

Capital District Central Office, (CDCO)

SAMPLE CALLS in July 2024

The Central Office received 85 phone calls during July 2024. Beneath that cold number are these six times when our AA volunteer's hand was there when a hand reached out for help:

07/03/2024, 11:49 a.m. A caller thinks he wants to stop drinking and wants to check out AA but has no car. Our volunteer explained that we have volunteers to help newcomers get to meetings. The caller agreed to accept a call from a volunteer who could help them get to some AA meetings.

07/05/2024, 10:09 a.m. A woman called, interested in going to a meeting. Our volunteer walked her through how to find meetings near her and she found one to go to the next night. She had never been to AA before. It sounded like she hit her bottom last night and is ready to try the AA program. Our volunteer informed her what to expect at a meeting and encouraged her to get the alcohol out of her house so she would not be tempted. Our volunteer told her to use our number any time at all to reach out for help.

07/09/2024, 14:50 p.m. A caller wanted information about in-patient treatment facilities in the area. Our volunteer gave her the contact information for NYS OASAS (New York State Office of Addiction Services and Supports, oasas.ny.gov, (518) 473-3460) who could help.

07/19/2024, 11:40 p.m. A caller was interested in attending AA meetings to help her stop drinking. Our volunteer suggested several meetings and provided the web address to look up meetings on-line (www.nenyaa.org). Our volunteer let them know what to expect at a meeting and also offered to have another woman call her back, if she thought it would help. Our volunteer reminded her that we are here to help 24 hours a day and 7 days a week.

07/21/2024, 19:11 p.m. A caller was looking to help a family member and wanted to know who to call. Our volunteer gave them her phone number. The caller said they would give the number to the family member so they could call back.

07/27/2024, 12:13 p.m. A caller indicated they were "in and out" of AA for 30 years and recently was drinking and was taken to the hospital by the police, and is now under watch for suicide. Our volunteer spoke with the caller for 1 hour 30 minutes - talking about a variety of things and trying to help. Our volunteer stressed going to meetings, getting a service commitment and a sponsor. Our volunteer also emailed the caller a variety of meetings, information about the CDRC (Capital District Recovery Center), gave him a suicide hotline, and recommended some other AA literature resources.