

INTERGROUP CENTRAL OFFICE OF SANTA CLARA COUNTY, INC.

FAQ's

What is Central Office's plan for reopening?

Central office's plan for re-opening is tentatively scheduled for **May 6, 2021** and includes strictly adhering to Santa Clara County COVID health and safety guidelines. Additionally, we anticipate expanded hours of operation to better support our AA community.

What is this new structure?

The new structure is a combination of part-time paid employees and volunteers, supporting the operations at central office. This new design aligns with other Central Offices of similar size in the surrounding areas. Immediate benefits include continued cost reductions through reduced salaries and more effective use of employee time, and expanded and more flexible hours of operation.

What kind of diverse, new innovative ideas? Spirit of rotation?

More participation by you?

The creation and implementation of new ideas has engaged new volunteers and created new participation opportunities for the fellowship. AA members are often looking for ways to give back to the AA community through service work, and we are looking to provide those opportunities here. We expect to continue to enhance and expand central office's support of the fellowship through collaborative efforts within the community, and we welcome constructive input from the AA membership as to ways we can better serve the needs of the community.

Examples of diverse, innovative ideas that were curated by the fellowship and implemented by volunteers and IT project manager volunteer.

- Web Chat to answer questions 'real-time'
- New Intergroup Rep Webpage
- Online COIN Newsletter
- New IG Minutes & Financials page on website
- Online Group Insurance applications & online payment – **coming soon!**
- Online form for registering in-person meetings – **coming soon!**

We welcome your questions and will continue to update the FAQs accordingly. All of the questions that we are able to answer are in the FAQs. Please be aware that topics about employment will not be publicly discussed.

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CENTRAL OFFICE NEW HOURS OF OPERATION

DAYS	HOURS
Monday, Tuesday, Wednesday	2:00 PM – 6:00 PM
Thursday, Friday, Saturday	10:00 AM – 2:00 PM

- Starting Thursday, **May 6th** Central Office will be open 6 days per week for in-person book and literature shopping.
- Thank you in advance for your patience. Central office staff and volunteers will assist you one shopper at a time and adhere to Covid health & safety guidelines.
- Staff, volunteers and shoppers are all required to wear a facemask at all times.
- Wait times may vary, one shopper at a time.
- Save time and purchase your books online <https://aasanjose.org/books>
- Have your order receipt ready to show the cashier.

Thank you,
Central Office Staff and Volunteers