

## **SAMPLE CALLS IN September 2021**

The Central Office received 134 calls in September 2021. Beneath that cold number are times when the hand of our volunteer was there when the hand of these six callers reached out for help.

**9/6/21, 9:50 p.m.** Woman caller, sober for several years, hasn't been to a meeting in quite some time. Needs to come back. The volunteer welcomed her back. Suggested he help her with the Area 48 meeting site, but she said she would go there herself. Said she is considering outpatient treatment. The volunteer gave her the OASAS phone number and asked if she'd like to speak with a woman from AA. "Maybe tomorrow."

**9/14/21, 8:30 a.m.** Man from the Midwest, new to Albany area, afraid to go to in-person meetings. The volunteer gave him instructions on how to find and access zoom meetings.

**9/17/21, 4:00 p.m.** A woman, on foot, wanted meetings near her but couldn't find any. Knew about zoom meetings. The volunteer took her to the Area 48 meeting site and showed her how to get on-line meetings.

**9/23/21, 8:05 p.m.** Man from Joliet, Illinois (outside Chicago) witnessed a friend being murdered last night. Has a primary and secondary sponsor but neither of them were available. Plans on attending a zoom meeting tonight. The volunteer gave him support and also the 24-hour hotline number for the Chicago area. Told him we also were available 24/7.

**9/24/21, 5:00 p.m.** Caller looking for a meeting for a sponsee who is working in a lumber camp in Lewis County. The volunteer gave him the intergroup phone number there.

**8/26/21, 10:45 a.m.** A woman said she is struggling to get zoom meetings. The volunteer brought her to the Area 48 website and showed her how to open IDs and pass codes for several meetings. She was pleased.