

## **SAMPLE CALLS IN July 2021**

The Central Office received 163 calls in July 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.

**7/14/21, 11:40 a. m.** Woman who has been sober for several years says she wants to drink. The volunteer asked her if she would like to speak with a woman in AA. She said, yes. The volunteer had a woman from a 12<sup>th</sup>-step list call her and talk to her. The 12<sup>th</sup>-stepper called back later and said the caller was doing well and felt “much better.”

**7/19/21, 8:35 a. m.** Newcomer wants to go to his first meeting. The volunteer told him he would take him to a meeting tonight.

**7/20/21, 3:35 p. m.** Man visiting Lake George wants meeting information. The volunteer walked him through using the Area meeting website. He was “very appreciative.”

**7/21/21, 1:15 a. m.** Man wanted information about the different types of AA meetings. The volunteer explained open, closed, discussion, Big Book, and step meetings to him. The caller, after given meeting locations, said he would go to a meeting tonight.

**7/22/21, 10:15, a. m.** Counselor from Adult Protective Care Services seeking help for a client who is deaf and needs a sign language interpreter to attend AA meetings. The volunteer contacted the local DCM who knew someone who is an ASL interpreter and who will contact the counselor to provide the help.

**7/23/21, 5:10 p. m.** Man, just out of detox, wants help, The volunteer gave him meeting information and explained that there would be support there for him at the meetings and suggested he get to one as soon as possible. He was told to call anytime if he needed further information.

**7/24/21, 9:00 a. m.** Woman going to meetings every day, but having difficulty getting a sponsor. The volunteer suggested she ask for a temporary sponsor.