

Capital District Central Office (CDCO)

Sample Calls in May 2026

The Central Office received **65** calls in May 2026. Below are nine samples of our volunteers' efforts to carry the AA message.

1) **First Time Caller**

New to AA

A gentleman from Japan called to see if the meeting at State & Willet Streets was still open at 5:30pm (Center Square Promises Meeting). He wants to take one of his friends to a meeting who is struggling to get sober. He was grateful that the meeting was still open.

- 2) Over the course of a few days a few different phone volunteers worked with some local twelve step volunteers to find a handicapped accessible meeting and provide rides for an individual who uses a wheeled walker rollator and cannot use stairs. The vehicle needed to be able to hold a fold up rollator.

3) **First Time Caller**

New to AA

E_____ relapsed and wanted to get to meetings . Found meeting for today which he plans on attending. Suggested some other meetings. Talked about getting reconnected to the fellowship. Reminded him he can call back anytime.

4) **First time caller**

New to AA

Spoke with A_____ at this given time. She called to talk about urges, wanting to use. Spoke with her about 30 minutes and together decided she should go to an online women's meeting at 3 pm. Told her to call at any given time, she seemed hesitant but also willing to do the hard work.

5) **First Time Caller**

New to AA

Young man calling from Watervliet, new to aa, never been to a meeting. He was looking to attend an AA meeting close by. I gave him my usual info about AA. I also guided him onto the NENYAA website and explained how to use the meeting finder. He seemed to pick up how to get around the website so I told him to check out the meetings that are available, recommending a couple. I also let him know that we answer the phone 24/7. He was pleased for the information.

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- 6) Caller talked about being in a rut and was thinking about drinking. I reminded her that these things happen and suggested some things she could do - call someone get to a meeting. She wanted to stay in her apartment. I suggested she just do something, maybe go for ride out for ice cream etc. I also talked about seeing a medical professional if this was an ongoing issue. Reminded her that she can call back at any time. I mentioned we could have a woman in the program call her if she would be more comfortable talking to another woman.
- 7) **First Time Caller**
New to AA
Caller said he's partly disabled and unable to clean his apartment. He wanted to know if we could send some AAs to help. I let him know that AA doesn't do stuff like that. I suggested he call the social services office for assistance. He said he would do that.
- 8) **First Time Caller**
New to AA
A _____ calling from Olean, New York (Cattaraugus County). Curious about AA thinks he may have a drinking problem. I ended up sharing my experiences with him for quite some time, basically an hour. He indicated he would like to talk with me some more about AA so I ended up giving him my own cell phone number and told him he could call anytime. He was very grateful for that help.
- 9) **First Time Caller**
New to AA
M _____, just out of rehab, looking for wheelchair accessible meeting nearby. Found a Thursday 1pm Back to Basics meeting in a strip mall. He was happy. I mentioned he could call us back any time.

Respectfully Submitted
CDCO Data Coordinator
Gene R.