

## Capital District Central Office, (CDCO)

### SAMPLE CALLS IN October 2023

The Central Office received 113 phone calls during October 2023. Beneath that cold number are these 10 times when our AA volunteer's hand was there when a hand reached out for help.

**10/4/2023, 3:42 p.m.** The caller said he was not an alcoholic, but wanted to attend a meeting. The volunteer explained open vs closed meetings and told him he can attend any open meeting.

**10/6/2023, 11:38 a.m.** A hospital staff member was calling to help a patient who was being released and wanted to attend meetings. The patient has anxiety and the hospital staff member wanted to know if an AA member could meet their patient at an AA meeting. The volunteer provided a District contact person name and number to see if someone would be able to help.

**10/9/2023, 12:17 p.m.** The caller is new to AA and wanted meeting information near her home. The volunteer provided the meeting information and discussed the various meeting formats. The caller thanked the volunteer for being there.

**10/11/2023, 4:10 p.m.** The caller was visiting from San Francisco and was looking for meeting info and also just wanted to check in with a person.

**10/12/2023, 12:50 p.m.** The caller was visiting the Albany Rural Cemetery and was looking for Ebby Thatcher's gravesite. The volunteer was able to give directions.

**10/16/2023, 4:36 p.m.** The caller was looking for meetings. Gave her the Central Office and Area 48 websites and stood by while she accessed them to make sure she could find meetings.

**10/16/2023, 12:25 p.m.** A couple visiting from Tulsa Oklahoma wanted to visit our Central Office. They are touring the Northeast and will be staying at the Wilson House in E Dorset VT. The volunteer gave them the address.

**10/17/2023, 2:29 p.m.** The caller wanted to find meeting information for his brother who is in a "support house" and will be out soon. The volunteer told him he could call this number 24/7 for meeting info. Also gave him website info and walked him through looking up meetings. Also gave him "Meeting Guide" app info and told him he could look up meetings anywhere. He was very thankful for our help.

**10/23/2023, 12:02 p.m.** The caller was being released from a detox center and wanted meeting information for that evening. The caller did not have internet access, so the volunteer provided meeting information to him, chatted for a few minutes, and let him know that he could talk to someone 24-7 at this number. He was appreciative.

**10/31/2023, 1:17 p.m.** A college student was looking for an open on-line meeting required for a course. The volunteer gave her the website address and explained how to use it.