them, call your Phone Committee Contact person or the Phone Committee Chairperson. You can call Central Office @ 619-265-8762 for this info.

Your Phone Committee Contact person has a list of emergency volunteers who will cover these situations.



2. Call your group members a couple of days before your night to remind them of their commitment time. If someone tells you they are unable to keep this commitment, go back to 1.A. and/or 1.B.



GROUP CONTACT

After-Hours Phone Commitment

The group has several options to choose from when answering the phones:

1. You can line up volunteers to answer the phones at Central Office.
 - a. You may use 3 shifts: 9pm-1am, 1am-5am, 5am-9am
 - b. OR 4 shifts: 9pm-midnight, 12-3am, 3am-6am, 6am-9am
 - c. OR varied lengths of time i.e.: 9pm-11pm, 11pm-5am, and 5am-9am as long as they add up to 12 hours.
2. You can use CALL-FORWARDING to your homes.
 - a. You may use any length shifts you want. In this example: 9pm-midnight, midnight-6am, 6am-9am
 - b. You may have two volunteers take the first shift AT Central Office from 9pm-midnight, THEN switch to call-forwarding. The volunteers AT Central Office will start the call-forwarding to the first person assigned to that shift. Then it can be changed remotely at whatever shifts the group decides. For example, the first call-forward volunteer may take the calls from midnight to 6 am. The person taking the calls from 6am to 9 am would change the call-forwarding remotely (with the directions given) to take the calls from 6am-9am.
 - c. Central Office will turn the call-forwarding OFF at 9 am. They will call you and ask how many calls you had throughout the night. The last volunteer can report the number of calls she/he had. The Group contact should call the other call-forward volunteers to find out how many calls were taken altogether and report that number to Central Office.
 - d. If you get a 12th Step call from someone who wants to talk longer that you are able to stay on the line with one person, use 12th Step volunteers from your group. Get the phone number from the person calling and tell them you will have someone call him/her. Then call one of the people from your group willing talk to someone needing help.
 - e. Attached is a quick reference list of phone numbers sometimes asked for.
 - f. If possible, have a meeting schedule that you can refer to. Many early-morning calls are from people looking for a morning meeting – many from out of town.

GROUP PHONE LEADERS

1. Encourage your group's volunteers to write down the time and the date of their phone commitment, and to set their clock(s) if necessary. You should have all of their phone numbers and remind them a day or two in advance of your group's commitment. This will prevent most of the problems that can occur during your shift.
2. Try to give each volunteer the names and numbers of the volunteer(s) for the next shift. If a no-show is home sleeping, your volunteers can then wake them up; otherwise they will call you for help!
3. If you or your volunteers need help during your shift, then use the reference information on the whiteboard at Central Office. This will include your name (as group leader), your after-hours phone committee "section leader's name and phone number as well as the emergency call-forward (destination) volunteer's name and number (who will be you unless Central Office has been instructed otherwise.)
4. The After-Hours phones also include Sunday "day" shifts, from 9:00 am – 9:00 pm. *(If your group uses call-forwarding on Saturday night shift, it is imperative that either your section leader or the Chair or Co-Chair of the After-Hours Phone Committee be notified in order for Central Office to be unlocked Sunday morning at 9:00 am.)*
5. It is important that you are available to have the phones call-forwarded to either you or to another member of your group, just in case your volunteer(s) fail to show up for a shift as scheduled. If you are unable to contact a "no-show" volunteer, then the calls can be call-forwarded. As the group leader, your phone number will be the emergency call-forwarding (destination) # unless you provide Central Office with a different name and number to use.
6. If you do use call-forwarding, then the individual receiving calls needs to have a current meeting schedule for directing callers to meetings and be prepared to handle 12-step calls personally. 12-Step calls answered from member's home will be handled, **briefly**, by the member as the list of volunteers who handle 12-step calls that is used as a resource for in-office phone volunteers cannot be removed from Central Office. Likewise, neither the meeting schedule binders nor the meeting-annotated Thomas Brothers map books can be used outside of Central Office. As there are fewer phone lines to an individual's home phone than to Central Office, it is important that the call-forwarding volunteer spend as little time as possible with each caller because a busy signal is not the message we want to communicate to our fellowship. Calls for other information should be directed to Central Office during office hours.
7. **Please pass these instructions along to the next group phone leader for your group** after your term expires, unless you group decides not to renew or continue its phone commitment. PLEASE contact either your after-hours phone committee section leader or any member of the after-hours phone committee with the name and number of the new group leader/contact, or the group's decision not to renew its phone commitment.

THANKS TO YOU AND YOUR GROUP FOR BEING OF SERVICE!!

GROUP PHONE VOLUNTEER LIST For Answering Phones At Central Office

Group Name: _____

Date:

9:00 PM: _____ Through 9:00 AM: _____

Emergency Call Forwarding Volunteer: _____ **Phone #:** _____

SHIFT	NAME	PHONE NUMBER
9 PM – MIDNIGHT	_____	_____
	_____	_____
MIDNIGHT – 3 AM	_____	_____
	_____	_____
3 AM – 6 AM	_____	_____
	_____	_____
6 AM – 9 AM	_____	_____
	_____	_____

GROUP LEADERS: It is suggested that you phone each of your volunteers 24-48 hours before your scheduled date to remind them of their commitment. If one of your shifts is a “no-show”, Central Office will be locked up until 9 AM and phone calls will be forwarded to you.

	NAME	PHONE NUMBER
ALTERNATE	_____	_____
ALTERNATE	_____	_____
ALTERNATE	_____	_____
ALTERNATE	_____	_____

GROUP PHONE VOLUNTEER LIST
For Answering Phones At Central Office

Group Name: _____

Date:

9:00 PM: _____ Through 9:00 AM: _____

Emergency Call Forwarding Volunteer: _____ **Phone #:** _____

SHIFT	NAME	PHONE NUMBER
9 PM – 1 AM	_____	_____
	_____	_____
1 AM – 5 AM	_____	_____
	_____	_____
5 AM – 9 AM	_____	_____
	_____	_____

GROUP LEADERS: It is suggested that you phone each of your volunteers 24-48 hours before your scheduled date to remind them of their commitment. If one of your shifts is a “no-show”, Central Office will be locked up until 9 AM and phone calls will be forwarded to you.

	NAME	PHONE NUMBER
ALTERNATE	_____	_____
ALTERNATE	_____	_____
ALTERNATE	_____	_____
ALTERNATE	_____	_____

GROUP PHONE VOLUNTEER LIST

For Answering Phones using **CALL-FORWARDING** to your homes.

Group Name: _____

Date:

9:00 PM: _____ Through 9:00 AM: _____

Emergency Call Forwarding Volunteer: _____ **Phone #:** _____

SHIFT	NAME	PHONE NUMBER
9 PM	_____	_____
10 PM	_____	_____
11 PM	_____	_____
12 PM	_____	_____
1 AM	_____	_____
2 AM	_____	_____
3 AM	_____	_____
4 AM	_____	_____
5 AM	_____	_____
6 AM	_____	_____
7 AM	_____	_____
8 AM	_____	_____

GROUP LEADERS: It is suggested that you phone each of your volunteers 24-48 hours before your scheduled date to remind them of their commitment

	NAME	PHONE NUMBER
ALTERNATE	_____	_____
ALTERNATE	_____	_____
ALTERNATE	_____	_____
ALTERNATE	_____	_____

AFTER-HOURS PHONES

The _____ **SUNDAY** of the Month

ALL GROUP MEMBERS ARE WELCOME TO DROP BY **ALL DAY**
SUPPORT **YOUR SERVICE WORKERS (BRING COOKIES OR ??)**

Group Coordinator: _____

Shift	Name	Phone
9 AM to Noon	_____	_____
	_____	_____
Alternate	_____	_____
Noon to 3 PM	_____	_____
	_____	_____
Alternate	_____	_____
3 PM to 6 PM	_____	_____
	_____	_____
Alternate	_____	_____
6 PM to 9 PM	_____	_____
	_____	_____
Alternate	_____	_____

THANK YOU FOR YOUR SERVICE

QUICK REFERENCE

EMERGENCY:

Crisis Hotline (800) 479-3339
Detox (FOR DETOX ONLY) (619) 232-5171
(619) 819-1717
Fire – Paramedics – Police 911

NATIONAL COUNCIL ON ALCOHOLISM & DRUGS (800) 622-2255

CONTACT ON RELEASE P.O. BOX 23431 SAN DIEGO, CA 92193

PROGRAM RELATED MATERIAL NOT SOLD AT A.A. CENTRAL:

Serenity Shop 4740 Clairemont Mesa Blvd. (858) 581-1979

OTHER 12-STEP PROGRAMS - Local (CODA, OA, GA, etc.)

Community Resources Referral Line 211

www.211sandiego.org

OTHER CENTRAL OFFICES:

Alanon/Alateen 3108 5th Ave #E Hillcrest (619) 296-2666
(CALLS FROM NORTH COUNTY ONLY) (800)-690-2666

www.alanonsandiego.org

ACA (Adult Children of Alcoholics) (619) 276-6232

Narcotics Anonymous 4689 Felton St Normal Heights (619) 584-1007

Nar-Anon P.O. Box 84553 (858) 492-8720

NORTH COUNTY CENTRAL 604 E Vista Way Vista (760)-758-2514

SAN DIEGO CENTRAL 7075 Mission Gorge Rd Suite B (619) 265-8762

EL CENTRO – See Section 16 in our volunteer meeting notebook

Spanish Central 3628 University Ave. (619) 280-7224

(Dos-Ocho-Serow-Siete-Dos-Dos-Quatro)

South Bay Spanish Central 1177 3rd Ave # 3 Chula Vista, CA (619) 476-0288

North County Spanish (760) 758-6905

Tijuana Mexico Central 011-52-66-85-5880

WORLD SERVICE OFFICE Box 459, Grand Central Station (212) 870-3400

www.aa.org New York, NY 10163 Fax - (212) 870-3003

GROUP CONTRIBUTIONS:

San Diego Central Office 7075 Mission Gorge Rd #B San Diego CA 92120

SD/Imp Co Area Assembly Box 3670 San Diego CA 92163

District # (enter # here) c/o SDIAA Box 3670 San Diego CA 92163

Hosp & Inst Committee Box 86342 San Diego CA 92138

GSO (General Fund) Box 459 Grand Central Station New York NY 10163

