

Capital District Central Office, (CDCO)

SAMPLE CALLS in December 2024

The Central Office received 99 phone calls during December 2024. Beneath that cold number are these seven times when our AA volunteer's hand was there when a hand reached out for help:

12/05/2024, 2:25 p.m. An EAP coordinator (Employee Assistance Program) called for a client who wants help. Our volunteer told her about the online meeting finder, but the client has no access to the internet and said she didn't think her client would want to go very close to home. Our volunteer gave her a list of nearby meetings as well as a couple in nearby towns at her suggestion. She was grateful for the time and help.

12/09/2024, 2:20 p.m. A caller with three days of sobriety called and wanted to know what he should be doing next. He wanted to stay sober. Our volunteer suggested he go to meetings, explained what to expect, and gave him a list of several nearby meetings including one that night so he could get started. The caller was very thankful for our help.

12/16/2024, 4:37 p.m. A caller said she was just released from ER after being rescued from acute alcohol poisoning. Apparently a nurse on staff had made a big impression on her and gave her the CDCO phone number. The caller felt she needed to do something but was not sure what. Our volunteer spent a fair amount of time sharing experiences, gave her an overview of what AA does (and does not do), and explained what to expect at meetings. Our volunteer also provided her with several meeting options near her home, let her know that she made a big step in calling us, and to call back to let us know how she is doing. We are available 24/7. She sounded hopeful!

12/19/2024, 11:00 p.m. A caller who works on the road most of the time and is new to AA and wants to stay sober. Our volunteer gave him information about the Meeting App and on-line meetings. Also told him about the Grapevine online so he can stay connected. He explained he would be home for the holidays and is alone and without transportation. Our volunteer told him about the alkathons at Pine Grove, and then arranged for another volunteer to help him with rides to his local meetings or the alkathons.

12/23/2024, 12:14 p.m. A caller wanted help with his drinking. Our volunteer gave him an overview of AA, and how to find nearby meetings on the Area 48 website (nenyaa.org). Our volunteer also recommended that he speak with his primary doctor about medical detox, if needed. The caller was very grateful.

12/24/2024, 12:47 p.m. A caller wanted help for a friend whose drinking is out of control. The friend's family was out of the country and he was threatening suicide earlier that day. Our volunteer told the caller to take the threat seriously and have a wellness check done. Then they spoke at length about the situation. Our volunteer asked the caller to give his friend the CDCO number, and to go to meetings which he could find on the Area 48 website (nenyaa.org).

12/26/2024, 3:20 p.m. A woman called from San Francisco looking to speak with another sober woman. She said it was hard to get a live person on any of the AA hotlines out there, so she called us. Our volunteer arranged for her to speak with one of our 12th Step volunteers who would call her back.