

## SPECIAL CALLS IN SEPTEMBER

The Central Office received 157 phone calls during September 2020. Beneath that cold number are 10 special times our volunteer's hand was there when the hand of AA reached out:

**9/1/20, 10:45 a.m.** A woman called from San Francisco to make sure our office was posting information about the Convention. She was assured that we were doing that. She apparently was contacting central offices and intergroups across the nation.

**9/4/20, 12:35 p.m.** A woman called to say that she was struggling with the online meetings. The volunteer instructed her on how to open and use the virtual meetings.

**9/7/20, 8:30 a.m.** New man wanted to know if meetings were being held at the New Covenant Church on Western Ave. He has no car. He was told meetings are being held there every day at noon and at 10 a.m. on Sunday. He said he lives right near the church and can walk there. ("God provides.")

**9/8/20, 10:40 a.m.** A Seattle, WA woman wanted information on Albany, NY meetings for a friend who will be visiting here. The volunteer walked her through the HMB meetings website. She then asked if we have a clubhouse. "Not as such." Gave her information about Capital District Recovery Center meetings.

**9/8/20, 4:45 p.m.** Woman, recently out of treatment, wanted live meetings in Saratoga. The volunteer walked her through the HMB meeting website and gave her the Saratoga hotline phone number.

**9/11/20, 10:30 p.m.** Man wanted AA literature. He was given the Central Office website, where he could order, and hours to pick up the literature curbside at the Office: Wednesday, 5:00 to 8:00 p.m. and Saturday, noon to 4:00 p.m.

**9/16/20, 4:45 p.m.** A couple visiting from Delaware wanted meeting information for Lake George. Volunteer welcomed them and showed them how to use the HMB meeting website.

**9/17/20, 3:01 p.m.** The Financial Chair for the Syracuse Intergroup canvassing surrounding intergroups on how they establish and handle their prudent reserves. Ed M., our treasurer, called him and helped him with that.

**9/18/20, 6:50 p.m.** Man from South Carolina given information on meetings in Plattsburgh, NY.

**9/21/20, 7:30 p.m.** A man new to the Fellowship was concerned about his anonymity. He asked to meet and talk to the volunteer about it. The volunteer agreed to meet with him.

