

**CALL  
FORWARDING  
VOLUNTEERS**

**READ THIS  
MANUAL  
IT CONTAINS BRIEF  
BUT  
ESSENTIAL  
INFORMATION**

**San Diego Intergroup Central Office**  
7075-B Mission Gorge Road  
San Diego, CA 92120  
619-265-8762

## **CALL FORWARDING INSTRUCTIONS**

**Group Leaders: Email [sdaaco@aol.com](mailto:sdaaco@aol.com) your group's sign-up sheet including your volunteers' names, shift times, and phone numbers at least 24 hours in advance of your first shift.**

**Calls will be automatically forwarded to each volunteer and taken off of call forwarding at 9:00 am the following day.**

**Thanks for your service!**

**If there is a problem, use the After-Hours Phone Board for Emergency phone #'s.**

- 1<sup>st</sup> Call Group Coordinator.**
- 2<sup>nd</sup> Call After-Hours Section Leader.**
- 3<sup>rd</sup> Call After-Hours Chairperson.**
- 4<sup>th</sup> Call Central Office Manager.**

**THE FELLOWSHIP AND THE ALCOHOLIC SEEKING HELP THANK YOU!!!**

## **Commitment and Responsibility**

Call-Forwarding Volunteers are an integral part of Alcoholics Anonymous. They are representative of Alcoholics Anonymous and are often the first impression callers have of AA.

Volunteering to help out with Central Office phones is with the recognition that **SERVICE** is a necessary part of a well-rounded program of recovery.

Group Phone Coordinators schedule volunteers so that the phones are adequately manned for each shift. Our fellowship relies on our phones being answered 24 hours a day, 7 days a week. Please help us to continue to make this a reality.

**I am responsible ...**

**When anyone, anywhere,  
reaches out for help, I want  
the hand of A.A. always to be there.**

**And for that: I am responsible.**

## **WHAT DOES AA DO?**

- 1. AA members share their experience with anyone seeking help with a drinking problem; they give person-to-person service or “sponsorship” to the alcoholic coming to AA from any source.**
- 2. The AA program, set forth in our Twelve Steps, offers the alcoholic a way to develop a satisfying life without alcohol.**
- 3. This program is discussed at AA group meetings.**

## **WHAT AA DOES NOT DO**

- 1. Furnish initial motivation for alcoholics to recover.**
- 2. Solicit members.**
- 3. Engage in or sponsor research.**
- 4. Keep attendance records or case histories.**
- 5. Join “councils” of social agencies.**
- 6. Follow up or try to control its members.**
- 7. Make medical or psychological diagnoses or prognoses.**
- 8. Provide detoxing, hospitalization, or any medical or psychiatric treatment.**
- 9. Offer religious services.**
- 10. Engage in education about alcohol.**
- 11. Provide housing, food, clothing, jobs, money, or any other welfare or social services.**
- 12. Provide domestic or vocational counseling.**
- 13. Accept any money for its services, or any contributions from non-AA sources.**
- 14. Provide letters of reference to parole boards, lawyers, court officials, social agencies, employers, etc.**

**PROTECT CENTRAL OFFICE LIABILITY**

**GIVE OUT ONLY THOSE PHONE NUMBERS THAT  
ARE INCLUDED AT THE END OF THIS  
DOCUMENT**

**NEVER GIVE OUT A MEMBER'S  
PHONE NUMBER**

**DO NOT:**

**PROMISE RIDES, VISITS OR JOBS  
GIVE MEDICAL ADVICE  
RECOMMEND ANY FACILITIES**

**DO NOT:**

**CALL POLICE FOR OR ON A CALLER**

## TRADITION TEN STATES...

**“AA has no opinion on outside issues hence: the AA name ought never be drawn into public controversy.”**

**When answering the phones as a Group Call-Forwarding volunteer, Do Not Give Opinions On:**

### **Refer to:**

<b>Sober Living Housing</b>	<b>San Diego Living Center: (619) 828-2001 www.sdslc.org</b>
<b>Treatment Centers Recovery Homes Hospitals</b>	<b>Look under “Alcohol Treatment” In Yellow Pages</b>
	<b>OR</b>
<b>(Resource Referral Line)</b>	<b>211</b>
<b>Antibuse Drugs Intervention</b>	<b>Call Doctors regarding Medical Advice</b>
<b>Other Recovery Programs (Resource Referral Line)</b>	<b>211</b>
<b>Family Members</b>	<b>Alanon/Alateen (619) 296-2666</b>

**Information and Referrals that we can provide are limited by the  
TWELVE TRADITIONS.**

**There are two “Quick Reference” pages at the end of this document  
with referral numbers that you are permitted to give out.**

## The following are some General Guidelines to use while answering the phones:

- As a Call Forwarding volunteer, you may be the first contact the caller has with Alcoholics Anonymous, so keep in mind the AA Traditions and “Keep It Simple”.
- Assist callers in finding AA meetings in their area.
- Give information regarding area events.
- At the end of this document you will find two “QUICK REFERENCE” pages that list: Alano Clubs, Recovery Centers, Alanon, NA, Detox, Crisis Hotline, Serenity Shop, San Diego Sober Living Center, Other 12 Step Program, etc.
- Remember we are Alcoholics Anonymous and nothing else and as such we carry the message.

### REMEMBER TO LOG ALL CALLS

Answer in a pleasant voice saying:

**“Alcoholics Anonymous and your first name, can I help you?”**

- 1) Keep language clean and in good taste. Don't flirt.
- 2) Do not express opinions, take sides in controversies or say anything that would reflect poorly on AA. Keep the Traditions foremost in your mind when answering the phone.
- 3) Never give out your personal telephone number.
- 4) We do not give out names, telephone numbers or addresses of AA members.
- 5) Some of the most frequent calls are from friends or family members who are concerned about a suffering alcoholic. It is a sad, but true fact that there is nothing we can do for such a person. The alcoholics must reach out themselves. It is often helpful to refer the friend or family member to Alanon. The number and website is listed on the last pages of this document.

## Request for AA Meetings

Always have a meeting schedule handy, and/or have the web page “San Diego AA Meetings” on [aasandiego.org](http://aasandiego.org) open so that you are ready to give callers information on local AA meetings. Give them information on 2 or 3 meetings. If they would like more information, let them know that they can pick up a meeting schedule at one of the meetings you have referred them to, or on the website.

Meetings on the web are listed by Day, Time and Location and also by the following: ASL-Hearing Impaired, Babysitting-Child Friendly, Beginner’s, Big Book, LGBT, Men’s, Spanish, Step Study, Women’s, and Young People’s.

There is a North County Central Office (760-758-2514) that covers meetings north of Mira Mesa or Del Mar.

## Types of AA Meetings

- Open Meetings: Open to alcoholics and non-alcoholics. Anyone needing an attendance card or court card signed is sent to an Open meeting.
- Closed Meetings: For AA members or anyone who may have a drinking problem only.
- Speaker Meetings: Open to alcoholics and non-alcoholics. At Speaker Meetings, AA members tell their stories and describe their experience with alcohol, how they came to AA and how their lives have changed as a result.
- Discussion Meetings: Both Open and Closed. One member speaks briefly about a topic related to his/her alcoholism, then leads a discussion amongst the rest of the group on the topic.
- Step Study Meetings: Both Open and Closed. Discussion of the Twelve Steps of Alcoholics Anonymous.
- Big Book Meetings: Both Open and Closed. Read and discuss the contents of the Big Book of Alcoholics Anonymous.



## 12 Step Calls

Our primary purpose is to carry the message to the suffering alcoholic when they call for help. Your voice is often the first, and sometimes the only, contact a caller seeking help will have with AA. A calm and gentle manner can instill trust in a prospective sober newcomer. That first call is a difficult one for a problem drinker to make. Be compassionate and understanding. The caller may have only a vague idea of what they are looking for. Often they only know that they are in trouble and recall hearing somewhere that AA might be able to help. Offer comfort and support. Briefly (3-5 minutes) share your personal experience.

The dual necessity for diplomacy and speed is a difficult balance to attain. The situation usually dictates the methods. However, it is important that you spend as little time as possible with each caller as a busy signal is not the message we want to communicate to our fellowship. You can let the caller know that you need to keep the line open for other callers. If they would like further contact with another alcoholic, beyond attending a meeting, take down their name and telephone number and have a list of available members from your group that you can call on to make a 12-step call. Let the caller know that you can have someone call them back within the hour.

## Other Types of Calls

Please direct callers requesting other information to call Central Office (619-265-8762) during regular business hours: M-F, 9:00 am – 5:00 pm, Sat, 9:00 am – 1:00 pm

- Changes to group information
- Volunteering
- Messages for staff

# Quick Reference

◆ Emergency	Crisis Hotline Detox (For Detox ONLY) Fire – Paramedic – Police	(888) 724-7240 (619) 232-9343 9 1 1
◆ San Diego Central Office	7075 Mission Gorge Rd, Ste B San Diego, CA 92120 Email: <a href="mailto:sdaaco@aol.com">sdaaco@aol.com</a> <a href="http://www.aasandiego.org">www.aasandiego.org</a>	(619) 265-8762
◆ National Council on Alcoholism & Drugs		(800) 622-2255
◆ Contact on Release	P.O. Box 23431, San Diego, CA 92193	(866) 756-5477
◆ Recovery Related Material Not Sold at A.A. Central Office	Step by Step Serenity & Beyond 8790 Cuyamaca St, Suite D Santee, CA 92071	(619) 433-8027
◆ Other 12-Step Programs (Local CODA, OA, GA, etc)	Community Resources Referral Line <a href="http://www.211sandiego.org">www.211sandiego.org</a>	2 1 1
◆ Other Central Offices	Al-Anon/Alateen 3108 5 <sup>th</sup> Ave #E, Hillcrest <a href="http://www.alanonsandiego.org">www.alanonsandiego.org</a>	(619) 296-2666 (800) 690-2666 ( <i>Calls from North County Only</i> )
	ACA (Adult Children of Alcoholics) <a href="http://www.adultchildren.org">www.adultchildren.org</a>	
	Narcotics Anonymous <a href="http://www.sandiegona.org">www.sandiegona.org</a>	(619) 584-1007
	Nar-Anon <a href="http://www.socalnaranon.org">www.socalnaranon.org</a>	
	North County Central Office 1020 S. Santa Fe Ave Ste B Vista, CA 92084 <a href="http://www.ncsdaa.org">www.ncsdaa.org</a>	(760) 758-2514
	El Centro Central Office See Volunteer Book Section 16	
	Spanish Central Office 3628 University Ave	(619) 280-7224 "Dos-Ocho-Serow-Siete-Dos-Dos-Quatro"
	North County Spanish 830 E. Vista Way #116, Vista	(760) 758-6905
	Tijuana Mexico Central Office	011-52-66-85-5880
	World Service Office Box 459, Grand Central Station New York, NY 10163 <a href="http://www.aa.org">www.aa.org</a>	(212) 870-3400 Fax: (212) 870-3003
◆ Group Contributions		
	San Diego Central Office 7075 Mission Gorge Rd #B, 92120	Venmo: @sdaaco
	SD/Imperial County Area Assembly P.O. Box 3670, San Diego, CA 92163	
	District # (enter # here) c/o SDIAA Box 3670 San Diego, CA 92163	
	H&I (Hospitals & Institutions) <i>Payable to "SDIAIC"</i> P.O. Box 86342, San Diego, CA 92138	
	The Sign Language Fund ASL Gold Can c/o SDIAA Accessibilities Committee P.O. Box 34258 San Diego, CA 92163	Venmo: @ASLGoldCan
	GSO (General Fund) P.O. Box 459, Grand Central Station, New York, NY 10163	

# Quick Reference

◆ Websites			
	SD AA Central	<a href="http://www.aasandiego.org">www.aasandiego.org</a>	
	North County AA Central	<a href="http://www.ncsandiegoaa.org">www.ncsandiegoaa.org</a>	
	Al-Anon	<a href="http://www.alanonsandiego.org">www.alanonsandiego.org</a>	
◆ AA (Online Meetings) <a href="http://www.aa-intergroup.org">www.aa-intergroup.org</a>			
◆ Alano Clubs - <i>Cooperation NOT Affiliation</i>			
	Coronado Alano	950 Orange Ave (rear) Coronado	(619) 319-5280
	El Cajon Alano	938 E Washington St, El Cajon	(619) 592-4400
	Lakeside Recovery Center	9940 River St, Lakeside	(619) 390-4102
	Lemon Grove Alano	6901 Central Ave, Lemon Grove	(619) 462-3325
	Live & Let Live Alano	3847 Park Blvd., University Heights	(619) 298-8008
	Mira Mesa Alano	6727 Flanders Drive #106, Mira Mesa	(858) 218-6622
	North Shores Alano	4861 Cass St, Pacific Beach	(858) 483-4084
	Poway Alano	13939 Poway Rd #10 & 11, Poway	(858) 748-2640
	San Diego Alano	1944 30 <sup>th</sup> St, Golden Hill	No Phone
	Ramona Alano	1710 Montecito Rd, Ramona	No Phone
	Southeast Alano	5065 Logan Ave #103, San Diego	(619) 262-4338
◆ San Diego Sober Living Center <a href="http://www.sdslc.org">www.sdslc.org</a> (619) 828-2001			
◆ Rehabilitation <i>Only give out the information below if they SPECIFICALLY ASK for location by name when they call. AA DOES NOT make any referrals for rehabs. For such information they may contact "211" a San Diego Information Resource Line.</i>			
	Crossroads (F)	3594 4th Ave Hillcrest	(619) 296-1151
	Freedom Ranch (M)	1777 Buckman Springs Rd Campo	(619) 478-5696
	Heartland House (M)	5855 Streamview College Grove	(619) 287-5460
	Veterans Village (M&F)	4141 Pacific Hwy Old Town	(619) 497-0142
	Palavra Tree (Day Program)	1212 S. 43rd St	(619) 263-7768
	Pathfinders House (M)	2980 Cedar St Golden Hill	(619) 239-7370
	Sobriety House (M&F)	9980 Hawley Rd El Cajon	(619) 561-9808
	South Bay Pioneers (M)	270 C St Chula Vista	(619) 426-6344
	Stepping Stone (LGBTQ)	3767 Central Ave East San Diego	(619) 584-4010
	15-Day Program (DETOX)	120 Elm St	(619) 232-5171
	Tradition One (M)	4104 Delta St National City	(619) 264-0141
	Turning Point (F)	1315 25th St Golden Hill	(619) 233-0067
	Way Back (M)	2516 "A" St Golden Hill	(619) 235-0592