

# AFTER HOURS PHONE COMMITTEE

OFFERS YOU & 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  
Judi 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 2 different sign-up sheets enclosed: one is for FOUR 3-hour shifts & one for THREE 4-hour shifts. See what your group prefers.*
    - 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
  2. You can use CALL-FORWARDING to your homes.
    - a. You may use 3 shifts: 9pm-1am, 1am-5am, 5am-9am
    - b. OR 4 shifts: 9pm-midnight, 12-3am, 3am-6am, 6am-9am
  3. Or a combination of the two:
    - a. You may have two volunteers take the first shift AT Central Office from 9pm-midnight, THEN switch to call-forwarding or any variation. A lock box is available so that volunteers can let themselves in to Central Office.
    - b. The Group Leader MUST contact Central Office at least 48 hours in advance to obtain the lock box code.
- To use Call Forwarding, you must email Central Office at [sdaaco@aol.com](mailto:sdaaco@aol.com) at least 24 hours in advance your sign-up sheet containing the list of your volunteers' names, shifts and phone numbers. The calls will then be automatically forwarded to each volunteer at the start of their shift.
  - 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.
  - If you get a 12<sup>th</sup> Step call from someone who wants to talk longer that you are able to stay on the line with one person, use 12<sup>th</sup> 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.
  - Attached is a quick reference list of phone numbers sometimes asked for.
  - 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**  
**7075 Mission Gorge Rd Suite B**  
**San Diego, CA 92120**  
**(619) 265-8762**

**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	_____	_____

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**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	_____	_____

**AFTER-HOURS PHONES**  
For Answering Phones at Central Office  
7075 Mission Gorge Rd Suite B  
San Diego, CA 92120  
(619) 265-8762

The \_\_\_\_\_ **SUNDAY** of the Month

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

Group Coordinator: \_\_\_\_\_ Phone # \_\_\_\_\_

Shift	Name	Phone
9 AM to Noon	_____	_____
	_____	_____
<b>Alternate</b>	_____	_____
Noon to 3 PM	_____	_____
	_____	_____
<b>Alternate</b>	_____	_____
3 PM to 6 PM	_____	_____
	_____	_____
<b>Alternate</b>	_____	_____
6 PM to 9 PM	_____	_____
	_____	_____
<b>Alternate</b>	_____	_____

**THANK YOU FOR YOUR SERVICE**

## **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!!!!**



# 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 Store: Step by Step Serenity & Beyond	8790 Cuyamaca St, Suite D Santee, CA 92071	(619) 433-8027
◆ 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
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, Suite B Vista, CA 92084 <a href="http://www.NCSanDiegoAA.org">www.NCSanDiegoAA.org</a>	(760) 758-2514
El Centro Central Office	See Volunteer Book Section 16	
Spanish Central Office	3628 University Ave, 92105	(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 2407, James A. Farley Station New York, NY 10116-2407	

# 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>	
	Area 8	<a href="http://www.area8aa.org">www.area8aa.org</a>	
	Hospitals & Institutions (H&I)	<a href="http://www.sdhandi.org">www.sdhandi.org</a>	
◆ AA National & International Online Meetings		<a href="http://www.aa-intergroup.org">www.aa-intergroup.org</a>	
◆ Alano Clubs - <i>Cooperation NOT Affiliation</i>			
	Coronado	950 Orange Ave (rear) Coronado	No Phone
	El Cajon	938 E Washington St, El Cajon	(619) 592-4400
	Lakeside Recovery Center	9940 River St, Lakeside	(619) 390-4102
	Lemon Grove	6901 Central Ave, Lemon Grove	(619) 462-3325
	Live & Let Live	3847 Park Blvd., University Heights	(619) 298-8008
	Mira Mesa	6727 Flanders Drive #106, Mira Mesa	(858) 218-6622
	North Shores	4861 Cass St, Pacific Beach	(858) 483-4084
	Poway	13939 Poway Rd #10 & 11, Poway	(858) 748-2640
	San Diego	1944 30 <sup>th</sup> St, Golden Hill	No Phone
	Ramona	1710 Montecito Rd, Ramona	No Phone
	Southeast	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