

Capital District Central Office, (CDCO)

SAMPLE CALLS in February 2024

The Central Office received 67 phone calls during February 2024. Beneath that cold number are these eight times when our AA volunteer's hand was there when a hand reached out for help:

02/09/2024, 11:27 a.m. A volunteer from the Rensselaer County Jail purchased books for a meeting at the prison . He left a volunteer form for any one who might be interested in volunteering at the prison.

02/16/2024, 12:48 p.m. A local caller asked for meeting information for her niece in Florida who was in AA but recently relapsed. Our volunteer provided information about the Meeting Finder app, and suggested that her niece could use it to find meetings that are near to her in any state.

02/17/2024, 8:04 p.m. A man new to the area was looking for in-person meetings. Our volunteer walked him through accessing the meeting guide on the Area 48 Northeast NY website (nenyaa.org) and also how to download and use the Meeting Finder app on the main AA website (<https://www.aa.org/meeting-guide-app>) . The caller said he would attend a meeting in Albany the next day.

02/19/2024, 12:57 p.m. A visitor stopped by the office looking for insight on how to help her friend with an apparent problem with alcohol. Our volunteer explained the nature of the disease of alcoholism and how AA can help. The visitor stayed for quite a while and the volunteer provided more information and some pamphlets.

02/19/2024, 3:27 p.m. An AA member stopped by the office to purchase 10 copies of the "Big Book" (hard cover) and 10 copies of the "Twelve Steps and Twelve Traditions" (soft cover)

02/20/2024, 3:00 p.m. A member called to report an AA Group was no longer in existence in his District and wanted information on how to cancel the Group, remove the AA records, and remove the Group's old meetings from both online and printed meeting schedules. Our volunteer provided him with the email addresses of his District records keeper and the Area 48 records keeper and suggested that he work with both to ensure the Group's removal is done correctly. He was very thankful for our help.

02/26/2024, 1:55 p.m. A Spanish-speaking woman called and unfortunately the volunteer does not speak the language. The volunteer was able to pass the caller's phone number to a Spanish speaking member who would be able to call back and provide help.

02/29/2024, 11:20 a.m. A member called and was concerned about being on the 12th Step list as he no longer drives after dark. Our volunteer checked the list and let him know that it said phone calls only. The member thanked the volunteer for checking.