

SAMPLE CALLS IN May 2021

The Central Office received 172 calls in May 2021. Beneath that cold number are times when the hand of our volunteer was there when the hand of these seven callers reached out for help.

5/2/21, 10:40 p.m. Caller feeling “unwell mentally.” The volunteer talked to him and then gave him the phone number for the Capital District Psychiatric Center.

5/2/21, 5:30 p.m. Visitor from Scottsdale, AZ inquiring about meetings in the Clifton Park-Saratoga Springs area. Volunteer gave him a Big Book meeting in Round Lake.

5/4/21, 3:15 p.m. Newcomer, who is an outpatient at a local recovery center, wants a sponsor. Drank recently. The volunteer spoke to her at length and gave her her phone number. Spoke to her husband about Al-Anon. Told the newcomer she would have a woman from AA call her and talk to her. The volunteer arranged that.

5/5/21, 8:00 p.m. Caller, right out of rehab, having trouble connecting with on-line meetings. The volunteer determined that he was doing everything correctly, but was leaving the meeting before the host let him in. He explained that some meetings open close to the meeting time. Gave him an on-line meeting for tonight.

5/12/21, 6:50 p.m. Woman who was drinking, but coherent, called. The volunteer talked to her for about 15 minutes and gave her an in-person meeting that night and asked her not to speak, but rather to listen. The woman was sober before. Knew the drill. The volunteer asked the woman that when she woke up hungover, next time, to call us instead of drinking.

5/15/21, 7:30 p.m. This volunteer went to any lengths. A man visiting from Rhode Island was at the Schenectady Clubhouse. He said the door was open, but no one was there. The volunteer drove to Schenectady, took the man to an Albany meeting, and then drove him back to Schenectady where he was staying.

5/20/21, 2:15 p.m. Woman calling for her son who had mental problems but “very much wanted to get sober.” A phone call would be too tough for him now. The volunteer explained that many meetings now are on-line. “He can’t do that.” Got her name and address and mailed her our meetings reopening list after printing it out.

