

## Description of procedures for OSA/WSO Group Records and Website maintenance

### Important introductory notes:

#### 1. Notifying the AI-Anon Information Services (AIS):

- The GTIAS and the AIS in the Ottawa region are **not** part of the Group Records Change process; you are always invited to notify them directly, but: **this does not result in any database or website changes at OSA or the WSO**. Only submissions via the online forms will guarantee that.

#### 2. @ Groups in districts with their own website:

- It is the responsibility of each group to communicate changes to OSA & WSO; with 300+ groups and meetings to manage Group Records and website listings for, there is no time for Area coordinators to perform regular manual comparisons with District websites or other meeting listings.

#### 3. Direct emails

- Direct emails are discouraged for notification of regular OSA changes, because they require a lot more time to process and create an increased risk of typos, errors, and omissions. Of course, you are welcome to use them if further clarification is needed, but please, by default use the online forms listed below.

### Group Records Change channels

#### 1. OSA:

- Online Group Records Registration / Changes form
- Feedback from the Ontario South website on each individual meeting details website listing ('request a change to this listing')

#### 2. WSO:

- Online Group Records Registration / Changes form
- Feedback from the WSO website on each individual meeting details website listing with the 'report problem' option

#### 3. How long does processing take?

Each change submission results in the following updates:

Update	Average processing time
The WSO Group Records database*	1 - 14 days
The OSA Website	1 - 3 days
The WSO Website	WSO matters are <b>not</b> an Area task. See next page for more information.

*\*All updates of all online forms (@ OSA and @ WSO) are implemented directly into the WSO Group Records database by the Area Group Records Coordinator (AGRC).*

*Thank you for using online forms for change notifications and new group registrations!*

## Options for groups and how they are processed

### Option 1. Changes via **OSA online forms**:

- OSA submissions are automatically emailed within minutes to the Ontario South Area Coordinators for Group Records and Website
  - The Group Records Coordinator implements changes directly into the WSO Group Records Database
  - The Website Coordinator implements relevant meeting changes on the Ontario South website, after updating a custom database that helps with website maintenance
  - WSO refreshes their website meeting pages

### Option 2. Changes received **via WSO (via online forms or other methods)**:

- WSO Submissions are grouped per area by WSO staff and then emailed to the Ontario South Area Group Records coordinator
  - The Group Records Coordinator updates the WSO Group Records database and forwards the WSO email to the Website Coordinator
  - The Website Coordinator implements relevant meeting changes on the Ontario South website, after updating a custom database that helps with website maintenance
  - WSO refreshes their website meeting pages
- For time-sensitive updates, changes *can* be submitted online to OSA *and* WSO at the same time, using the proper online forms. This *may* cut out some processing delays.
- Fact: A change received today about a meeting that happens tomorrow is considered late. Although it may often be implemented in time on the Ontario South website, it is reasonable to expect that updating the WSO database & website may not follow the same timeline.

### About WSO processing times:

- AFG Records Staff at WSO processes changes if they have not been implemented by the Area Coordinator for Group Records within a maximum of 14 days. The Area Coordinator is reminded after 7 days elapse, and is notified when AFG Records Staff has implemented the change after more than 14 days elapse.
- The update of a meeting with physical information is a fully automated process that happens on the WSO website, *15 minutes before the hour, every day*.
- New group registrations are processed *weekly*.
- Group and meeting information is regularly verified through an ongoing Annual Update sheet and WSO also relies on the AGRCs and DRs to verify the meeting information on file.

### Direct links to the online Group Records forms for Al-Anon and Alateen in Ontario South:

Clickable link to the Online Group Records Registration / Change Form

<https://jotform.com/ontariosouth/group-records-form>

Clickable link to the Alateen New Group Registrations Online Form

<https://jotform.com/ontariosouth/alateen-new-group-registration>

Clickable link to the Alateen Existing Group Change Online Form

<https://jotform.com/ontariosouth/alateen-group-change>

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