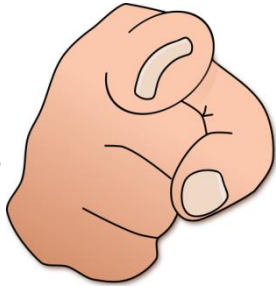


## Will your group help?

### Sign up for One Month!

Everyone had a first contact. You can be someone's lifeline.



Our program is one of Recovery, Unity, and Service.



Someone was there for you... be there for someone else!

It takes so little to give so much...

Our primary purpose is to stay sober and to HELP other alcoholics to achieve sobriety.

### 12-Step Calls

Buffalo Central Committee's primary purpose is to carry the message of Alcoholics Anonymous to the still suffering alcoholic when they call for help.

Your voice is often the first, and sometimes the only contact a problem drinker will have with A.A. A calm and gentle manner can instill trust in a newcomer. That first call is a difficult one for a problem drinker to make, be compassionate and understanding. A caller may only have a vague idea why they are calling us. Often that they only know they are in trouble and that A.A. may be able to help them. If the caller is in distress, give comfort and support and let the caller know that you will get someone near their area to call them. Briefly share your experience, strength, and hope.

The dual necessity for diplomacy and speed is difficult to attain. The situation usually dictates the methods. Experience will develop in a volunteer a feeling for each caller and his or her circumstances.

If you need additional help with a caller, utilize your home-group's phone list for help during the nighttime hours.

### Nightwatch

111 Crocker Ave (Franklin St. Door)  
Room's 105-107  
Sloan, NY 14212  
716-853-0388

[www.buffaloaany.org](http://www.buffaloaany.org)

## NIGHTWATCH

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.*



### Buffalo Central Office

Tel: 716-853-0388

## **Nightwatch Program**

### **What is Nightwatch?**

The Nightwatch program gives groups the opportunity to be of service in A.A. Nightwatch volunteers answer evening and weekend telephone calls from people who might need twelfth-step help.

### **How can my group take part in Nightwatch?**

There are two ways a group may choose to participate in Nightwatch.

*First*, by taking a one month telephone commitment, where the members of the group take turns answering the phones (at home) after the office is closed and on weekends and holidays.

*Second*, by providing a list of twelfth-step contacts. The twelfth-step contact list is used by both office and by the Nightwatch volunteers to contact A.A. members who are willing to take twelfth-step referrals. This may be to simply call a still suffering alcoholic or perhaps to take them to an A.A. meeting.

### **What are the requirements to take part in Nightwatch?**

It is suggested that telephone volunteers and twelfth step contacts have at least one year of continuous sobriety.

### **How many people would my group need to cover the phone answering commitment?**

Usually, the commitment is spread among five (5) group members, but fewer or more people could participate.

### **Our group is very small, can we still participate?**

Yes, as long as the member's of your group can fulfill the monthly commitment.

### **Where are the Nightwatch calls answered?**

The calls are answered wherever the volunteer is. The volunteer's number is **NEVER** given out. Callers dial the intergroup office number, and calls are automatically forwarded to the volunteer's phone.

### **Will the phone ring all night long?**

No. Most calls will come in before midnight, however occasionally there may be some calls in the middle of the night. It is important to keep your phone within reach at all hours during your volunteer hours.

### **What are the hours of the telephone answering commitment?**

The group members sign up to answer the phones each week of the month. The commitments are split by week (Monday pm- Monday am), with the group selecting a #1, #2, & #3 volunteer to answer the phone per week.

**\*Please note:** During all shifts it is very important for the volunteer be able to answer calls.

### **What types of calls will I receive?**

Calls will come in for meeting information, Al-Anon, committee meetings, and more. Some calls will need twelfth-step referrals. The referral is handled by taking the callers name, location, and phone number. Then, the volunteer looks in the manual

for a same sex twelfth-step contact near the caller's location. Next, the volunteer calls the twelfth-step contact. The contact then calls the caller back. The Twelfth-step contact's number is **NEVER** given to the caller.

### **How will I know what to say to the caller?**

Intergroup provides volunteers with a Nightwatch Manual. The manual has guidelines and procedures for handling all types of calls along with a list of Twelfth-step contacts by zip code.

### **Is training required for members taking the commitment?**

A brief presentation will be given to your home group prior to the group's commitment. The only other training that most members will need involves taking a half hour or so before their shift begins to read the "Guidelines and Procedures" section of the Nightwatch Manual, and.... **your experience, strength, and hope!**

### **How does my group begin?**

Call the Central Office! The hours are Monday through Friday from 9:00 am until 12:30 pm and 2:00 PM until 4:00PM.

