

A.A. Capital District Central Office (CDCO)

SAMPLE CALLS IN April 2025

The Central Office received 103 calls in April 2025. Beneath that cold number are these eight times when our AA volunteer's hand was there when a hand reached out for help.

April 2, 2025

First Time Caller
New to A.A.

Nursing student got our number from instructor; asking permission to attend an AA mtg for a course requirement.per instructor's direction. Told her to let the instructor know that anyone can attend an open AA mtg. She will be attending one at CDRC and thanked us for the info.

April 3, 2025

First Time Caller

Caller from Shawanda, WI upset about a nearby Wellness Center that had "Sober Coaches" and she thought AA was never for pay. We talked a bit, I let her know that if you have to pay it's not strictly AA, but that rehab cenetrns and the like often host AA groups and also hold group sessions very like AA meetings. She calmed down.

April 9, 2025

First Time Caller
New to A.A.

Woman called that her daughter has problems with alcohol and drugs and wants help.

She was aware of the difference between open and closed meetings.

She wasn't sure whether to take her daughter to AA or NA.

I explained about our primary purpose and she thought bringing her daughter to both might be a good start; I encouraged "listening and identifying".

If she has any other questions, I suggested she call us back.

April 15, 2025

First Time Caller
New to A.A.

Samuel called asking for information to help his son who is in the CASAC program at Marcy Correctional Facility. Apparently his son ran into problems with corrections Officers and was removed from the program. He wanted to know if we could contact Marcy on his behalf to find out what really happened. I told him we do not get involved in any situation like this. I gave him the NYS OASAS phone number and told him he must contact them and they might be able to provide help. I apologized to him telling him we do not get involved in any Correctional Facility issues. He thanked us for helping him.

April 24, 2025

First Time Caller
New to A.A.

Abby called. Boyfriend was participating in AA, went to rehab, relapsed. Went to detox recently, refused rehab or after care and is now walking to liquor store to get alcohol, staying home in bed drunk. He is refusing help. Neither she nor he has a car but they live on bus route, and his former "home Group" is Center Square Promises. Will not call his sponsor or go to meetings.

I let Abby talk about how she is feeling, with empathy and understanding for her situation, but I emphasized that the best thing Abby can do now is to seek out Al-Anon. I gave her the number, so she can get support from others in her situation and take care of herself. I also mentioned that the phone here is answered round the clock if she needs to call back any time. I gave her the number for OASAS as well and said I would check in with her in the next day or two. She can get the bus to Al Anon at CDRC on Colvin Avenue. Also told her about one other AlAnon meeting I know of on the bus route (at Pine Grove Methodist on Central Avenue 6PM Monday).

April 28, 2025

First Time Caller
New to A.A.

A woman called saying she wanted to find meetings for her niece who lives in Catskill. She also wanted to know if we provided outpatient rehab services, to which I told her no. She asked if we could suggest a rehab and I said we cannot, but she can look them up online. It's very easy. I gave her three open meetings in Catskill in the evening her niece could attend. She was thankful for our help.

Telephone Call

April 28, 2025

Marilyn from Ellis Hospital Rehab looking to get a ride for a client for a meeting tonight for a 7:00 pm meeting at the Schenectady Clubhouse. I told her I could make some calls but it might be difficult considering it's only an hour and a half to the meeting. She thought we had people ready at a moment's notice to provide rides. I told her there are meetings at this location every day at noon and in the evening. She said she could arrange for rides for afternoon meetings. She would make sure her client(s) were at early afternoon meetings every day. She was happy we were able to clear things up for her.

April 29, 2025

Marjorie called asking about the AAWS Order Form online. She said it mentions the date 03/20. Is this the right one? I looked up the 2025 AA Catalog and found the order form and it is the order form in the catalog so that is the one to use. It looks like the 03/20 might be part of the form number. I told her she could use that form.