

## **Capital District Central Office, (CDCO)**

### **SAMPLE CALLS IN November 2023**

The Central Office received 106 phone calls during November 2023. Beneath that cold number are these 11 times when our AA volunteer's hand was there when a hand reached out for help.

11/01/2023, 15:55 A caller new to the Area was given meeting information.

11/06/2023, 10:28 A caller was looking for literature "Spiritual Awakenings". The CDCO volunteer checked the inventory and told her we had that title in stock. The caller plans to stop in a purchase a copy.

11/09/2023, 12:53 A college student wanted to attend an Alcoholics Anonymous meeting as a requirement for a class they were taking. The volunteer gave the caller meeting information from our website, both in person and virtual, and explained open vs closed meetings.

11/10/2023, 11:20 A caller was looking for AA meetings. The volunteer helped her locate the "Meeting Finder" app for AA meetings and gave her the Al-Anon District website for Al-Anon meetings.

11/10/2023, 12:13 A first time caller was asking for nearby meetings. The volunteer gave him a few and told him what he could expect. The caller was grateful.

11/13/2023, 10:50 A member called looking for information about the Original Troy Group's 79th Anniversary celebration. The volunteer gave him the date, time, and location.

11/14/2023, 13:50 A member was looking to volunteer for the CDCO help line. The volunteer forwarded the member's contact info to the CDCO volunteer coordinator.

11/20/2023, 12:14 A caller wanted to verify a meeting time and place. The volunteer checked the meeting schedule to confirm, and the caller was appreciative.

11/21/2023, 13:40 A newcomer called and admitted she has a problem with alcohol. The volunteer gave her a meeting to attend and explained what to expect. Also gave her information about the upcoming Alcatons and explained how it was a safe place to be on a holiday.

11/27/2023, 16:26 The caller wanted to know the CDCO hours of operation so he could stop by and purchase some literature.

11/29/2023, 16:00 The caller was looking for information for his brother-in-law who is willing to try Alcoholics Anonymous. The volunteer gave the caller some meetings to attend, and explained that he could attend the open meetings with his brother-in-law.