

**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

HOW TO BEGIN CALL-FORWARDING FROM CENTRAL OFFICE:

- 1) **Using Line 1.** Call the volunteer at the phone number 1-(area code)-xxx-xxxx you'll be forwarding to, making sure the volunteer is home and prepared to take phone calls. Hang up and proceed to #2.
- 2) Enter 72#. Then enter the volunteer's phone number 1-(area code)-xxx-xxxx. The phone will ring to the volunteer after they pick up; let them know you are forwarding the phone calls and then hang up.
- 3) Use line 2, call 1-619-265-8762, and verify that forwarding is operational. When call forwarding is done, turn out the lights & turn off coffeepot, computers & remember to lock the door. (Use Allen Wrench key hanging on the wall)

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

- 1st Call Group Coordinator. On "After Hours Schedule" on cork board.
- 2nd Call After-Hours Section Leader. On "After Hours Schedule" on cork board.
- 3rd Call After-Hours Chairperson.
- 4th Call Central Office Manager.

HOW TO USE REMOTE CALL-FORWARDING:

- 1) Call the volunteer at the number you'll be forwarding to, making sure the volunteer is home and prepared to take phone calls.
- 2) Dial 1-619-286-0099 and listen to the voice prompt. Now dial 1-619-265-8762#. Voice prompt will repeat number and say, "if this number is correct, enter your PIN number." Enter 9169#.
- 3) Enter (Feature Code) 73# to turn OFF the call forwarding at your location. Listen for voice prompts.
- 4) Enter (Feature Code) 72# to turn ON the call forwarding to the next volunteer. Listen for voice prompts. Enter volunteer's phone number 1-(area code)-xxx-xxxx. Listen for voice prompts and then hang up.

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:

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

**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 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 – Paramedics – Police

(888) 724-7240

(619) 232-9343

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NATIONAL COUNCIL ON ALCOHOLISM & DRUGS:

(800) 622-2255

CONTACT ON RELEASE:

(866) 756-5477

P.O. BOX 23431 SAN DIEGO, CA 92193

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

Serenity Shop

4740 Clairemont Mesa Blvd.

(858) 581-1979

Step By Step Serenity & Beyond 8790 Cuyamaca St., Suite D

(619) 433-8027

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)

www.adultchildren.org

Narcotics Anonymous

3914 Murphy Canyon Rd. Suite A240

(619) 584-1007

San Diego, CA 92123

www.sandiegona.org

Nar-Anon

www.socalnaranon.org

NORTH COUNTY CENTRAL 604 E Vista Way Vista

(760)-758-2514

www.ncsandiegoaa.org

SAN DIEGO CENTRAL

7075 Mission Gorge Rd Suite B

(619) 265-8762

www.aasandiego.org

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

985 S. Santa Fe Ave., #9 Vista, CA

(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

ASL Fund (Gold Can)

(Make payable to District 6, In memo: "Sign Language Fund")

c/o SDIAA District 6 – ASL Fund 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 (payable to "SDIAIC")

GSO (General Fund)

Box 459 Grand Central Station New York NY 10163

QUICK REFERENCE

E- Mail

sdaaco@aol.com

WEB SITE:

www.aasandiego.org

North County:

www.ncsandiegoaa.org

Alanon:

www.alanonsandiego.org

AA (ONLINE MEETINGS)

www.aa-intergroup.org

ALANO CLUBS:

(Cooperation NOT Affiliation)

Coronado Alano	950 Orange Ave (rear) Coronado	(619) 319-5280
El Cajon Alano	938 E Washington St El Cajon	(619) 592-4400
Lakeside Recv Ctr	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 Dr Mira Mesa #106	(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
Ramona Alano	1710 Montecito Rd Ramona	No Phone
San Diego Alano	1944 30 th St Golden Hill	No Phone
Southeast Alano	5065 Logan Ave #103 San Diego	(619) 262-4338

San Diego Sober Living Center

www.sdslc.org

(619) 828-2001

REHABILITATION: Only give out this information below if they specifically ask by location 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.

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 (Gay)	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