

Capital District Central Office, (CDCO)

SAMPLE CALLS in December 2023

The Central Office received 96 phone calls during December 2023. Beneath that cold number are these 9 times when our AA volunteer's hand was there when a hand reached out for help.

12/01/2023, 13:33 A caller needed directions to a Friday night meeting in Albany. The CDCO volunteer helped the caller with directions.

12/05/2023, 16:00 A caller wanted to know how to get into AA. The CDCO volunteer gave her two websites with more information and meeting lists (NENYAA.org and AA.org) and showed her how to find meetings on those websites. The volunteer also recommended a few meetings, including a Young People's Friday night meeting.

12/07/2023, 10:05 A caller wanted help for her brother, and wanted to know if she could accompany him to a meeting. The CDCO volunteer explained about open and closed meetings, and gave her three AA websites: Area 48 website (NENYAA.org) the main AA website (AA.org), the Capital District Central Office website (aaalbany.org). The volunteer also explained briefly about Al-Anon, and let her know she could call with questions any time, as we answer the phone 24/7/365. The caller thanked the volunteer for the information.

12/09/2023, 13:42 A caller from Bennington VT needed to talk to someone otherwise he was afraid he was going to drink. The CDCO volunteer asked the caller if he would be more comfortable talking with a man, and he said yes, so the call was transferred to a male CDCO volunteer. The caller spoke with our volunteer and was provided with a central office number for Bennington, so he could find meetings closer to his home.

12/26/2023, 11:03 A caller explained they were sober for 30 years, but recently started drinking again and wanted to hook up again with AA. The CDCO volunteer gave him two meetings near him and spoke with him about his drinking.

12/27/2023, 12:40 A caller wanted to find out about New Years Alkathons available for him to attend. The CDCO volunteer explained he could get that information on the Area 48 website. The volunteer directed the caller to the website and showed him how to look up Alkathon flyers located on the main page. He said that was what he needed and thanked our volunteers for their service.

12/27/2023, 16:25 A caller was recently involved in a DWI accident and said he needed to do something about his drinking. He wanted to know what we could do to help. The CDCO volunteer gave him three websites (see above), explained how they worked and what they offer. The volunteer told him what to expect at a meeting. The caller asked about treatment issues and the volunteer referred him to NYS OASAS and let him know he could call back anytime 24/7 with any questions. He was grateful and thanked the volunteer.

12/30/2023, 17:54 Caller wanted the address for the Alkathon in Saratoga.

12/31/2023, 11:14 Caller wanted the time and location for the Alkathon in Albany.