

Capital District Central Office, (CDCO)

SAMPLE CALLS in November 2024

The Central Office received 112 phone calls during November 2024. Beneath that cold number are these eight times when our AA volunteer's hand was there when a hand reached out for help:

11/04/2024, 10:04 p.m. A caller wanted to know if the CDCO had a large print Big Book in stock. Our volunteer confirmed the book was in stock and the caller said he would visit the CDCO later that day to purchase one.

11/04/2024, 11:23 p.m. A caller was looking for help for her father who recently got a DWI. He wants to do something about his drinking. Our volunteer gave her information about AA, what to expect at meetings, what AA does (and does not do). Gave her the website for looking up meetings (nenyaa.org) and explained how to look up meetings and find general information on AA's main website (AA.org). Our volunteer let her know we are available 24/7 and that we would love to hear from her father as well. She was thankful for the information.

11/09/2024, 2:49 p.m. A gentleman from Syracuse called looking for a pamphlet for Native Americans. Our volunteer told him he could see the pamphlet for free online at AA's main website (www.aa.org/aa-native-north-american)

11/11/2024, 1:40 p.m. A nursing student from Troy called looking for information on AA. Our volunteer did her best to represent AA and discussed open meetings, formats, locations, spirituality, etc.

11/11/2024, 2:35 p.m. A woman called asking about the website for meeting information. Our volunteer explained how to find meetings - 1) on the Area 48 website (nenyaa.org) and 2) on the Meeting Guide app (see <https://www.aa.org/meeting-guide-app>). She was grateful for our service.

11/17/2024, 4:52 p.m. A caller who was traveling from Chicago through Schenectady by train wanted to find a meeting to attend while he was in town. Our volunteer provided meeting information to the caller.

11/25/2024, 3:04 p.m. A member called to find out if CDCO had (8) Plain Language Big Books in stock. Our volunteer confirmed yes and the caller said she would visit that day to pick up some.

11/28/2024, 2:30 p.m. A gentleman called and asked what he needed to do to join AA. Our volunteer gave him information about AA, and directed him to aa.org website and CDCO website (aaalbany.org) and showed him how to use the meeting finder app. Told him he could call us anytime with any questions. The caller was grateful.