

## **SAMPLE CALLS IN January 2022**

The Central Office received 112 phone calls during January 2022. Beneath that cold number are these seven times our volunteer's hand was there when the hand of AA reached out:

**1/3/22, 7:20 a.m.** San Diego, CA woman said she was calling many hotlines. "A little drunk after being sober for three years." Most people who answered the phones "were unpleasant." Surprised she got upstate New York. The volunteer suggested she go to a meeting and get involved in some service. "I'm grateful you took the time to listen."

**1/5/22, 10:30 a.m.** Woman from local social services department wanted to purchase meeting schedules. The volunteer explained why they are no longer being printed and took her to the Area 48 meeting website and showed her how to use it. She also contacted the AA Public Information person who will give her some flyers and other information.

**1/12/22, 11:25 a.m.** Woman from local AA district had questions on treasurer's functions. How to set up bank accounts, etc. The volunteer connected her to the former District 1 treasurer. Gave her his email address.

**1/20/22, 9:50 a.m.** A man waiting to get into a local rehab asks for a ride to a moon meeting. The volunteer contacted a man from a 12<sup>th</sup>-step list who gave him a ride.

**1/21/22, 3:00 p.m.** Inebriated man calling from Chicago. Says he is a returning vet. Has called before. Belligerent at times. He agreed to try a meeting. The volunteer got his first name and phone number, called the Chicago Intergroup, and texted the man meeting information.

**1/25/22, 4:30 p.m.** First-time caller. "How are meetings run?" "Do you have to sign up?" Volunteer: "No, you just have to show up. Everything will fall into place. Tell folks you're new." He asked about the website. The volunteer helped him with that. Wished him well.

**1/26/22, 7:25 a.m.** A man calling from his car on the way to his first meeting. "Emotional and scared." The volunteer talked to him all the way to the front door of the meeting.