

Capital District Central Office, (CDCO)

SAMPLE CALLS in October 2024

The Central Office received 92 phone calls during October 2024. Beneath that cold number are these seven times when our AA volunteer's hand was there when a hand reached out for help:

10/02/2024, 12:25 p.m. A member asked how he could arrange rides for his sister who had just moved into a senior living facility. Our volunteer took his sister's info and told him they would make 12th step calls to try to get his sister rides. She should hear from someone in the next day or two. Our caller was thankful for our help.

10/03/2024, 5:50 p.m. A "professional friend of AA" called from a local rehab facility and was asked by the men in the program there to see about having an AA meeting. Our volunteer took her name and phone number and passed the information along to the District 1 DCM and Treatment chair via email.

10/05/2024, 10:00 p.m. A caller wanted directions to a meeting but could not connect with the website. Our volunteer was unable to find the particular meeting on the NENY Area website, but was able to find it on that District's website and gave the caller directions. After the call was over, our volunteer began the process of followup necessary to ensure that the District's meetings are in-sync with the NENY Area website.

10/15/2024, 4:10 p.m. A caller asked for directions to the CDCO and the hours of operation so he could pick up literature and supplies for his home group meeting.

10/17/2024, 2:50 p.m. A caller was planning to attend a particular meeting and wanted to know what the AA "protocols" were. Our volunteer explained what to expect at your first AA meeting and gave her more information about AA in general. The caller was very thankful.

10/22/2024, 1:50 p.m. A member called to ask how to order the new "Plain Language Big Book: A Tool for Reading Alcoholics Anonymous". Our volunteer told him for a short time he could preorder the books on the CDCO website (aaalbany.org). After that preorder period is closed, he could order the new book from the CDCO website (for pickup) or stop in the CDCO office to purchase directly. (Call first as these books are in high demand!)

10/30/2024, 2:49 p.m. A newcomer called and asked what AA does. Our volunteer explained and then gave the caller the website address (nenyaa.org) so he could have a list of AA meetings. Our volunteer also explained what to expect at AA meetings, and let him know he could call back anytime if he has any questions.