



### **1. General:**

Currently the following Coordinator positions exist within the OSA: Alateen, Area Alateen Process Person, Archives, Forum, Group Records, Literature, Open Lines, Public Outreach and Website.

New Positions: If the need arises for a new Coordinator position, or there is no longer a need for an existing Coordinator position, that action shall be initiated by the Executive and approved by the majority vote at Assembly.

Guidance: Past Coordinators and the outgoing Coordinator are good resources. The Alternate Delegate is the link between the Coordinators and the Executive, and is responsible for addressing, on your behalf, any concerns received by Coordinators from within the Ontario South fellowship.

WSO Guidelines for most Coordinator positions are available on the WSO web site. <http://www.al-anon.org/members/index.html>. As noted on screen, enter your group name or part of a group name and 'afg' to access the site. Click on Group Services then Guidelines.

All Ontario South Coordinators are required to have access to a computer, internet and printer to fulfill their responsibilities. Ontario South currently provides the Group Records Coordinator with a computer, printer and software needed for their role, which is to be passed on to their successor.

### **2. Eligibility Criteria:**

1. Regular attendance at Al-Anon meetings.
2. Each Coordinator is selected by the Delegate from the applicants who have submitted letters of interest in the position(s). Note: The Alateen Coordinator must have served as an Alateen Sponsor.
3. Al-Anon/Alateen members who are also members of A.A. may not serve as a Coordinator. (See Service Manual – Dual Members)

### **3. Time Lines for Coordinators:**

Coordinators terms follow the Executive terms of three years, commencing on January 1<sup>st</sup> following an election Assembly. (2008 was an election year)

### **4. Filling Vacancies:**

If for any reason a Coordinator cannot complete their term, the Delegate, in consultation with the Executive, will select a replacement from interested members.

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**5. Common Responsibilities of all Coordinators:**

1. Become familiar with both the WSO Service Manual and this Policies & Guidelines Manual.
2. Keep your copy of the Area Policies & Guidelines Manual current by inserting revisions and removing old versions.
3. Attend AWSC and Assembly.
4. Prepare submissions to each edition of Open Lines.
5. Prepare and present brief reports at AWSC and Assembly.
6. Prepare a workshop for AWSC or Assembly if requested.
7. Work with other Area Coordinators to strengthen groups in Ontario South.
8. Keep in contact with the Alternate Delegate and report any problems and/or items of interest as it relates to the Coordinator position.
9. Attend, if required, a part of the Executive Handover meeting, where the Coordinator will meet with the incoming\outgoing Coordinator to exchange files and review responsibilities. (Expenses covered by OSA)
10. Pass on your copy of this Area Policies & Guidelines Manual, any records, files, equipment, and supplies pertaining to the job and assist successor in any way possible.
11. Always act in the best interest of Al-Anon in Ontario South.
12. Stay current with AFG Connects and participate in any WSO Conference calls as notified.
13. Reports sent to Alternate Delegate prior to each Executive Meeting.
14. Update Coordinator's Corner on Ontario South Website when needed.

**6. Open Lines Editor:**

1. Read WSO Guideline G-21 Guidelines for Newsletter Editors and the Common Responsibilities of Coordinators in this Section.
2. Keep a supply of expense forms and a copy of your reports in the binder for future Editors. Currently using excel spreadsheet. Will be added to the disc at handover meeting as well as all the programs and back issues.
3. When giving reports at AWSC and Assembly it is an ideal opportunity to motivate members to submit service sharings and encourage personal subscriptions.

4. Maintain the Open Lines Display Board. It is intended to create awareness, provide information and attract subscribers. An ample supply of "Submission Guidelines" and "Subscription Forms" should be available with the display. Sample copies of past newsletters should be kept and marked as such for display.
5. The display board should be made available to set up at events. Funds may be made available from OSA if a committee wishes to invite you to attend their event but cannot afford to pay your expenses. Contact the Treasurer first if you receive such a request.
6. Create and/or update the Submission Guidelines and make them available for the display. They should contain the submission deadlines for each publication and your contact information.
7. Maintain an ample supply of Subscription Forms for the Display Board. Create and/or update existing forms.
8. Exchange our newsletter with area newsletter editors from all over North America. This allows you to check out what other areas are reporting and how. Receive address changes and update the Newsletter Exchange List. Send your change of address to the people on the Exchange List, which can be included with the first newsletter you mail out to save postage. Be sure that the notice grabs their attention! The return address for the Exchange List is your address not the Group Records Coordinator. Publish, at your discretion, material from other newsletters, provided that you name the publication, and include the date and author. Most of this is now done by email to save postage.
9. Establish a production schedule: publication dates are three times yearly. Submission deadlines are set by the Editor, allowing ample time to produce, print, stuff envelopes, apply stamps and address labels, and mail the newsletter. These deadlines must be communicated to the Executive, Coordinators and Ontario South fellowship. You now need to receive a copy of the groups' information from the Group Records Coordinator. This will need to be converted to a csv file and labels created for those with no email address.
10. Contact the local copying and print shops in your area for quotations. It is best to get three quotes. It is also good to have them quote on a three-year contract. Take a sample of the newsletter with you and discuss possible changes with the estimator. You will need to have a good idea of the quantities as well. Be sure to ask how much the cost will be with and without folding. Remember that postage is based on weight, have the printer estimate on a lightweight paper with fair to good opacity. Once the issue is finished it must be converted to a pdf file to be sent out to the members. PDF ensures that the issue cannot be manipulated and that it can be received and read by all since PDF is a universally accepted format and the reader can be downloaded easily and for free.
11. Each issue of Open Lines is treated as a separate project. Expenses as a Coordinator should be kept separate from newsletter expenses. The Open Line editor, working with the Area Treasurer, may request an advance or may submit an expense claim form. Expenses need to be finalized, with the Area Treasurer, after each edition and prior to December 31 of each year.

12. You may need/want the assistance of other members. You can set up your team as you see fit. You may wish to find someone for: gathering coming events, or tid-bits of service related news; gathering or creating graphics; producing a special column or cartoon; translating stories into French or Spanish; folding, stuffing, sticking and stamping.  
With the electronic distribution this is a non-issue it is not much to fold and stuff less than 50 copies.
13. Website: You will need to work closely with the Website Coordinator to share current information and maintain a consistent list of Coming Events. Also, because the Open Lines publication is uploaded to the web for easy access, you must always keep in mind the importance of anonymity with regard to names, address's and phone numbers. The last page does not get uploaded, and personal contact information should be restricted to that page.  
Convert the issue into a PDF file before sending to the Website Coordinator. You can easily remove the last page and then send it as a separate pdf file.
14. Open Lines is meant for service related news in Ontario South. Personal sharings of recovery should be sent to the Forum. (June 3, 1978 Motion)
15. Fill out a 'Request for Reprint Form' and send it to WSO in duplicate if you want to reprint excerpts from Conference Approved Literature well in advance of the publication date.
16. Every effort should be made to meet the deadline for mailing set out by the Executive Committee. Don't wait for late submissions. By holding back because of Reaching Out or Trillium, you let the whole Ontario South fellowship down and enable those with late submissions to think it is all right to be late.
17. Each Editor may use different computer platforms and software to generate the newsletter, however it is best for each to develop some consistency with the layout and type for reasons of readability.  
Currently the OSA has purchased Microsoft Desktop Publisher and a PDF converter that works really well.
18. Proof read final newsletter for spelling, dates and figures. Make sure all abbreviations are consistent with WSO and OSA use. Have another member proof read it also; a good tip is to read each sentence backwards.
19. Prior to including any announcements review the content to ensure that it is in compliance with AI-Anon Guidelines.
20. Print each newsletter on disk for transfer to the printer or print high quality master copies for reproduction and take to the printer.  
Printers prefer you to send a copy printed with a laser printer for clarity or a pdf file for printing.
21. Quantities: If you are printing the newsletters, it is just as easy to order and mail the same number of Open Lines and Reaching Out. If you are photocopying them, you may wish to order less of Reaching Out, as the Trustees, Delegate, and Personal Subscribers do not necessarily need to receive it. Calculate the total number of copies required from the number of labels provided by the Group Records Coordinator – Executive, Coordinator, Trustees, DR's, past Delegates, groups, personal subscriptions plus Exchange List labels generated by you, two copies for your files, one copy for the Display Board, five extra

copies for the Delegate if she requests them, five copies for the Group Records Coordinator to distribute to newly registered groups, and five extra copies 'just in case.'

(Anyone receiving Alateen things needs to be a SAM)

22. Archiving: It is the responsibility of the Open Lines Editor to archive, maintain and store one copy of each published edition and make available to the membership when asked.  
Currently each edition of Open Lines is being maintained in Area Archives.
23. Reaching Out is created and sent to you by the Reaching Out Editor. This is a one-year term, which changes each Unity Conference. It is your responsibility to make the Editor of Reaching Out understand how the newsletter may be set up for printing and copying. You are also responsible for making sure they know the printing deadline dates, and if they cannot meet it, run Open Lines without Reaching Out. **(NOTE: As of February 2011, Reaching Out editor not available at this time. Please refer members to Area web site, Coordinator's Corner, Ontario South Alateen Advisory Committee.)**
24. You can create a new renewal form or photocopy the existing one. Only personal subscribers receive renewal forms. When you receive the labels from the Group Records Coordinator, check the expiry date on the Personal Subscribers labels. Generally you send a Renewal Form if the subscription is due to expire with the next issue. Highlight the expiry date on the label and include a Renewal Form in the envelope.  
Open Lines Coordinator now maintains the personal subscription list which is an excel file. Check for each edition and highlight those who need to renew. Send an email to those who receive electronically that their subscription is about to expire.
25. Currently Open Lines is mailed out in 5 7/8 inches x 9 5/8 inches catalogue envelopes. The cost of envelopes is deducted from the advance you receive from the Treasurer. You will most likely need two boxes of 250 envelopes per issue. Stamp the envelopes with the Group Records Coordinators return address. Address a large Photo mailer type envelope with the Group Records Coordinator's address and one for the Delegate prior to WSC. Use your return address for these.  
(mailings mailed to the other areas and trustee have the Open Lines Coordinator's return address on them all others have Group Records)
26. Postage: Calculate the number of Canadian and US stamps needed for the issue. Have the post office weigh a sample of the envelope with label, Open Lines, Reaching Out and Renewal Form (if there is one) before you purchase the postage. Put together the package for the Group Records Coordinator and the Delegate so that postage can be calculated on them as well. Self-adhesive stamps make the job easier.  
(There are currently no US stamps needed as all go via email)

## 7. Public Outreach Coordinator:

1. Read the following WSO Guidelines: G-9 AI-Anon/Alateen Public Outreach Service – Institutions, G-10 AI-Anon/Alateen Public Outreach Service – Media, G-29 AI-Anon\Alateen Public Outreach Service, G-38 Area Public Outreach Coordinator and the Common Responsibilities of Coordinators in this Section.
2. Be familiar with all existing literature particularly as it applies to public outreach.

3. Receive minutes from district Public Outreach Committees and file them.
4. Read such minutes and if the Committee has done something notable, contact them to let them know it is appreciated.
5. Share any new ideas for public outreach with other districts.
6. At AWSC encourage DR's to get members to start up a Public Outreach Committee if they don't already have one in their district.
7. Receive leads from WSO. Contact the people who have made enquiries about Al-Anon/Alateen and find out what they want. Wherever possible delegate the task to the appropriate district. Consider sending the person some literature, to tide them over until a member in their district contacts them.
8. Receive queries from members with regard to Public Outreach as to what it takes to start a Committee, what is good practice, etc.
9. Receive projects from WSO and mail them out to the DR's or Public Outreach Committees. These may involve finding out which district covers the particular establishment (i.e. treatment centre). Assist DR's and Committee members with these projects as necessary. Answer their queries and refer to WSO if necessary.
10. Encourage members to do Public Outreach on their own, if they don't want to be a member of a Committee, or if there isn't one.
11. Attend Public Outreach meetings in your own district, and participate in projects, to continue to have hands on experience.
12. Consult Area speaker list to identify speakers to go out and give presentations when asked to do so, or go yourself. Note speaker list is maintained by LDC.
13. Complete expense forms and keep a close eye on the costs incurred. Be thrifty at all times.
14. Organize any projects as requested by WSO or OSA.
15. Have a small supply of literature to send out.

**8. Alateen Coordinator:**

1. Read the sections of the WSO Service Manual related to Alateen and P29 A Guide to Sponsors of Alateen. Read the following WSO Guidelines: G-5 Alateen Meetings in Schools, G-7 Al-Anon/Alateen Participation in an A.A. Area Convention, G-16 Alateen Conferences, G-20 Al-Anon/Alateen Area Conventions, G-24 Area Alateen Coordinator, G-35 Al-Anon Guidelines for Adults Involved with Alateen Service, and the Common Responsibilities of Coordinators in this Section.
2. Act as the link between WSO and the members in Ontario South in matters related to Alateen.

3. Receive information from WSO pertinent to Alateen in Ontario South for distribution to AWSC members and members involved in Alateen service.
4. Respond to questions related to Alateen from Al-Anon and Alateen members in Ontario South.
5. Assist Districts to coordinate information sharing workshops, which focus on Alateen for members involved, and interested, in Alateen service.
6. Keep in touch with Alateen Sponsors and Alateen groups in Ontario South and keeps the Area Executive informed on Alateen activity in the area. Similarly, the Executive can contact Alateen groups through the Coordinator.
7. Receive information for the Alateen meetings in Ontario South and the Alateen Sponsors serving the groups.
8. Help to promote, **within the fellowship**, support for Alateen in Ontario South.

**9. Group Records Coordinator:**

1. Read Guideline G-36 Group Records Coordinator and the Common Responsibilities of Coordinators in this Section.
2. Serve as the primary contact between the groups and the WSO in matters relating to group records.
3. Make changes received from the groups in Ontario South or the WSO to the OSA database.
4. Send changes/registrations/deletions to WSO electronically.
5. Reconcile and update the OSA database with all changes received from the WSO in the biannual printout.
6. Distribute group information to DR's at AWSC and Assembly for verification and updating.
7. Assign groups to the correct district, send welcome letters to new groups and let them know the names, addresses and phone numbers of the current Delegate, District Representative and Area Treasurer.
8. Make reports about record keeping at special service workshops.
9. Encourage members and groups to use their WSO identification number.
10. Inform groups in Ontario South that mail from the WSO goes to the current mailing address (CMA) and not to the Group Representative unless the GR is the CMA.
11. Provide group and trusted servant lists to the Delegate prior to World Service Conference (WSC.)
12. Provide numbers of groups per district to the Area Treasurer prior to AWSC.
13. Communicate with all Al-Anon Information Services within Ontario South.

14. Update subscriber information on the database when received from the Open Lines Coordinator. Provide labels to the Open Lines Coordinator for each edition.
15. Supply mailing labels for various approved purposes e.g. group mailings.
16. Reroute returned Open Lines newsletters when possible.
17. Submit lists (or labels) to the Area Alateen Coordinator when requested.

**10. Archives Coordinator:**

1. Read WSO Guideline G-30 Area Archives and the Common Responsibilities of Coordinators in this Section.
2. Store, maintain, update, and make available to the membership: files, papers, artefacts, memorabilia, and other such items deemed important to include in the Area Archives.
3. Store and maintain one copy of each published edition of Open Lines.
4. Inform the Ontario South fellowship of the Archives' need for materials and seek out such materials that will augment the collection.
5. Encourage members to donate materials to the Archives including group's histories and memories of long-term members.
6. Access to a scanner would be beneficial.

**11. Literature Coordinator:**

1. Read WSO Guideline G-6 Area Literature Coordinator and the Common Responsibilities of Coordinators in this Section.
2. Serve as a member of the (LOC) Literature Office Committee.
3. Receive and store the literature display.
4. Be familiar with all existing literature and be prepared to recommend certain leaflets etc. to be used for specific purposes i.e. public outreach.
5. Order and maintain a supply of literature from the LDC, including a wide variety of Al-Anon/Alateen literature for display purposes, to groups and individuals within Ontario South, and at AWSC, Assembly, other meetings, and workshops when asked to attend.
6. Receive advance notice of new or revised publications from WSO and keep Ontario South groups informed of these additions and changes.
7. Be available to districts, groups, and/or members for questions, workshops, etc.



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## 12. Website Coordinator:

1. Read WSO website Guidelines for Public Outreach <http://www.al-anon.alateen.org/members/outreachwebfaq.php> and WSO Internet Guidelines <http://www.al-anon.alateen.org/members/copyrightelectronic.php> and the Common Responsibilities of Coordinators in this Section.
2. Maintain documentation of processes used to develop and manage the website. Be available to help the incoming Website Coordinator beyond your term, to overcome technical difficulties in the execution of their duties.
3. Maintain the information presented on the website in a timely manner, including, but not limited to information on the following:
  - Receive and update group meeting information using the database that is maintained by the Group Records Coordinator.
  - Receive from the Area Secretary the minutes of AWSC and Assembly and updates to Area Manual.
  - Al-Anon Days, Al-Anon and Alateen Conferences
  - A.A. Conferences with full Al-Anon participation
  - Anniversaries, Special meetings, etc.(basically display the information that is provided, if it is not an outside issue).
4. Serve as liaison between OSA and our website 'Host.' (This is the company which physically stores the files which make up our website, and offers them to the public through the Internet.) Inform the Area Treasurer when payment is due for providing this service, or possibly paying this money on OSA's behalf, and then requesting reimbursement after.
5. Present some statistical information, depending upon availability, about who visits our website, how often etc. in reports to the OSA.
6. Liaison with the Trillium's Media person to ensure that the Trillium Convention information is displayed on the website.
7. Upload current issues of Open Lines and Reaching Out.
8. Serve on the committee that maintains this Policy & Guidelines Manual. Post revised sections when received from the Area Secretary, ensuring a current version is available for download from the website.
9. Provided skills exist: Add areas of information, design/redesign the website to better serve the OSA, as directed by the Executive; recommend to the Executive such changes in design; assist, where possible, other Coordinators in overcoming difficulties they may encounter regarding Information Technology. (When asked!)
10. Be available to project motions onto overhead screen during motion portion of Assembly.

## 13. Area Alateen Process Person (AAPP):

1. Read the Common Responsibilities of Coordinators in this Section.

2. Read all parts of Section 11: Alateen, in this manual.
3. Administer the area registration process for Sponsors/SAMs as outlined in Section 11B.
4. Administer the annual re-certification process for Sponsors/SAMs as outlined in Section 11B to meet the time frame required by WSO.
5. Administer the area registration process for Alateen Groups as outlined in Section 11C.
6. Periodically, WSO sends a form to Alateen groups. This form is used to verify the accuracy of group information held at WSO. Alateen groups are provided with an envelope, addressed to the AAPP. The AAPP then confirms to WSO through the WSO online Alateen Group Records that the group is active with sponsors who have met the area requirements for certification.
7. Provide a list of Sponsors/SAMs who are currently certified using the area process. See Section 11: Alateen. The list will be provided to the person responsible for identifying Sponsors/SAMs for events in Ontario South. This may be the committee chairperson or the member responsible for registration for the event. For example: Trillium Convention and Unity Conference.

**NOTE:** The list is to be used **ONLY** for one event. Instructions are to be given to **DESTROY** the list when the event ends. This is to protect the personal information of Sponsors/SAMs.

8. Annually, notify lawyer to destroy Police Record Checks. Police Record Checks are to be kept for as long as the 'certification' is valid and then destroyed.

#### 14. Forum

1. Read WSO Guideline G-32 Area Forum Coordinator and Common Responsibilities in this Section.