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Orange County Intergroup Association

## FEATURE ARTICLE

# SEMINAR REPORT

From

VANCOUVER, November 10<sup>th</sup> through 13<sup>th</sup>, 1994

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This year's conference provided again an invaluable insight into the problems facing many Intergroups, as well as sharing solutions to some of them. One *alarming* aspect was the fact that few office managers survive more than three years on this job: they burn-out rather quickly, getting caught in the middle of controversies and quarrels within their respective Intergroups. The good news (because it reflects my own concept???) is that most Intergroups still manage to rely on their own members for 24-hour telephone commitment rather than on costly commercial answering services. Our Main Office in Santa Ana has very expensive (utilities and salaries), and unusually long business hours. The few sales on weekends, holidays and late evenings do not justify these expenditures.

However, traditionally we have had a 24 hour hotline and should continue to serve the alcoholic. But should we not *try at least* to do so on a volunteer basis? This could easily be done by call forwarding. All that is necessary is intelligent organization, provided by a board member, and *your committed involvement*. Concerning the issue of the VOLUNTEER TELEPHONE SERVICE, I would encourage you to join the Group Relations Committee, chaired by Mary Alyce E.. This committee meets on the last Wednesday of the month at 7:00 pm in our Central Office in Santa Ana. During the December meeting they will discuss the technicalities of how to organize this area. Please get active in this as we

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## ALCOHOLICS ANONYMOUS CENTRAL OFFICE

### HOURS

Weekdays 8:00 A.M. to 9:00 P.M.  
 Saturdays 9:00 A.M. to 4:30 P.M.  
 Sundays & Holidays 10:00 A.M. to 4:30 P.M.

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