

## **SAMPLE CALLS IN March 2022**

The Capital District Central Office received 170 phone calls during March 2022. Beneath that cold number are these eight times that our volunteer's hand was there when the hand of AA reached out:

**3/4/22, 11:45 a.m.** A man from Washington state called to have Spanish language literature shipped to him. He thought he was calling New York City. The volunteer gave him information for the General Service Office.

**3/4/22, 4:20 p.m.** A man, calling from his hospital bed, said he was being released soon. Asked for an AA meeting he could walk to from his home. The volunteer gave him a 6:00 p.m. meeting near where he lived.

**3/8/22, 10:35 a.m.** A master of social work candidate asked for a meeting she could attend for a coursework assignment. She was given an explanation of the Area 48 meeting website, the different types of meetings and what would transpire at the meeting she would attend.

**3/8/22, 11:00 a.m.** A woman purchased some medallions and anniversary cards and said she would like to work as a volunteer at our office. The volunteer took her name and phone number and told her that Fred F., the day scheduler and night owl coordinator for CDCO, would call her to set up a training session.

**3/11/22, 4:40 p.m.** A woman from Catskill called to say she needed a ride to a meeting. A woman from the District 3 12<sup>th</sup>-step list was contacted and provided the ride.

**3/12/22, 4:40 p.m.** A woman from an addiction center asked if she could post CDCO information and our phone number on her resource list. The volunteer assured her it was all right because it is public information.

**3/17/22, 11:15 a.m.** A woman called to get help for a man to get to an AA Spanish-speaking meeting in Schenectady. She was advised that there are no Spanish-speaking meetings at this time in the Capital District but that we could have him talk with a Spanish-speaking consultant from CDCO. The consultant called him and gave him assistance.

**3/28/22, 12:45 p.m.** A woman from a senior facility called to find out how to locate meetings. She doesn't have access to the internet but her daughter does. The volunteer gave the woman the area website and explained how her daughter could use the meeting finder. He also answered her questions on what to expect at an AA meeting.

