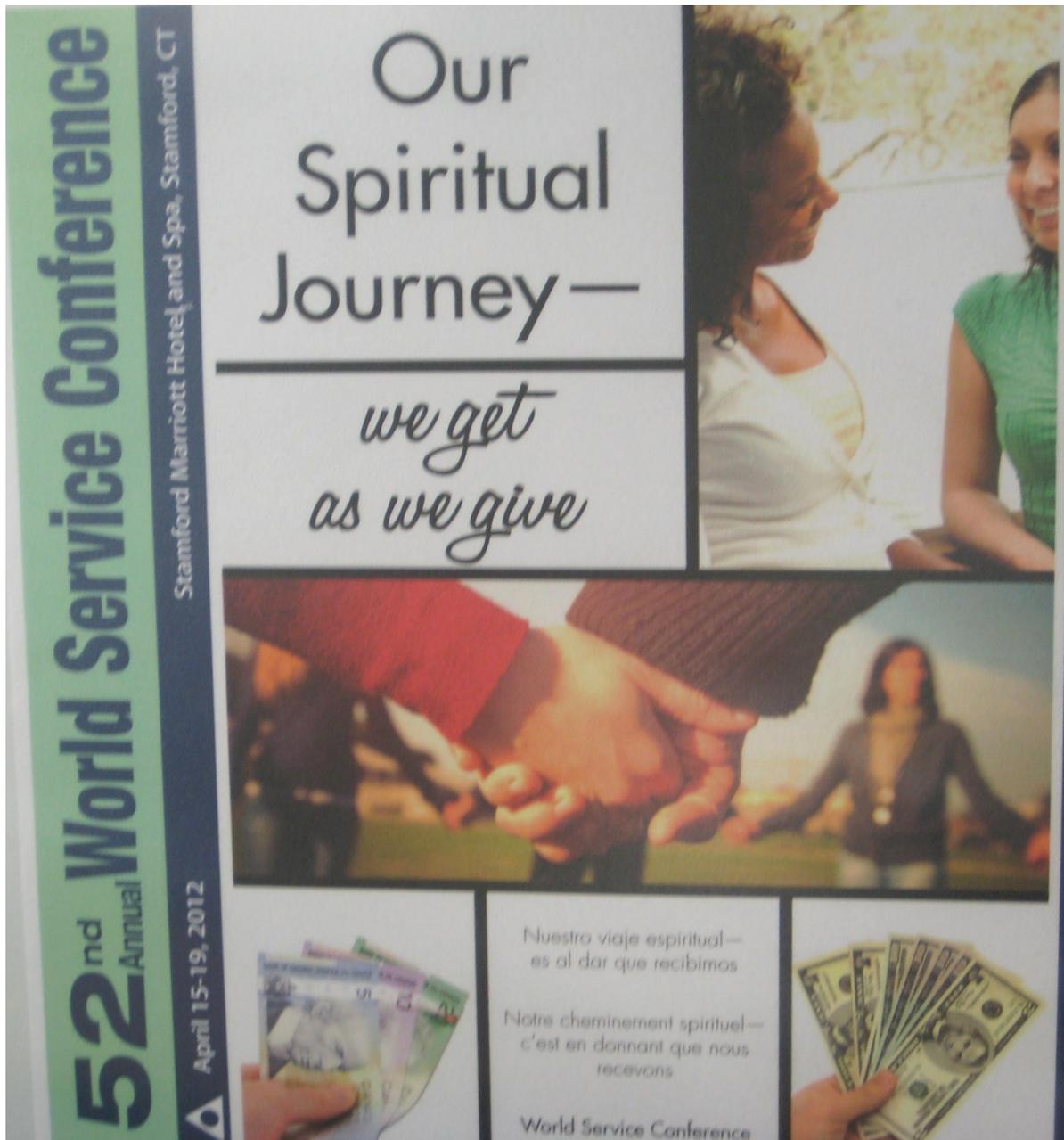


2012 World Service Conference  
Delegate's Report  
For  
Ontario South



In Service,  
Ontario South Delegate  
Jane Hurley, Panel 52

Dear AWSC Members,

Thank you for attending this AWSC.

I have spent much time reviewing the information that I received at the WSC this past April. I have attempted to provide you with an accurate account of the business that transpired and the information that I need to report back to you and through you all the members of Ontario South.

There is a lot of information in this package and hopefully some of it will become clearer through my presentation this weekend. Take your time to go through it and process it. The first year that I was DR, I felt a great pressure (from myself) to report everything to the GR`s in the June meeting. I neglected to remember that there were more meetings and that I could communicate through a newsletter. After you leave AWSC, please feel free to contact me for either further information or clarification. Also if you wish me to visit your District, to talk about the WSC information I will be happy to do so.

Like so many of us here this weekend, I am new in this service position. If you are anything like me you may have wondered if you are "doing it right". With our collective HP`s this weekend, I believe that we are being our best selves in service to a fellowship that we love and that "doing right and being right" is not a loving thought for me.

I wish you blessing and growth in your spiritual journey,

Jane Hurley,  
Panel 52  
Ontario South Delegate

**Our Spiritual Journey... we get—as we give**

## Canadian Delegates' Meeting

From minutes of the 2012 meeting

### When are AWSC meetings and Assemblies held

B.C. – One AWSC Meeting end of May and one Assembly in the Fall

Maritimes – first full weekend in June, Assembly starts Fri evening until Sun noon.

AWSC Meeting done by rotation, know 2 years ahead of where, the very first Sat in October 9 am to 4 pm. A thought force is looking at cost factor, even thinking of equalized expenses, communication poor between meetings.

Alberta/NWT – Thought force looking at frequency of meetings. AWSC meeting one Sat in March. A Sat one day Assembly end of May, Sept has a day & a half.

Ontario North – Last weekend in May AWSC meeting starts Fri 2:30 pm ends Sat at 4 pm. Assembly last weekend in Sept starts Fri at 7pm ends Sat at 4 pm with a 2/3 hr AWSC meeting on Fri from 2 pm to 5 pm.

Saskatchewan – AWSC meeting in March & Sept going from Sat 3 pm to Sun 12 noon.

Assemblies June and Sept going from Fri eve to Sun noon. Trying to centralize Assembly, have started a thought force.

Ontario South – One AWSC held centrally after long weekend in May. Assembly last full weekend in Oct goes from Fri eve to Sun use equalized payments. Voting year held in Toronto.

Manitoba – Are in the process of a 3 year trial of combining AWSC and Assembly twice a year AWSC meeting all day Sat and hold Assembly Sun morning. Spring held outside of Winnipeg, fall in Winnipeg. Travel and expenses are a concern.

Quebec West – AWSC meetings held in Feb, May and Oct for a whole Day, D.R.s meet every Month. Assembly held last Sat in Sept from 1 to 4 pm.

### Discussion on Insurance Liability

- Maritimes – in Nova Scotia the question is being asked when looking for a group location, but not an issue at the moment.
- Ontario South – past executive have looked at – way too costly, as an area cannot cover. Each group is fully self supporting, would set a precedence to help one group. Of 380 groups probably about 25% are paying insurance.
- Quebec West – Each group pays approx \$12.00 per year for coverage  
Suggestion to shop around.

### Electronic Book Discussion

This is going to come up at Conference. Ontario South asked for feedback from LDC with no response. Manitoba suggested to distribute money by postal code – could get credited then. The B.C, LDC is very concerned, reassured them this is all just in the discussion stage. Maritimes would like to see the download of a daily reader but still wants hard cover books. In Alberta the AIS & LDC, their paid employee would like to work full time – winds of change are happening. Quebec West even though the meeting lists are on the web site, people still want a hard copy in their pocket.

## Officers for Canadian Delegates' Meeting – 2013

Chair: Jane Hurley

Secretary: Helene Dupont

Newsletter: Linda Benoit

## Sharing from Delegates who attend Regional Delegate's Meetings in the US

Jane Hurley – attended NERD North Eastern Regional Delegate's Meeting in Mystic Conn. Received a lot of background about what would go on at WSC. Had a chosen agenda with time limit, a lot of feedback. Met Panel 52 Delegates. Hearing the Trustee report was informative.

Was really welcomed, had a voice and vote. Very beneficial to attend.

Margaret Rusnak – attended US North Central Regional Delegate's Meeting in Bloomington Minnesota. There was 57 attending with 30 voting, she had voice but no vote. The E literature/workshop discussion was excellent. The 5 panel 52 Delegates shared. An important motion was passed to invite Canadian Delegates, Trustees Past and Present to this meeting. Will recommend new Delegates to attend in future.

## New Delegates' Orientation

Panel 52 and the International guests met in the morning. Small groups shared on the following questions:

- 1) Why do you think that the WSC consists of the Board of Trustees, Delegates, WSO staff and Executive Committee members?
- 2) 2) What perspective does each group bring to WSC?
- 3) 3) What are their specific roles/responsibilities?

Some responses

### **WSO staff**

Write reports  
Respond to members  
Organize material  
Motivate members  
E- mail members  
Answer member questions

### **Delegates**

Listen and learn  
Get ideas  
Represent area  
Learn how to do the job  
Learn about the perspective of others  
Be enthusiastic and pass it on  
Make decisions  
Cast votes

### **Board of Trustees**

Move the fellowship forward  
Share their experience, strength, and hope  
Mentor new delegates  
Bring a wealth of information to the WSC  
Help dispel myths and folklore  
Communicate  
Give encouragement

### **Executive Committee**

Meet monthly  
Oversight of WSO's daily affairs  
Review all tasks  
Set feasibility studies  
Listen to how things are working

Chair of the Board - Karen Rimmell spoke about the Chairman of the Board (COB) letters which are sent to the delegates 4 times a year (January, April, July, October) as a means of communication to inform delegates of actions taken by the Board, activities as a result of the WSO or questions that require information from the Area. Chairman of the Board letters appear on the website about 6 weeks after I receive it once they are translated into Spanish and French.

Any requests for a trustee to visit our Area must go through Ric Buchanan, the Executive Director. I may not contact them directly. A trustee visit is paid for by WSO. WSO staff visits must be paid for by our Area.

Voting procedures were outlined. These were outlined in our Conference Procedure booklet. A consensus vote occurs when there is a need to obtain a sense of direction before moving forward. It is a show of hands, indicating "yes" or "no". (simple majority)  
All other votes were to be done electronically.

## SHARED AREA HIGHLIGHTS

Prior to the Conference all Delegates sent a submission that shares an Area success and concern. All of our sharing are compiled in a handout. During the session, each Delegate gives a 1 minute summary. I found it very informative allowing me to hear common concerns and providing me with ideas that may be useful for our Area.

This is the report that I submitted: **ONTARIO SOUTH**

As a means of communicating Area matters to our members, Ontario South has published a quarterly newsletter; **Openlines**. It is sent to all of our AWSC members and GR's, as well as to members who purchase a subscription. Area Executive members and co-ordinators submit reports reflecting their responsibilities or highlighting concerns or updating information.

Recently, the costs relating to its publication have risen to a point where it was becoming too expensive. (The newsletter was never intended to make money). In order to continue communicating with our members, our past Assembly voted to begin the process of producing an electronic version of **Openlines**. The first electronic edition will only be sent to AWSC members in May. GR's and subscribers will receive the paper edition as usual. The goal will be to send the August edition entirely electronically. However, any member who wishes to have the paper version mailed to them will have that option.

We are excitedly anticipating our first electronic newsletter.

Following the reinstatement of our Alateens in January 2007, we have struggled to re-establish our Alateen groups. The rebuilding process is slow. Currently we have 33 Alateen groups averaging 3 - 4 members. We have 152 certified SAMS. At our past Assembly we amended our SAM certification process. We now require members to obtain a police check once every 3 years instead of annually. This eases the work load of our AAPP significantly and also reduces costs to the Area as we reimburse members for the cost of obtaining a police check.

In Service,

Jane Hurley

Ontario South Delegate

## Financial Matters

### 2011 Auditor's Report was presented and passed.

Executive Committee for Real Property Management - report made. The main financial outlay was to replace the roof at the World Service Office. The Executive Committee for Real Property Management is the group of elected members that manage the WSO headquarters' building

### 2012 Proposed Budget was presented and passed.

NOTES:

25% of income to the WSO comes from group donations

#### ONTARIO SOUTH DATA

58.6% of groups donate

Average donation is \$124.67

Total donations for 2011 - \$26,720

Total donations for 2010 - \$24,505

Since 1955 we have depended on literature sales to meet our revenue needs.

#### 2011 Canadian contributions

Province	% of groups	Average for group	Total: Group Other	2011
Alberta/NWT	59.1%	192.41	17,509 2,887	17,559 2,887
BC/Yukon	60.7%	146.22	19,008 1,311	19,008 1,311
Manitoba	63.4%	118.78	5,345 952	5,345 952
Nfld	61.8%	93.33	2,120 605	2,120 605
ON N	41.7%	103.45	2,069	2,069
ON S	58.6%	124.67	26,720 2,998	26,720 2,998
QC E	60.9%	97.36	6,523	6,523
QC W	61.8%	114.23	13,136 4,145	13,136 4,145
SK	55%	130.52	8,664 1,342	8,664 1,342
Maritimes	55%	93.63	5,618 640	5,618 640

Ways Members can contribute:

There were 4 vignettes put on by the Finance Committee to encourage members to contribute to the WSO focusing on the following:

1. *Birthday contribution*—celebrating the number of years a member has been in Al-Anon  
- celebrating the anniversary number of your group
2. *Memorial contribution*—donations can be made in memory of anyone who is deceased.
3. *Quarterly appeal* - members personal donation made beyond the group level. These donations can be made on-line (see members 'website), credit card or cheque.
4. *Automatic monthly donations*—information can be found on the members' website

New envelopes are available for these donations. They can be obtained by ordering them through the WSO. I have samples of them with me if you would like to see them.

*If anyone wishes a copy of these vignettes, please e-mail me and I will send them to you.*

Although the focus was on contributing to the WSO, members are reminded that they may also make contributions to our Area.

*For further information about contributions to the WSO, refer to your Service Manual, pages 92—93.*

## 2011 Annual Report

This is the Executive Director's report. It contains a huge amount of information on our fellowship. It is current up to the end of December 31, 2011. The full document can be read on our Ontario South website and will also appear in the World Service Conference Summary report which all DR's, Co-ordinators and Executive members will receive in the summer.

**Excerpts from the 2011 report:** This is simply to give you an idea of what happens beyond our Area. I have included only some of the actions that have been taken in the past year.

### **The Board approved Interim Actions of the Executive Committee:**

To approve the new tagline for *The Forum*, "Sharing Recovery, Unity and Service."

To approve creating a series of Group Services Podcasts on the various aspects of sponsorship.

To approve staff travel to Betty Ford Center's Family, Children, and Educational Programs, and the Betty Ford Institute in Rancho Mirage and Palm Desert, CA.

To test the idea of a WSO Alateen Workgroup and a series of Alateen Task Forces and Thought Forces through October 2011.

To print *How Al-Anon Works for Families & Friends of Alcoholics* (B-32) in English in soft cover to be sold for a price of \$5.00 within the World Service Conference structure for a one-year trial period.

To approve staff travel to Ottawa and Toronto, ON in May-June 2011 to prepare for closure of the NPIC office, to explore virtual office locations, and to visit Canadian national organizations.

To digitize the film and raw footage from *Lois's Story* and *Lois and the Pioneers*, and keep the film as a display artifact.

To approve travel costs for three Trustees and one staff member to go to Iceland, England, Turkey, Slovenia, Hungary,

Poland, Austria, and Italy to meet with Board Members from those countries with General Service Offices; to meet with members and/or representatives from the Al-Anon Information Services in the evolving structures; to attend the European Zonal Meeting; and to attend Italy's 35th anniversary celebration at their national convention  
To fund a hard copy mailing of *Al-Anon Faces Alcoholism 2012* second printing to all groups in the U.S. and Canada.  
To approve travel costs and translation services for a Trustee and staff member to attend the Central American Zonal Meeting November 25-27, 2011, in Panama City, Panama.

**The Board, in its legal and financial capacity, took the following actions:**

At the Annual Meeting:

- To approve the 2011 Finance Committee Report.
- To approve the 2010 Annual Report
- To approve the 2010 Auditor's Report
- To authorize ownership of property
- To give conceptual approval for a new piece of literature on intimacy
- To elect two Trustee at Large (TAL) nominees, two Regional Trustee (RT) nominees, and to appoint a one-year TAL nominee as well as elect Board Officers, Executive Committee At-Large members, and the Chairpersons of the Executive Committee and Executive Committee for Real Property Management (ECRPM), following traditional approval by the Conference where required.
- To approve the Committee Chairperson appointments for 2011-2012
- To appoint a project manager to oversee the audio-taping of *How Al-Anon Works for the Families & Friends of Alcoholics* (B-22) in English
- To allow Al-Anon Dar to translate and print Al-Anon and Alateen Conference Approved Literature in Serbian.
- To allow Al-Anon Informacios Szolgalat es Irodalom Terjeszto Kozpont to translate and print Al-Anon and Alateen Conference Approved Literature in Hungarian.
- To create a Thought Force of up to five Al-Anon members to provide updated information about procedures, program, and committee responsibilities at Area Al-Anon conventions and Area A.A. conventions with Al-Anon participation.
- To keep the Annual Board Meeting open to anyone who wishes to attend.

**The Board, in its oversight capacity, took the following actions:**

- To approve amended guidelines for the Executive, Nominating, and Finance Committees, as well as the Conference Leadership Team.
- To approve the 2012 World Service Conference theme as follows: Our Spiritual Journey—We Get as We Give.
- To appoint a Task Force to develop a process for removing members who do not fulfill their responsibilities to their Committee/Thought or Task Force.
- To approve the new scoring form for RT and TAL candidates.
- To approve holding the October 2011 Board of Trustees meeting and week in Vancouver, BC.
- To begin the process of moving the Trustees out of the Chair position of the Literature and Public Outreach Committees and create a process to appoint At-Large members as Chairpersons.
- To let go of the Theme Work Groups in the Strategic Plan and create Task Forces to create current goals for the plan in the following categories: changes to infrastructure, membership expansion/outreach, and strengthening internally.
- To discuss strategies to host a blog on how service contributes to recovery on the bulletin board instead of creating a Thought Force.
- To give the WSO permission to publish electronically *The Forum* and *Having Had a Spiritual Awakening* (B-25).
- To appoint a Task Force to pursue the idea of memorial gardens, benches, bricks, or trees as a revenue stream.
- To ask the Finance Committee to explore ways to send multiple envelopes with the appeal letter so the members of a group can make individual contributions.

**STRATEGIC PLAN REPORT**

Vicki H., Strategic Plan Oversight, Chairperson

As the Board continued its revisions to the Strategic Plan, much effort has been spent in looking at how Al-Anon currently does business, what works and what doesn't as well as brainstorming what needs to be done to move Al-Anon further toward its Vision and Mission Statements. **Utilizing a SWOT analysis (Strengths, Weakness, Opportunities, Threats)** the Board has identified priorities with which they will be revising the plan.

While most of the Goals and Objectives from last year are being considered and perhaps altered for the revised plan, one Objective has been continued as originally written:

### **Universal Understanding of Recovery**

The meaning of recovery will be understood by everyone—both within and outside of Al-Anon Family Groups, including professionals, governmental agencies, and the general public. The definition of recovery will be clear and concise, including how membership in Al-Anon leads to recovery.

#### **Priority:**

**Goal #3:** Everyone—both within Al-Anon and outside—will have the same universal understanding of family recovery.

**Objective #1:** By April 2011, develop a clear and concise definition of family recovery.

**Progress:** A test definition has been clarified using member surveys, and sent to a select group of Professionals for their input as to the definition's relevancy.

### **EXECUTIVE COMMITTEE**

Judy P./Mary Ann R., Chairpersons

The Executive Committee, which meets each month, is the administrator of the World Service Office, with legal authority granted by the Board of Trustees to conduct its daily affairs. Its seven members, one of whom serves as Chairperson, are appointed by the Trustees. They include the Executive Director, one member of the administrative staff, the Chairpersons of the Policy and Finance Committees and three Al-Anon members elected by the Board of Trustees who contribute experience in specific fields and situations. Its actions are submitted quarterly to the Board of Trustees for final approval.

#### **On-going work of the Executive Committee:**

Approves the minutes and actions of the Finance Committee.

Approves special projects of the Board and staff that involve day-to-day operations.

Receives monthly service updates from the Executive Director and the Directors of Business Services, Communications, and Member Services.

Reviews additions, updates, and corrections to policies and procedures for the Employee Policies and Procedures Manual of AFG, Inc.

Reviews and updates policies and procedures regarding the WSO Archives.

Reviews all presentations and handouts for the World Service Conference in order to present a consistent, accurate message.

Tracks and evaluates the endeavors of the Work Groups to meet the Strategic Plan goals and objectives (on hold for 2011 while plan is undergoing review and revision.)

Reviews and updates the progress on Project Approvals and Proposals to Study submitted by the staff.

#### **Actions approved by the Executive Committee and presented to the Board of Trustees:**

Approved the printing of the Timely Reprint *Parents of Alcoholics* (P-18).

Approved the printing of a laminated *Conflict Resolution* Wallet Card (S-71).

Approved that the selling of literature racks be discontinued as they can be ordered on-line for less than the WSO can sell them.

## Miscellaneous Points from the Annual Report

The idea of the Areas having Long Range Planning committees was suggested as a positive way to remain prepared for change.

This was the first time in fifteen years that there were no questions submitted to the Executive Director on his Annual Report.

The WSO is looking for a Marketing Information Analyst.

We save about \$550,000.00 a year by owning the building.

6,466 groups did not send contributions to the WSO

\$13.00 more a year per group would meet the WSO goal of \$1.5 M in contributions.  
\$26.00 more per group would create a balanced budget. The projected budget deficit is \$216,000.

The Canadian office has been closed and replaced by a virtual office.

Cost for WSO services for each group is \$248.07.

New literature look:

Blue – Service

Yellow – Recovery

Purple – outreach

This new design will appear one pamphlet at a time as stock is depleted.

The softcover version of “How Al-Anon Works” will be continued for the upcoming year.

When an Area has a difficult situation it was recommended to use past Delegates, Trustees to help resolve Area problems.

Delegates can use any part of our literature or Legacies in their WSC report. However, members are cautioned not to use excerpts from our CAL when communicating in writing to each other because of copyright issues.

DR's are encouraged to access e-communities DR discussion boards for problem solving and as a means to coach one another. **However, I encourage you to draw on the members of your Area to reason things out with one another during your Group, District, AIS and Area meetings.**

Literature racks will no longer be sold through the WSO.

2013 WSC will be held April 15-18 at the Whyndam in Virginia Beach, VA.

The Annual Report also contains :

- the Policy Committee report
- an Administration report
- a Public Outreach report
- a Literature committee report
- Member Services report
- Al-Anon International reports

**A motion to accept the 2011 Annual Report was passed**

### **From the Literature Committee**

#### **2012 World Service Conference discussion from the Literature Committee on: Developing a new pamphlet about mental, emotional, verbal and physical abuse in the alcoholic relationship**

There has been interest shown by members for a piece of literature to be developed on abuse as it is sometimes associated with the disease of alcoholism. The topic was presented for discussion with the view for a possible motion to create this piece.

This was the only time during the conference that a topic was presented in this manner. I found it quite refreshing as I heard a very lively and passionate discussion.

Concerns ranged from members feeling that the fellowship does not have the expertise to develop a piece on abuse, to strong personal sharings of how abuse was part of a member's personal story. Both the Executive Director and the Chair of the Board of Trustees spoke against the idea of developing this piece of literature. A consensus vote was taken, resulting in a tie. At this point after consultation with the Executive Director and some Trustees, the Chair of the Conference deferred the discussion until the next day.

The next morning the Chair of the Literature Committee (without consultation with the committee) withdrew the motion.

**International Convention in Vancouver, British Columbia  
July 5-7 2013**

- \* Registration begins in September 2012.
- Per person registration up to December 31, 2012 \$115.00,
- up to May 31, 2013 \$140.00
- after June 1<sup>st</sup> 2013 it is \$165.00.

You will need to register for the Pioneer Luncheon as well as the Language of Love Parade.

Day of Connection (July 4th) pre convention service-oriented, one-day event – fee to be announced.

*You can register on line and then go to housing for room rates, etc.*

**2018 International**

Three sites have been selected to consider for the 2018 Al-Anon International:

Baltimore, MD

Denver, CO

Indianapolis, IN

## Electronic Literature—Impact on AISs/LDCs

This topic originated from the Board of Trustees.  
There were 3 discussion periods for this topic.

Just to review these were the questions that were posted on our website regarding Electronic Literature. The questions related to AISs and the LDC were sent directly our AISs and our LDC.

### ELECTRONIC LITERATURE

What is the level of interest in electronic literature in your group? District?

#### AIS/LDC

What is the level of interest in electronic literature?

What percentage of AIS, AIS/LDC, or LDC revenue is from book sales?

What are other revenue sources?

What additional roles do/could LDCs/AISs provide in the Areas?

Does your AIS, AIS/LDC, or LDC currently sell on-line? Do they accept credit cards? Do they restrict sales to the geographic area of the groups that support them?

#### Impact of digital literature on the WSO

Would the WSO share revenue of sales?

Does the WSO allow sales of digital files by others; i.e., GSOs, AISs, etc.? Should the WSO be the only point of service?

How would we handle electronic sales of our literature by bookstores and other vendors?

Can the WSO cover services that AISs/LDCs can no longer provide if they no longer exist?

#### GSO/Overseas

What changes need to be made to the reprint licenses to allow electronic literature?

What literature (books, pamphlets) does your GSO reprint?

What streams of revenue does your GSO have? (Please include percentage of stream.)

Does your GSO sell literature on-line? How do you monitor compliance with your license? Do you take credit cards?

I receive little feedback regarding the question to our general membership and no feedback from the AISs' or the LDC. My personal conversations with members indicated that E-literature would be an add-on to what they are already using because of its portability. Some stats:

Currently there are:

102 LDCs  
101 AIS/LDCs  
100 AIS

They placed 4,276 literature orders in 2011.

Sales to LDCs (these are the sales that LDCs made from the WSO)

Sales of books/booklets	\$1,911,795	75%
Other literature	723,291	25%
Total Sales	\$2,635,086	100%

So the discussion revolved around

“What might be the impact on the WSO if we move to E-literature.?”

“How would the fellowship maintain services if digital sales adversely impact the WSO’s revenue stream?”

“What other issues should the Board of Trustees consider in these discussions?”

From the discussion that took place it seems that E-literature is closely linked to finances. The WSO depends on the sales of literature to meet its financial needs. If this was to change (a potential loss of sales of literature resulting from e-books) then it is unlikely that the WSO could function as it currently does. E-books would be sold at a cost of 30% - 50% less than current book prices and this combined with fewer group contributions would present a major problem to the WSO. E-literature would not replace our current books.

This could have a ripple effect on local LDCs and AISs.

Other input:

- questions concerning the use of outside agencies such as Amazon or Apple.
- it was noted that it would cost \$35,000 for the equipment for each language that our books are translated.
- cost of apps (Amazon or Apple) would be 30% - 50% of the purchase price. Most younger people do not expect to pay anything for their apps (or at least very little) and so might be unlikely to purchase them.
- how would we protect our copyright?
- would members want to have both the hard copy book and e-book?

## **Chosen Agenda Items (CAI)**

I really appreciated the time that many members (either as individuals or through the voice of their group or district) took to express their thoughts and concerns regarding these topics. It helped me to know that I was speaking on behalf of Ontario South.

### **First Item Discussed:**

How do we empower the average Al-Anon member to speak up at meetings when someone else's sharing is not Al-Anon?

Tradition Five states that "Each Al-Anon Family Group has but one purpose: to help families of alcoholics." However, many newcomers to Al-Anon have family members with multiple addictions and/or mental disorders. This is not a new issue; however, the percentage of multiple addictions seems to be increasing each year.

How do we ensure the Al-Anon message remains clear as we continue to expand our membership both within our Conference structure and within other service structures as well? How do we lovingly encourage members to only use our Al-Anon language when sharing their Al-Anon spiritual journey?

### WSC feedback:

- have meetings structured around the legacies and CAL
- model the behaviour we want
- use beginners meetings
- use business meetings
- encourage sponsorship
- "Let it Begin with Me"
- speak gently to newcomers one on one after meetings
- use opening from Groups at Work booklet
- language can change the spiritual tone of our meetings
- need to know our pamphlets and use them as our tools for helping newcomers understand—Al-Anon Spoken Here, Hope for Today, August 16, might be an idea to include in newcomer's meeting
- remember to use balance and love and our Higher Power in all our actions
- discussion/brainstorm at District table to find out what is working in their groups.

## Second Item Discussed:

How does WSO see social networks, such as Facebook and YouTube, as a way to attract and retain new members to our fellowship?

After 60 years of Al-Anon, we are still not well known. How can we get Al-Anon and Alateen “out of the closet”?

Discussion:

- there is a conflicting view of the use of social networks—pros and cons were expressed.
- both Facebook and Twitter accounts share information about our fellowship.
- WSO on Facebook is meant to be a form of attraction and not to socialize with other members.
- Twitter is only to provide information—it is a passive website.
- both these social networks lack the capability of participating in our fellowship in terms of service or making contributions.
- benefits of face-to-face interactions between members is not available.
- anonymity continues to be an overriding concern.
- An interesting statistic from the WSO: **75% of new members** find a meeting using the internet.

The following suggestion comes from a fellow Delegate and I am passing this on as a point of interest.

*In response to how can we get Al-Anon and Alateen “out of the closet” .....my suggestion was to open up more meetings so curious members thinking about coming to a meeting would not be confused by the word closed. Closed meetings has the potential to be a deterrent to the general public and professionals who may be unable to find a convenient open meeting. Then there is often the awkward welcoming committee if an unwitting professional attends a closed meeting. It reminds me of the excellent piece our Action Committee created to welcome professionals who visit our groups which I have included next for your review.*

An Idea!

This is a flyer that is used in Virginia as part of their PO. It is a tool that they use to make Al-anon/Alateen better known. Another way of getting Al-anon/Alateen “out of the closet”.

## **Professionals: Please let us introduce you to the Al-Anon Family Groups**

We welcome professionals interested in learning how Al-Anon works

Our surveys indicate that professionals account for many referrals to Al-Anon and Alateen. Al-Anon Family Groups provide a safe, anonymous place for families and friends of alcoholics. We learn that alcoholism is a disease that affects the entire family. By sharing our experience strength and hope we change our attitudes. We that find reading our literature and books are important elements for our recovery.

Alateen is help and hope for children of alcoholics. Their process for recovery is based on the same principles as Al-Anon. Alateen members are protected by two sponsors who have successfully passed a background check and Area criteria for their Alateen service work. Alateen members conduct their meetings. All Alateen meetings are closed, however, open to referrals of children affected by someone’s drinking.

We would be happy to bring an Al-Anon meeting to your facility so clients, students and staff can observe how Al-Anon works. All Al-Anon meetings welcome anyone who has been affected by someone’s drinking. In addition, the meetings listed below welcome professionals interested in observing an actual Al-Anon meeting.

Our literature is free. Please take literature of interest to you; however, there is a charge for our books.

### **Requests/notes:**

Please introduce yourself

What you hear in the meeting and who you see are confidential and stays within the meeting you have been welcomed to attend.

We do not take notes

We do not offer advice – we share our experience, strength and hope.

### **Membership**

If you have been affected by someone’s drinking, please join us again as a potential member.

We will be available to answer your questions after the meeting. We thank you for your interest in our world-wide fellowship.

**The following groups (on the reverse of this sheet) participate in our outreach to professionals:**

Approved by 8/1/09 VAWSC

## **Forces—Thought and Task**

**The current Forces are:**

### **2011 Thought Forces:**

- Thought Force on How Changes to the Environment Outside of Al-Anon May Affect Our Meetings and the Fellowship as a Whole.
- Thought Force on Members Involved in Service Work Who Are Unable to Effectively Fulfill the Responsibility of the Position”
- Thought Force on How to Utilize the Service Manual

### **2011 Task Forces**

- Develop Presentations that Will Help to Strengthen the Communications between the AIS, Areas and Districts
- Develop a Presentation for Areas on How to Reach Out to Minority Groups

### **2012 Thought Forces**

Use of Computers at WSC,  
Strategies to Strengthen Personal Connections.

### **2012 Task Forces:**

Tool Kit on Service and Personal Growth,  
Piece with Criteria to Help Service Arms Identify Service Jobs for Dual Members,  
Workshop on Importance of CAL in Meetings.

- **The Task Force presentations selected for this year’s Conference .**

(The Forces were closed as their work has been presented and completed at the 2012 WSC.)

I am on a Task Force: Tool Kit on Service and Personal Growth

**The Force presentations will be on our website for your use.**

## **Thought Forces:**

1. **How to Use the Service Manual—**
  - Develop workshops, activities, games
  - Skit using Area issues and where you can find answers
  - Create “Talking Points” document
  - Develop leaflet, brochure, bookmark or table card
  - Develop ease of use of PDF Service Manual
  
2. **How changes to the Environment Outside Al-Anon may Affect our meeting or Al-Anon as A Whole**
  - An awareness of factors such as”
  - Technology
  - Family Structure
  - Lifestyle
  - Diversity
  - Culture
  - Economics

## **Task Forces:**

1. **Develop Presentations that will help Strengthen Communication between AIS, Areas and Districts**
  - Set up a series of meetings among the 3 arms of service
  - Use Internet to share information
  - E-mail to continue communications
  
2. **Reach Out to Minority Groups**
  - Treat everyone the same
  - Simple meeting format
  - Reach out to populations that you are not seeing at your meetings
  - Be willing to be uncomfortable
  
3. **Members Involved in Service Work who are Unable to Fulfill the Responsibility of the Position**
  - Do an Area Inventory the second year of each panel
  - Use term “Service Position Description” instead of “Job Description”
  - Develop guidelines for addressing unfulfilled service commitments
  - Send registered letter requesting timely response

Of Special Note:

**Task Force on the Conference Structure:**

Originated from the Board of Trustees

Re-structuring the Conference has been a topic at a number of WSC's. The 2008 Conference Summary provides pertinent background information.

Page 134 of our Service Manual states that” “ A state, province or territory having more than 400 groups may petition the Conference to divide and send an additional Delegate to the conference.... A state, province or territory may divide only once, as reaffirmed at the 1982 World Service conference.”

Some states (California, New York) have already split but once again have need to divide again in order to serve their members. Our policy does not allow that.

This task force presented us with the following:

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**Goal:** Areas may formulate and implement a structure in their geographical Area or combination of geographical Areas for a trial period that would enable their groups to have full communication, participation, and representation.

**Criteria: No Restrictions! Be Creative! Be Empowering!**

Out of the box strategies are welcome.

No structure change is off-limits provided it does not affect Policy (pages 75 to 121 of the *2010-2013 Al-Anon Alateen Service Manual*) or our Legacies.

Though the Board does not need to approve the strategy, if the strategy in some way affects the Conference, the Area will need to present its idea to the Board for review. Requests need to be addressed to the Chair of the Board and turned in by December 15th in order to be heard at the following January Board meeting

The financial aspects of trial implementation would be the responsibility of the Areas involved and not the Conference or the WSO as a whole

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This would also allow for smaller areas to combine or areas to re-structure foregoing present boundaries ( example Ontario North and part of northern Michigan re-drawing their Area lines to better service members or Ontario South at Sarnia and Port Huron Michigan ).

**Concerns:**

- Trial period has still not been decided upon (6—9 years have been mentioned)
- All costs fall to the area if new delegates came to the WSC
- New “trial” delegates would have no voice and no vote
- **The current policy in our Service Manual has been suspended. This has been done without any vote taken at the Conference!!!**

## Public Outreach

On our members website there is a new PO package - it is a revised service tool called  
**“The Best of Public Outreach”**

It is a fabulous tool and I encourage all of you to take the time to find out all that it encompasses. If your PO chair in your District does not know about it, please pass it on.

It deals with topics regarding purpose of PO, attraction, promotion, anonymity, who can be contacted, how to contact media, professional and the general public, service tools such as Al-Anon Faces Alcoholism and PSA's.

There are Canadian links that will help you locate resources.

### Poster Campaign

Areas can now develop their own posters using the tag line

“Is Someone Else's Drinking Tearing You Apart”

WSO welcomes members' designs for new posters based on a current theme. To submit your photo, drawing, painting, or other graphic design for consideration, please contact the Public Outreach Department at the World Service Office: (757) 563-1600, or send an e-mail to [wso@al-anon.org](mailto:wso@al-anon.org) Att: Public Outreach.

The PSA's continue to be the main outreach tool on both radio and TV. Nikki, our PO co-ordinator has been sent the data regarding where the airplay has been in Ontario South. The new PSA that can be used by stations will be sent out soon.

### Al-Anon Faces Alcoholism—

The number of magazines requested increases every year but only 10% of groups actually request them.

The DVD , Al-Anon's Role in Family Recovery is in its 4th printing??? There are clips of it on the member website.

There is a Public Outreach skit available entitled “Let it Begin with Me”.

*E-mail me if you want a copy of it.*

## Policy Committee

There were no policy motions presented to this WSC.

Only 1 policy discussion took place - "Do Not Refer"  
Below is the guide to our conversation

### Policy Discussion "Do Not Refer"

**Directions:** Identify some principles that you believe are important for an Area to consider when developing a policy for dealing with groups that are believed to be operating outside of the Legacies. Explain your rationale for choosing each principle..

**Directions:** Identify some principles that you believe are important for the Area to use as they encourage, support, and educate the groups to return to operating in a manner that the Area believes is within the Legacies. Explain your rationale for choosing each principle.

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WSO is not going to de-list meetings or mandate a policy

Areas are free to develop their own policy regarding meetings that do not follow Al-Anon Traditions

From there, determine what support Areas need from WSO

## **Affirming Trustees**

### **Regional Trustee Affirmation**

Canada East, Ann Cochran; Canada Central, Sandie Dagg; Canada West, Marilyn Massey; and US South Central, Annette Thuresson. Our Regional Trustee for Canada Central, Sandi Dagg— is in her 2nd term.

### **Trustee at Large Affirmation:**

Harriet Tuxhorn, (2<sup>nd</sup> three year term) , Tina Barna NV, Charlyn Green Fareed GA, and Karen Ward-Parente AZ.

### **Board Officer affirmations:**

Karen J Rimmel was affirmed as Chairman of the Board, Connie Hurst Vice Chairman, and Penny Ridderbusch Treasurer of the Board.

### **ECRPM affirmations:**

Cindy Medford and Beverly Surface were affirmed to the Executive Committee for Real Property Management (ECRPM).

## **Skill-building, Shared Leadership Sessions**

I participated in 2 sessions.

1. How to engage audiences using multiple strategies and techniques.

This proved to be quite an entertaining and stress relieving session as groups developed a short skit, utilizing strategies for engaging an audience. The funniest was an amazing Rocketts' style kick line while singing to the tune of New York, New York with Al-anon words.

2. How to deal with difficult situations.

We separated into groups. Each group was given the same situation and then was assigned a different category of Al-anon tolls to be used for resolving the problem—for example; legacies, Service Manual, slogans, attitudes and listening.

You can find these session outlines on our website.

## **International Al-Anon General Service Meeting (IAGSM), Zonal meetings and Al-Anon International**

Three trustees and one staff member visited Iceland, England, Turkey, Slovenia, Hungary, Poland, Austria, and Italy to meet with Board Members from those countries with General Service Offices; to meet with members and/or representatives from the Al-Anon Information Services in the evolving structures; to attend the European Zonal Meeting; and to attend Italy's 35<sup>th</sup> anniversary celebration at their national convention. In addition, travel costs and translation services for a Trustee and staff member to attend the Central American Zonal Meeting November 25-27, 2011, in Panama City, Panama were approved.

*A zonal meeting is an information service meeting held every two years for countries with General Service Offices or evolving service structures. It is an opportunity for structures to have discussions.*

*The International Al-Anon General Services Meeting (IAGSM) is a biennial service meeting for General Service Offices/national service structures. The purpose of the IAGSM is to share the experience of Al-Anon national service around the world through its Delegates. It is not a decision making body and passes any recommendations through the International Coordination Committee. In addition to the International Coordination Committee attending this meeting, the WSO Board of Trustees sends two Trustees, one from the United States and the other from Canada. (page 69 Al-Anon/Alateen Service Manual)*

The 2012 IAGSM will be held in Cape Town, South Africa. The IAGSM is held in Virginia Beach, Virginia periodically.

Some interesting international notes:

The trip to Iceland found that one of their ongoing issues was dual members. The population of Iceland is 320,000 and 200,000 live in Reykjavik. They have 43 Al-Anon groups and 2 Alateen groups. One Day at a Time, The Dilemma of an Alcoholic Marriage and How Al-Anon works translated in to Icelandic has been finalized or may have already been printed. Trust and control problems were issues that the Icelandic groups face.

Italy is dealing with Pyramid Sponsoring.

Alateen meetings seem to be about the same ratio internationally as it is in North America.

Al-Anon is in 50 countries in Europe but only 24 have structures.

In Istanbul, members spoke about the difficulty with dominant members.

Some of the questions Hungarians proposed: Do I have to introduce myself? Do I have to pray with others? There are no Alateen meetings in Hungary.

Poland has a General Service Office (like our World Service Office) with 13 Areas. Only two Areas have Districts.

In Honduras in one city there are 18 languages which is a translation nightmare. They claimed to feel like orphans inside Central America. Literature purchase is difficult in poor economies in Central America, e.g., Guatemala, Cost Rica, etc.

### **My Concerns**

- transparency, trust and our spiritual principles
- the language of Al-Anon business and our spiritual principles
- task and thought forces
- Concept 7 and my experience

Excerpts from the service manual – pgs 186 – 188

1<sup>st</sup> para

...we see a Board of Trustees invested with complete legal power over Al-Anon's funds and services:... Al-anon's WSC has such great responsibility for and authority over all aspects of Al-Anon's program and policies that in those areas it could give the Trustees directives and ensure their compliance.

2<sup>nd</sup> para

...the actual power of the WSC will nearly always be superior to the legal power of the Trustees since it flows from the powerful traditional influence of the Al-anon world Service Conference charter (WSC Charter) itself.

It derives from the large majority of group-chosen Delegates in the WSC.

And finally, in any extreme situation, it would rest upon the unquestioned right of the Delegates to deny Al-Anon Family Group Headquarters, Inc., the moneys with which to operate – those voluntary contributions of the Al-anon groups themselves.

Theoretically, the WSC is an advisory body, practically speaking, it has the ultimate rights and powers.

3<sup>rd</sup> para

The Board of Trustees is not likely to contest the clear and sustained will of the WSO Delegates and the Al-Anon Areas they represent.....

4<sup>th</sup> para

Experience shows that this balance of powers between the Trustees and the WSC is thoroughly workable. This balance can be maintained indefinitely, because the one is protected by traditions and the other by law.

6<sup>th</sup> para

.... Just as the WSC should avoid the overuse of its traditional authority, so should the Board of Trustees avoid overuse of its legal authority.

9<sup>th</sup> para

...the WSC should always bear in mind the actual rights, duties, responsibilities, and legal status of the Board of Trustees; the Trustees should constantly realize that the WSC is the real seat of ultimate service authority.....