

Temecula Valley Intergroup Hotline

How the Hotline Works

1. Every day after Central Office Closes the phones will be forwarded to the scheduled volunteer for the designated shift. (see the schedule for your scheduled time). There may or may not be a reminder call or text, so be prepared for your shift. If there is an issue please let us know 24 hours before so we can fill your spot.
2. The weekday Monday-Thursday shifts are 5:00PM to 10:00AM the following day
3. The Friday shift is 2:00PM-10:00AM the following day
4. The weekend shift is Saturday 12:00PM to 10:00AM Monday morning
5. The phones will be forwarded to and from Central office
6. We can only forward to one number and one hotline volunteer
7. There will be NO way to identify a hotline caller to a regular incoming call.
8. It is best to answer “How can I help you” that is a universal greeting that can be for the hotline or a personal call to your line
9. Expect 3-10 calls depending on your time. Weekends have more during the day.
10. When the office opens the next day TVCO will relieve you by taking the calls back to the office
11. Weekend shifts are longer, so expect calls throughout the day as people are usually off work and need to find meetings.

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Important Phone Numbers

Anonymous Programs

- AA Temecula Valley Central Office: 951-530-4136
- AA Local Spanish Contact: Al: 951-756-2574
- AA Riverside / Colton Central Office: 909-825-4700
- AA North County San Diego Central Office: 760-758-2514
- AA San Diego Central Office: 619-265-8762
- NA local 951-359-3895
- Alanon Temecula 951-848-0914

Recovery Programs

- Global Detox 866-284-8724
- Men's First Step House Rainbow 760-645-6569
- Women's First Step House North County 760-542-6724
- Hill Recovery 951-719-3685
- Rancho Milagro Rehab 951-526-4582
- Anderson & Assoc DUI Classes 951-461-5134
- SD VA Substance Abuse Center 858-642-3391

Emergency Services

- Temecula Police Department: 951-696-4357
- Murrieta Police Department: 951-696-3560
- National Suicide Prevention Lifeline: 1-800-273-8255
- Riverside County Dept. of Mental Health: 1-800-706-7500
- Riverside County Substance Abuse Helpline: 1-800-499-3008

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What is Alcoholics Anonymous

1. Alcoholics Anonymous is a voluntary worldwide fellowship of men and women from all walks of life who meet to attain and maintain sobriety. The only requirement for membership is a desire to stop drinking. There are no dues or fees for A.A. membership
2. It is estimated that there are more than 100,000 groups and over 2,000,000 members worldwide in 150 countries
3. A.A is a program of total abstinence Members simply stay away from one drink one day at a time. Sobriety is maintained through sharing experience, strength and hope at group meetings and through the suggested 12 steps for recovery from Alcoholism.
4. Anyone may attend open A.A. meetings. This usually consists of talks by a leader and two or three speakers who share experience as it relates to their alcoholism and their recovery in A.A. Some meetings are held for a specific purpose of informing the non-alcoholic public about A.A. Doctors, members of the clergy, and public officials are invited. Closed discussion meetings are for alcoholics only.

What A.A Does Not Do

1. Keep membership histories
2. Engage in or support research history
3. Join councils or social agencies (Members, groups, or committees may cooperate with them)
4. Follow-up or try to control its members
5. Make medical or psychiatric recommendations or disperse medications
6. Provide drying out or nursing services or sanitariums
7. Offer Religious services
8. Provide housing, food, clothing, money or social services
9. Provide domestic or vocational counseling

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Temecula Valley Intergroup Hotline- Quick Reference Sheet

“If the person on the other end IS ready, nothing you say is going to be wrong.
If, the person is NOT ready, everything you say will be wrong”

Basics:

- Always have a current meeting schedule with you – the online schedule is the most current schedule and updated weekly; it's print friendly. If you do not have computer access, central office can print an updated copy for you.
- Have this sheet of important #'s close.
- When in doubt about anything call your Sponsor
- When you must return a call to a potential alcoholic remember to dial *67 to block your personal number from being seen.
- Refer people to the Meeting Guide app in the app store or our website temeculacentraloffice.org to view the most current meeting schedule
- **Be sure not to give out other members phone numbers**

When you know the person calling needs a 12-step call, ask for their name & phone number in case you get disconnected and need to call them back.

Most are calling to find AA meetings or have questions on how to attend

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TVCO Hotline Scripts:

Answer the phone *“Temecula Central Office how may I help you?”*

Or “How Can I help you” (more universal greeting in case it’s someone calling you personal number)

Caller usually wants to know how to find AA meetings, or when are we open...

Central Office Hours for chips and books:

M-Th 10:00 AM-5:00 PM

Fri 10:00 AM-2:00 PM

Saturday 9:00 AM-12:00 PM

1. Give them our website temeculacentraloffice.org.
2. Ask if they have a smart phone to download the “Meeting Guide App”.
Tell them it’s a blue square with a white chair on it and uses the location services on their phone to locate meetings close to them. The app has the directions feature if they click on the meeting name and scroll to the bottom of the page
3. If they are looking for a ride to a meeting, we usually tell them that we do not provide that service however if they can attend a meeting and reach out to some members before or after the meeting, they may be able to find someone willing to pick them up.
4. If they are looking for treatment use the numbers provided in this packet
If they ask about meeting verification (court cards) then let them know to bring a sheet of paper with their name on it to put in the basket for the meeting secretary to sign and pick up at the end of the meeting
5. For zoom verification they must reach out in the chat and provide their email.

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FAQ and Concerns

1. We are unable to reach secretaries if meetings are a no show or court cards are not picked up or emailed
2. The Halls do NOT have phone numbers and direct calls to TVCO
3. Callers sometimes have never been to a meeting. We tell them to arrive a few minutes before and sit anywhere they are comfortable Let them know that there is no cost and sharing is their choice.
4. We do not have meetings at TVCO we are support for our local meetings and provide an updated schedule, books, literature, and meeting chips for purchase.
5. We do not have “AA classes” We host AA meetings
6. We do not offer rides to meetings and recommend they get to a meeting, or offer an online option and speak to members before or after to secure a ride to their next meeting
7. Meeting Halls do not have phone numbers to call and are only open 30 minutes before and after scheduled meetings. The Alano club is open most days all day
8. We do our best to help distraught family members but it is best to refer them to the meeting schedule or Alanon Family Groups for support

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Problems Other than Alcohol

Narcotics Anonymous

Toll Free 800-479-0062

Cocaine Anonymous

Inland Empire Hotline 951-359-3895

World Service Office 800-347-8998

Alanon

Riverside Central Office 951-824-1516

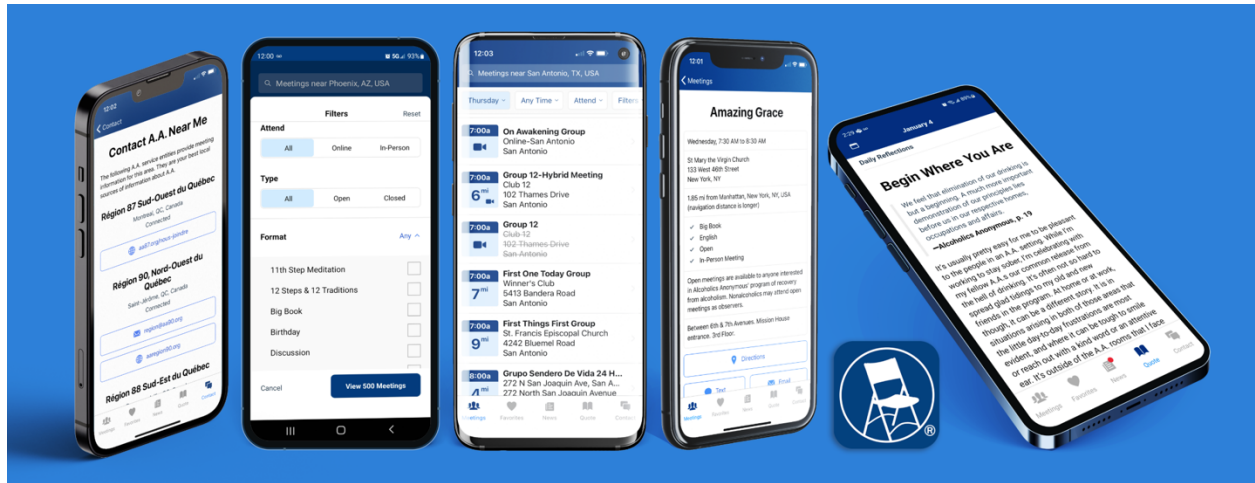
Gamblers Anonymous

Local 951-242-5020

Adult Children of Alcoholics Anonymous

201-625-7101

The Meeting Guide App



About Meeting Guide

Meeting Guide syncs with area, district, intergroup/central offices and international general service office websites, relaying meeting information from more than 500 A.A. service entities directly to the app. Over 150,000 weekly meetings are currently listed, and the information is refreshed twice daily.

Meeting Guide features

- Listing of both in-person and online meetings
- A default view that provides a list of meetings showing time, location and meeting name
- A meeting detail view that offers extra information such as meeting format and any notes provided by the group
- A search function to find meetings by location or keyword
- A daily quote feature lets users read from "Daily Reflections"
- Multiple access points that make finding local A.A. contact information easy
- A news feature with the latest from the General Service Office and Grapevine

~From AA General Service office website: <https://www.aa.org/meeting-guide-app>