

Capital District Central Office, (CDCO)

SAMPLE CALLS in April 2024

The Central Office received 84 phone calls during April 2024. Beneath that cold number are these seven times when our AA volunteer's hand was there when a hand reached out for help:

04/02/2024, 4:47 p.m. A caller was looking to go to her first Alcoholics Anonymous meeting. Our volunteer gave her several meetings for that day and the next. The caller asked what happens at those meetings and the volunteer gave her an overview of what to expect. The caller was appreciative of our help.

04/08/2024, 4:38 p.m. A social worker called inquiring about Spanish speaking meetings. Our volunteer was able to provide contact information for those meetings.

04/16/2024, 11:16 a.m. A caller was interested in taking her handicapped friend to a meeting. Our volunteer directed her to the Area 48 website (nenyaa.org) and explained how to search for meetings, including how to use the filter to find meetings with "Wheelchair Access". The caller was very appreciative.

04/16/2024, 2:52 p.m. A caller was looking for help for her husband who has been struggling because of his drinking and who is refusing to get help. Our volunteer suggested that she might try Al-Anon for herself and gave her information for several Al-Anon meetings where she might find ways to help her husband get help. Our volunteer also suggested that she offer to attend an open AA meeting with him. The caller was very thankful for us being here.

04/18/2024, 3:02 p.m. A caller was looking for meetings he could walk to. Our volunteer gave him several meetings that he could walk to, and told him there were many other meetings if he wanted to take the bus. He was very appreciative and chatted a bit with our volunteer, explaining that he was just out of detox and seven days sober and wanted to stay that way. Our volunteer told him to call back any time to find out about more meetings or if he needed any rides. The caller was very appreciative.

04/22/2024, 09:59 a.m. A caller was looking for in-person meetings in Hudson. Our volunteer gave him several meetings and then talked him onto the NENYAA.org website and explained how to use the meeting finder. He was thankful!

04/24/2024, 10:14 a.m. A caller wanted to pick up a drink and wanted to talk to someone and get help. Our volunteer took down the caller's contact information and then relayed it to a 12th Step volunteer who then returned the call.