

SAMPLE CALLS IN February 2022

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

2/1/22, 2:30 p.m. The caller said he had attended a few on-line meetings but wanted more information about meetings and AA in general. The volunteer spoke with him about his experience in AA and what the caller could expect at in-person meetings. He showed him how to use the NENY meeting website, gave him his personal phone number and advised him to call at any time.

2/3/22, 3:05 p.m. A man, sober 15 years, says he wants to come back to meetings. The volunteer showed him the on-line finder and four possible meetings to attend. He advised the caller that little had changed in AA and that he would find meetings familiar again. Wished him well.

2/5/22, 3:15 p.m. The caller said he was looking for a place to buy an anniversary medallion and a recovery card. The volunteer assured him that we had those and gave him directions to the office and office hours.

2/9/22, 1:40 p.m. A newcomer asked what is AA and how do the meetings work? The volunteer answered all her questions. .

2/14/22, 11:40 p.m. A woman caller asked that someone from AA come to her home and speak with her son about recovery. The volunteer explained to her that we do not do that but asked her to have her son call us and we would be glad to help him. He also encouraged her to continue to go to her Al-Anon meetings.

2/14/22, 5:00 p.m. A woman caller said that her husband has finished his CASAT (Comprehensive Alcohol and Substance Abuse Treatment) program and isn't sure what he needs to do next. The volunteer explained that AA is not connected to that and gave her the phone number for State Alcohol and Substance Abuse Services.

2/23/22, 7:50 p.m. A man new to recovery said he felt discouraged. The volunteer talked to him at length about his recovery and exchanged phone numbers with the man. The caller said he felt "much better."