

## CENTRAL OFFICE SAMPLE CALLS IN April 2022

The Capital District Central Office received 118 phone calls during April 2022. Beneath that cold number are these nine calls where our volunteer's hand was there when the hand of AA reached out:

**4/1/22, 10:20 a.m.** A woman caller was looking for meetings in Cornwall, NY. The volunteer directed her to AA in Orange County.

**4/4/22, 1:30 p.m.** A man staying at a hotel called to say that he had no phone, no computer, and no transportation but would like to talk to a fellow AAer in his room. An AA member from the District 3, 12<sup>th</sup>-step list said he would help but would need a couple of hours to pick up an AA friend to go with him. When the volunteer thanked him profusely, he said, "Why would I not want to help?"

**4/5/22, 10:30 a.m.** A caller said she had a large collection of old Grapevines: what to do with them? The volunteer asked her to bring them to the Central Office and the volunteers there would see that they were well-distributed.

**4/9/22, 3:50 p.m.** A woman wanted information on detoxification sites for her daughter. The volunteer gave her the phone number for the state Office of Addiction Services and Support.

**4/11/22, 3:50 p.m.** A woman called to say that today was the 35<sup>th</sup> anniversary of her recovery from alcoholism. She said that she called every year on her anniversary to say thanks because the first day she called, someone from AA was there to help her. The volunteer told her she was "very grateful to receive your call."

**4/14/22, 11:30 a.m.** A man calling from a shelter in Brooklyn wanted to talk to another AAer before lunch. The volunteer asked him if he could get to meetings? "Nah, this is my meeting." He said that he had attended SUNY Albany, and they talked about bars they had drunk in, maybe together. They agreed it was good they no longer had to do that. The volunteer wished him well.

**4/19/22, 11:45 a.m.** Woman from Rensselaer County Health validating our phone number.

**4/22/22, 12:15 p.m.** A man called seeking information on a drug he took while in a rehab that would make him sick if he drank. The volunteer told him that we have no opinion on medical interventions, but that perhaps he could get the information on the internet.

**4/26/22, 12:30 p.m.** First-time caller wanted to know about AA, wants to stop drinking. The volunteer discussed what an AA meeting is like, suggested a first meeting, and provided Area 48 meeting website and literature information. Reminded him we are here for him 24/7/365.

