

## Capital District Central Office, (CDCO)

### SAMPLE CALLS IN April 2023

The Central Office received 96 phone calls during April 2023. Beneath that cold number are these nine times when our AA volunteer's hand was there when a hand reached out for help.

**4/1/23, 4:15 p.m.** A woman from Colonie requested a ride to a meeting tomorrow night. A woman from the District 1 12<sup>th</sup>-step list called her.

**4/3/23, 3/23/23, 3:03 p.m.** A caller wanted to speak to someone in Spanish to help his nephew. His phone number was given to the CDCO Spanish-speaking support person who called him.

**4/8/23, 12:35 p.m.** A man purchased 35 monthly chips for his group.

**4/8/23, 6:38 p.m.** A woman caller said that her boyfriend was trying to sober up on his own and that he was extremely sick. The volunteer suggested that he be taken to a detox facility to get appropriate medical attention.

**4/17/23, 6:45 p.m.** An intoxicated man asked for an "appointment with AA." The volunteer told him that no appointment was necessary, explained AA meetings to him, and gave him information on a few meetings.

**4/18/23, 4:50 p.m.** A man who doesn't drive asked for meetings near his home. The volunteer used internet maps to find meetings near where the man lived. He offered to arrange to give the man a ride but he said he would take a cab and then ask at the meeting for a ride home. The volunteer gave him several meetings near his home.

**4/20/23, 8:50 a.m.** A caller was having trouble finding online meetings. The volunteer showed her how to find them on the Area 48 meeting site and gave her her phone number and information on the online meeting that she was chairing that night.

**4/28/23, 10:28 a.m.** A caller from Louisiana wanted literature mailed to him. The volunteer looked up the phone number for Louisiana AA and gave it to him.

**4/28/23, 1:10 p.m.** A woman stopped by our office looking for a pamphlet for the mother of an alcoholic son. The volunteer referred her to Al-Anon.

