

SAMPLE CALLS IN August 2022

The Central Office received 135 phone calls during August 2022. Beneath that cold number are these eight times when our AA volunteer's hand was there when a hand reached out for help.

8/1/22, 10:06 a.m. A woman wanted to get information on the changing of the wording in the Preamble from "men and women" to "people." The volunteer suggested the site AA.org to look for the report of the delegates general service conference. The volunteer said that he understood that the groups could decide whether to use the old form or the new one.

8/2/22, 7/2, 12:50 p.m. A man called to ask what W-C-D meant in a meeting notation. The volunteer told him it meant women's, closed, discussion. The caller said he would try to get to a different meeting.

8/3/22, 7:25 p.m. A woman admitted to having a drinking problem and asked for meeting information. She also said she would like to speak to a woman in AA. The volunteer gave her a few meetings and contacted a woman on the 12th-step list who said she would call the newcomer.

8/6/22, 5:45 p.m. A man wanted to know how to get to online meetings. The volunteer showed him how to download the zoom application and how to find online meetings on the NENY meeting website.

8/9/22, 2:30 p.m. A man asked if the Central Office sold recovery tapes. The volunteer said that we didn't. He went online and found a site that sold them and gave the information to the caller.

8/9/22, 4:00 p.m. A woman wanted to get one-on-one help for a loved one who has a drinking problem. The volunteer explained that AA conducts meetings, how they work and how sponsorship works, and gave her information on a few open AA meetings.

8/11/22, 12:08 p.m. A woman caller wanted to know if we sold Al-Anon literature. She was told that the Office sells only AA Conference-approved literature. The caller was given the Al-Anon phone number and she also asked for our office hours, which she was given.

8/27/22, 12:57 p.m. A man, new to AA, wanted meeting information. He said he could go to a meeting tomorrow. The volunteer gave him a meeting near his home, explained what would go on at the meeting and suggested that the man ID himself as being at his first meeting, but that he didn't have to do that. He also told him that he could get lots of information about AA on the AA.org website. The volunteer told him that he never had to drink again and wished him well.

