

Capital District Central Office, (CDCO)

SAMPLE CALLS IN May 2023

The Central Office received 80 phone calls during May 2023. Beneath that cold number are these eight times when our AA volunteer's hand was there when a hand reached out for help.

5/1/23, 1:41 p.m. A man from the Salvation Army in downtown Albany requested that an AA meeting be started at his facility. The CDCO volunteer contacted the District 1 DCM who is working on the new meeting.

5/2/23, 3:35 p.m. A woman caller has been injured and can't drive for a few weeks. She has been sober nine months and has only been to in-person meetings. Needs help with online meetings. The volunteer showed her how to find the online meetings and how to sign in to them.

5/4/23, 10:49 a.m. A woman, new to the area, wanted to find some meetings in the Cairo area. The volunteer had her log onto the NENY meeting website and helped her navigate it.

5/7/23, 6:20 a.m. A woman from Chicago relapsed a few days ago and is sober for 24 hours. She is calling hotlines around the country just to talk to a sober alcoholic. The volunteer did that and offered her encouragement.

5/10/23, 11:22 a.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.

5/18/23, 4:56 p.m. A woman caller was frustrated because she was using the wrong meeting finder. The volunteer showed her the Area 48 site and guided her through the process. "This is great," she said.

5/23/23, 3:15 p.m. Woman caller, new to AA, was given the Area 48 meeting schedule, 'Everything AA,' and the 'Meeting Guide.' The volunteer also suggested that the caller read the Big Book and 'Living Sober.'

5/30/23, 4:25 p.m. A woman caller asks what happens during detox and how long does it take? The volunteer told her that she was not in the medical profession, but rather just a member of Alcoholics Anonymous. She said she cannot give any medical information other than that it is the medical community that can help her relative. She advised the caller that AA is always here for him if he wants it when he gets home.

