

SAMPLE CALLS IN December 2021

The Central Office received 130 phone calls during December 2021. Beneath that cold number are these eight times when the hand of AA was there when these callers reached out for help.

12/1/21, 12:10 p.m. A woman wanted to know if the Office was open again. The volunteer told her it was and gave her the office hours: Monday through Friday, 10 a.m. to 6 p.m. and Saturday, noon to 4 p.m. Closed Sunday, but the hotline is available 24/7/365.

12/2/21, 4:10 p.m. A woman from MVP Health Care called to find out what our office did. The volunteer gave her the information.

12/3/21, 8:50 p.m. Man new to AA, "I want some help." He was given information on meetings at the Red Door in Troy and about the AA Area 49 meeting website. Was counseled that if he didn't like a meeting, he could go to another one. The volunteer also talked to him about identifying and not comparing.

12/3/21, 5:15 p.m. Man from New Jersey concerned about his niece's drinking. The volunteer asked him to have her call us.

12/6/21, 1:40 p.m. A woman asked if she could have her local service organization post their pamphlets in our office. The volunteer told her that we can't do that and explained our tradition of non-affiliation.

12/10/21, 5:25 p.m. The caller wanted information on meetings in the Bronx. The volunteer hooked him up with the New York City meeting website and directed him to Bronx meetings.

12/17/21, 12:30 p.m. A man came to the office to get information about working at the Central Office. The volunteer gave him Fred F.'s phone number (CDCO day scheduler) and the man talked to Fred and set up a training session with him.

12/21/21, 11:40 a.m. A new man who has no transportation called. The volunteer explained on-line meetings to him and walked him through finding them on the Area 48 meeting site.