

## SPECIAL CALLS IN NOVEMBER 2020

The Central Office received 151 phone calls in November 2020. Beneath that cold number are 10 special times when the hand of our volunteer was there when a hand reached out for help.

**11-4-20, 5:30 p.m.** Scotia woman calling from her car on the way home from work. Afraid she might stop at the liquor store. The volunteer stayed on the line with her until she got home and texted her a couple of zoom meetings. The woman was very grateful.

**11-5-20, 12:30 p.m.** Valatie woman was given aaphonemeetings.org for phone meetings she requested. No computer.

**11-6-20, 12:30 p.m.** Albany woman needed a 4-year medallion for "tonight's meeting." The volunteer met her there and got the medallion for her.

**11-9-20, 3:00 p.m.** A man asked for live meetings. No car. No computer. He was given the Mid-Day Step Group meeting and the volunteer also had a man from the local 12<sup>th</sup>-step list call him and talk to him.

**11-13-20, 6:15 a.m.** A woman from Oakland, CA wanted to talk to "a real alcoholic." Her sponsor just died. The volunteer talked to her, encouraged her, and gave her the web address and hotline number for the Oakland bay area.

**11-13-20, 11:15 a.m.,** Man asking if Governor Cuomo's directive regarding only 10 people at a gathering will affect AA meetings? Was told it's up to the group to enforce state rulings.

**11-17-20, 12:15 p.m.** Young man, 40 days sober. Not familiar with zoom meetings. Gave him online meeting tutorial, talked about early sobriety, how to reach out to people, resources, etc. Asked him to call back if any questions.

**11-19-20, 3:20 p.m.,** Albany man living in a shelter. Needs housing. Not a vet. Feels the government is not helping much. Went to AA "a long time ago." Wants in-person meeting. Welcomed him back. Gave him 6:00 p.m. meeting at 45 Colvin Ave. Gave him phone number of Legal Aid. Thought of A-Frame meetings afterward. Called him back: "phone not in service."

**11-28-20, midnight.** Woman, first-time caller, asks, "How do I stop?" Talked to her at length about AA and gave her encouragement. Told her we would have a woman from AA call her later in the day.

**11-28-20, 5:00 a.m.** Man from Louisiana wants to talk. Couldn't contact his sponsor. An admitted chronic relapse. Volunteer determined that the man had never done a 4<sup>th</sup> or 5<sup>th</sup> step. The volunteer talked of his positive experience with those steps. Told him we were here for him 24/7/365.

