

## **SAMPLE CALLS IN September 2022**

The Central Office received 110 phone calls during September 2022. Beneath that cold number are these seven times when our AA volunteer's hand was there when a hand reached out for help.

**9/2/22, 10:18 a.m.** A mother called for her son who is coming home from rehab and needs AA meeting information. The volunteer introduced the woman to the Area 48 meeting website and showed her how to use it. He also explained that if her son needed further information or just wanted to talk to another recovering alcoholic, he can call this number 24/7.

**9/2/22, 5:00 p.m.** A woman caller was given confirmation regarding a meeting this evening in Schenectady. It was her first return to an in-person meeting since the beginning of the pandemic.

**9/6/22, 1:40 p.m.** A man who visited the Central Office, said he was interested in upcoming AA events. He looked over the package of events flyers at the office and said he would attend the Voting Assembly in October.

**9/8/22, 12:17 p.m.** A male caller said he had had several years of sobriety but got very drunk recently resulting in some serious consequences. The volunteer offered words of encouragement and gave him information for several AA meetings in his hometown. He encouraged the caller to get to as many meetings as he possibly could.

**9/9/22, 11:35 a.m.** A GSR from a local open meeting said that non-alcoholics were sharing there and that one had even chaired a meeting. He said that some group members were okay with this. What to do? The volunteer referred the man to the AA pamphlet "The AA Group, Where it All Begins." In the section that describes the difference between open and closed meetings it states that in open meetings: "non-alcoholics may attend as observers."

**9/16/22, 5:49 p.m.** A man visiting from British Columbia asked for local meeting information. He was given a few meetings close to his location at a store near Route 90.

**9/17/22, 10:44 a.m.** A man who was going through the Erie Canal called to ask if we had a 45-year medallion. The volunteer advised him that we did and gave him the office location and business hours.

