

What is Teleservice?

When anyone calls the phone number for "Alcoholics Anonymous" in San Francisco or Marin, the person who answers is probably either a Teleservice Volunteer or, during business hours, a phone volunteer at our Central Office. Teleservice Volunteers answer the phones from their homes in the evenings, overnight, and on weekends and holidays when Central Office is closed.



A Little History of Teleservice

The history of Teleservice in San Francisco is quite long. For many years, the committee consisted of a Chairperson and a couple of dozen A.A. volunteers. When a caller dialed the A.A. telephone number, an Answering Service responded. The service took the caller's name and phone number, and called the A.A. volunteer at home who then called the person back. In the mid-1970's, an overnight Teleservice shift was added and the scheduling of volunteers was handled by the staff of Central Office.

However, in 1993, the decision was made to reduce Central Office staff and the Teleservice Scheduler position was eliminated and a new steering committee was formed. The result is the current San Francisco Teleservice Committee consisting of a Chairperson, an Information Chair and seven Daily Coordinators, with 180 regularly scheduled shifts and over 80 substitutes to handle any vacant shifts.



How Does It Actually Work?

When the Teleservice Volunteer starts their shift the phone calls are forwarded to their homes (or sometimes to a cell phone). Using cell phones is not encouraged, but is acceptable, as long as the reception is good and there is little background noise.

Many calls that Teleservice receives are requests for information about meetings and events from visitors and local A.A.s who have misplaced their schedules or don't have internet access (www.aasf.org).



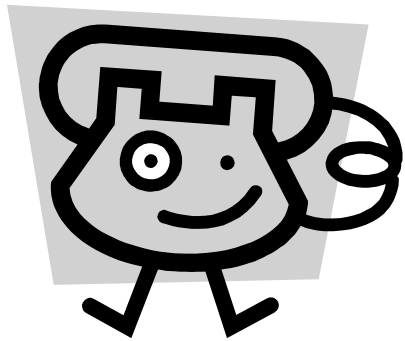
Busier shifts, like from 6pm to 10pm in the evening, also have "back-up" Teleservice Volunteers who can take more time on the phone to respond to the alcoholic who still suffers and to arrange for a visit from 12th Step volunteers.



12th Step Service

Besides responding to requests for information, Teleservice Volunteers carry the A.A. message by arranging for 12th Step calls by 12th Step volunteers. Our Central Office and 12th Step Committee maintain a list of 12th Step Volunteers in San Francisco and Marin who are willing to meet with the alcoholic who still suffers and accompany them to a meeting. This confidential 12th Step list is used by Teleservice to respond to requests for help.

Teleservice Volunteers are always encouraged to remember that when they answer the phones, they are the voice of Alcoholics Anonymous. By adhering to the principles outlined in our Twelve Traditions, the San Francisco Teleservice Committee works to assist the alcoholic who still suffers and who is looking for the solution that Alcoholics Anonymous offers.



How do you get involved ?

Teleservice volunteers need to have one year of sobriety and to complete a Teleservice Orientation.

Please contact the San Francisco Teleservice Committee by calling Central Office at (415) 674-1821 or by e-mail: sfteleservice@aasf.org

San Francisco Teleservice ORIENTATION 3rd Monday of every month at 6:30 p.m.

Teleservice Committee Meeting
3rd Mondays, 7:00 p.m.

Orientations and Committee Meetings
are held at
CENTRAL OFFICE
1821 Sacramento Street / Van Ness

Intercounty Fellowship Board Meetings
are listed in our monthly bulletin "The
Point" which is posted on line at
www.aasf.org



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.*

***"Hello,
this is
TELESERVICE"***



Intercounty Fellowship of Alcoholics Anonymous

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