



Purpose

To provide a 24 hour, round the clock hotline (845-352-1112). Volunteers from various AA groups in the County respond to calls that are made to the hotline by people who are seeking information about AA for themselves or a family member trying to help a loved one.

How to get involved:

- **Group - The local Home Group can elect an Answering Service Representative to manage the administrative tasks, such as announcing the dates of the upcoming rotation for your group and preparing a roster of group volunteers who are willing to execute this vital 12th step work by taking calls.**

(The time criteria for this commitment is Two Years of Sobriety)

For more Information e-mail the Answering Service chairperson: hotline@rocklandnyaa.org, or just send a group member to Rockland County Intergroup:

Rockland county Intergroup meets on the 1st Tuesday of the month at 8pm at Robert Yeager health complex, Building A, Room 158, Pomona, (On holidays the meeting will be held on the 2nd Tuesday of the month)
[Driving directions](http://www.rocklandnyaa.org) can be found at www.rocklandnyaa.org in the for members category.

- **Individual A.A. Members – AA members from all over the county are invited to put themselves on the AA Answering Service 12th Step list to assist the AA member manning the main hotline, the AA member then goes down this list to put the caller in contact with another AA member so the AA member on duty can continue to receive these vital 12th Step calls.**

(The time criteria for this commitment is Two Years of sobriety)

If you would like to be on the Answering Service Twelve-Step list: *Go to www.rocklandnyaa.org, click on "Need a Commitment" and fill out the online form, you can also ask your Intergroup Rep. for the answering service chairpersons-phone number.*

If you're viewing this online, scroll to the bottom of this web page and fill out the online form.

How it works:

The Rockland County AA Intergroup Answering Service uses a professional 24 hour paid answering service to receive the initial call, the employee then routes the call to the AA member on duty. The AA member on duty spends a few minutes on the phone with this perspective newcomer or family member to get an idea of how this person can be helped; the AA member on duty tells the person they will receive a phone call from another AA member in a little while. The person on duty then calls an AA member off the Answering Service 12th Step list and explains the caller's situation and gives the AA member the person's phone number. The person on duty continues to answer the phone.

For more information on how the group volunteer carries out this commitment please see the:

[ROCKLAND COUNTY INTERGROUP- AA ANSWERING SERVICE GUIDE FOR THE VOLUNTEER](#) it can be found at www.rocklandnyaa.org in the for members category.

Answering service funding comes from local A.A. groups that [contribute funds](#) to [Rockland County Intergroup](#)