

## **SAMPLE CALLS IN January 2023**

The Central Office had 104 phone calls during January 2023. Beneath that cold number are these 10 times when our AA volunteer's hand was there when a hand reached out for help.

**1/1/23, 11:30 a.m.** A woman caller wanted women's online meetings "right away" in Albany or Schenectady. The volunteer gave her the Sunday Evenings Women's Group in Schenectady and helped her install the meeting guide so she could get to work on that on her laptop.

**1/4/23, 12:30 p.m.** A woman from Michigan wanted literature mailed to her. She was given the AA.org bookstore.

**1/5/23, 2:16 p.m.** A man asked for meeting information. He said he didn't think he had a problem with drinking, "but other people did." The volunteer talked to him about his experience with meetings and his own recovery. The caller said he appreciated the help.

**1/6/23, 9:45 a.m.** A caller said he's been sober for 45 days and has been attending meetings but wanted counseling. The volunteer gave him the phone number for the New York State Office of Substance Abuse Services and Supports (OASAS).

**1/7/23, 1:30 a.m.** A man said he just got home from drinking (1:30 a.m.). Said he was sober once before and needs help. The volunteer gave him encouragement and suggested that he get to a meeting later in the day when he sobers up.

**1/12/23, 1:24 p.m.** A woman from western New York wanted to know if we had hard covered Big Books. She was told we did and was given the office address and hours.

**1/13/23, 11:20 a.m.** The caller said alcohol is destroying his life – wants a better way – needs meetings. The volunteer gave the man information on a 6:00 p.m. meeting and shared with the caller how he lives a sober life. He advised him that a sober alcoholic answers the hotline 24/7/365. Someone will always be there for him.

**1/18/23, 12:53 p.m.** A woman says she has been sober for a long time but can't control her gambling. She was given the Gamblers Anonymous phone number.

**1/24/23, 2:51 p.m.** A counselor from a local rehabilitation center asked for online meeting information for her client. She was given the meeting IDs and passwords for the New Freedom Group, Monday through Thursday. The volunteer walked her through the way to look up online meetings and suggested she have her client call us.

**1/30/23, 1:40 p.m.** A woman from Jonesville purchased 72 medallions of various years.

