
World Service Conference Report 2013

for AWSC May 31 - June 2, 2013

Jane H., Ontario South Delegate, Panel 52

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Map of Al-Anon Areas in Canada , Canadian Delegates and Trustees

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CANADIAN DELEGATES' MEETING

Saturday, April 13, 2013

This year, I had the honour of chairing our meeting. One of the things that I particularly enjoyed was being in closer contact communicating with all of our delegates and trustees as I made arrangements for our dinner and prepared the agenda for our meeting. It was great to welcome the new Canadian Delegates and Trustees to our family:

Lois K - BC/Yukon

Maryon K - Alberta/NWT

Solange R - Quebec East

Rosemarie K - Maritimes

Marilyn M - Regional Trustee, Canada West



Items of Discussion

- continued the conversation concerning e-books. Overall summary indicated that there was an increasing desire for more e-books to be made available to members. It was noted that many felt that the e-books would not replace the hard cover books but would act as an additional tool for members.
- use of Telehealth Canada in remote areas. Kerry, the Manitoba Delegate, reported on how successfully this was used in her Area to link isolated members with each other. This new information was very exciting to the delegates as a means of acquiring another way to reach out to members.
- explore the use of Skype (or some other source) to allow the Canadian Delegates to interact with each other throughout the year
- relationship between the Executive Committee and Task/Thought Forces in light of Concept 7.

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NOTEWORTHY:

° consider writing into your conference procedures a statement that would indicate that the speaker is signing their permission to tape but not permission to put out onto the web or any other internet media

°2013 AI-Anon International Convention - over 3100 registered. Registration badges are to be mailed out in May

Conference Approved Literature updates

- a new Conflict Resolution Tool using the 12 Tradition (\$4.00 US)
- How AI-Anon Works soft cover trial will be extended for 3 more years. **PLEASE REMEMBER** that this version is intended to be used as an outreach tool for newcomers - a way that members can pay their recovery forward
- How AI-Anon Works - an electronic version of this book will be made available some time in summer 2013 (\$11.00 US)
- How AI-Anon Works - an audio version to be released some time in summer 2013 (\$24.99 US)
- the World Service Office (WSO) is not longer producing the legacy posters but they have given members the right to create our own legacy posters as long as they are word for word as written. The reprint permission form must be completed and the request forwarded to the WSO for approval. If you are selling the legacy posters they can only be sold at cost .(NO PROFIT)
- the new Legacy Workbook - **Reaching for Personal Freedom - Living the Legacies** will debut at the Vancouver International Convention in July 2013 (15.00 US)
- fundraising calendars - 20 Conference Approved quotations have been approved for 2014. If your district has a need for them, they can be obtained from Michele, our Area Chair
- permission has been given to develop a new pamphlet for Parents and Grandparents of young adults. Requests for sharing will be sought.
- there is still no clear consensus as to whether there will be a piece on abuse

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NOTEWORTHY: (cont'd)

Al-Anon Members' Web site information:

Survey - "Readiness for Step Twelve" on the website closes on July 21, 2013.

Seeking participation from members who are involved in service, and from those who are not. the aim of the survey is to provide a profile of members' reasons for not participating in service, or for not participating at a higher level. Results of the survey will be available on the members' Web site in September 2013

- Best of Public Outreach is continually being updated - a new Treatment Facility Guideline will likely be posted here. - See the June Forum for more information.

- Al-Anon Members' Web site is being re-designed and will be ready by July 1, 2013.

An Interactive Voice Recognition (IVR) system will be soon available. It is a 24 hotline providing meeting information within a 25 mile radius of where the call originates

E-Communities will become Communities

Meet the Board of Trustees Event

World Service Conference 2014 - Friday April 25 - Tuesday April 29, 2014 at the Whyndham Hotel, Virginia Beach

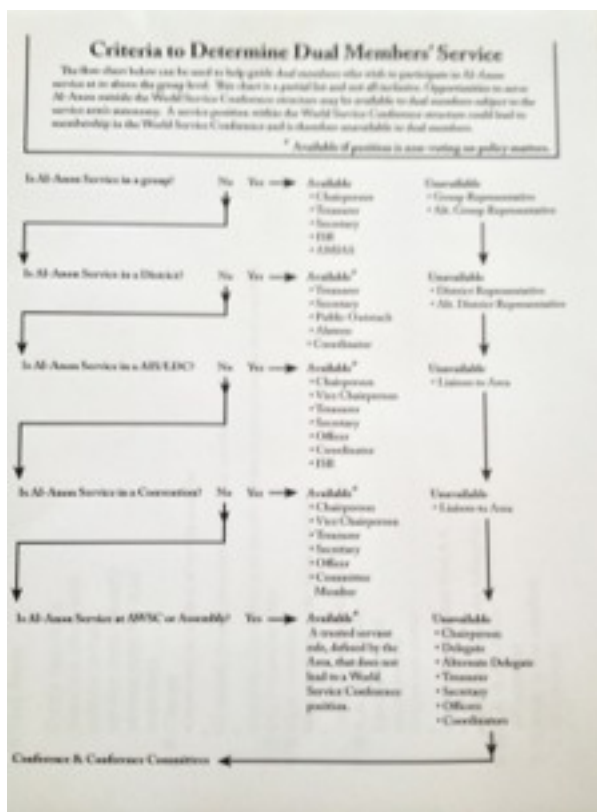
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Task and Thought Forces: Reports

1. Task Force - Create a literature piece with criteria to help service arms identify service jobs for dual members

It is not known what format this piece of literature may take but it will incorporate the ideas presented in this flow chart. The emphasis will focus on what dual members CAN do.



2. Task Force - The importance of using conference Approved Literature at Meetings

● **Goals of “Why CAL?”**

- What is “Conference Approved Literature” (CAL)?
- Why do we use only CAL at meetings?
- Why all outside literature, like the A.A. “Big Book” and religious materials are not used in Al-Anon meetings?

What is Conference Approved Literature (CAL)?

- CAL is written by and for Al-Anon members
- CAL has passed a rigorous review process
- CAL is identified by this logo



●

Why do we use only CAL at meetings?

- Ensures that Al-Anon remains Al-Anon and avoids confusion
- “Only Al-Anon materials are used at Al-Anon meetings. We do not impose this restriction to pass judgment on material produced by others, but because, by focusing exclusively on the Al-Anon philosophy in our meetings, we avoid a great deal of confusion.”



How Al-Anon Works for Family and Friends of Alcoholics
(B-22), p. 111.



AA literature is not Al-Anon CAL

- We are often asked if A.A. literature is Conference Approved
- It is approved by A.A.'s General Service Conference for A.A.— but not for Al-Anon

A.A. literature, including the “Big Book” is:

- Not written from the perspective of family members, written by and for the alcoholic
- Different recovery issues, e.g., drinker's sobriety
- Use of A.A. literature would impact Al-Anon unity
- Confuses newcomers about Al-Anon's purpose
- Use of AA literature could be threatening and divisive to Al-Anon Unity

SUMMARY - Why CAL?

- Written by and for Al-Anon members
- Ensures that Al-Anon remains Al-Anon
- Subject to rigorous review to ensure it accurately reflects Al-Anon principles
- Avoids confusion about Al-Anon's focus and purpose
- Enhances our unity by avoiding outside issues

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3. **Task Force - Tool Kit for Service and Personal Growth - (refer to pg. 13).**

4. **Thought Force - How to Strengthen Personal Connections -**

Following discussion, it was decided that there would be no further action to be taken on this item.

5. **Thought Force - Use of Computers at the World Service Conference**

Following discussion, it was felt that the topic of using laptops as a means for our note taking had been omitted from the thought force's report and that it is an important point and needs to be considered as a possible first step for using computers at Conference.

A solution to a problem or disagreement.

Workshop - Conflict - (using the new Conflict Resolution Package)

Conflict:

Resolution:



Conflict is a part of every relationship -
even in recovery

- 1) Presume goodwill - Can we separate the personalities from the situation? We may be coming from different directions, but the goal of supporting Al-Anon is where we are heading (Tradition Twelve and Tradition One)
- 2) Pay attention to warning signs - It's not about who is right or who is wrong. Our Higher Power is the one authority. (Tradition Two)

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- 3) finding positive solutions can make conflict a constructive experience - We can grow from difficult situations. We learn about ourselves. Working together we learn we can accomplish more. (Concept Twelve, Warranty Five)

Tools



Self Examination

- Do I understand what the true nature of the problem is that we are trying to understand?
- Do I know how I am feeling?



Honest Communication

- Am I truly listening?
- Am I letting others talk/vent? did everyone have a chance to share?
- Do you understand others' points of view?
- Am I using only "I" messages? Leave out demands or ultimatums.



Find a solution:

- Are there key points that most can agree on?
- Thoroughly discuss all possible ideas that could lead to solutions.
- Take a prayer break for guidance.
- Agree to break, but come back again to work together. Is there a Step/Tradition/Concept that provides guidance - list it?
- Agree to disagree



Plan of Action

- Make a list of the points agreed upon
- Celebrate successfully working together.

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My Committee Work

2012 - Member of the Task Force: Tool Kit for Service and Personal Growth

The purpose of this committee was to develop text for at least five pieces that could be included in a “Take Out Tool Kit” for use at the Group, District or Area level. There needed to be information that would apply to those new in service, as well as those who have participated in service at varying levels.

Our final submission consisted of pieces aimed at:

- Members New to Group Services
- Members Serving the District
- Members Serving the Area
- Gifts of Service
- How Does Service Work for Me?

For each piece we included quotes from our literature and quotes from the personal experiences of our task force members. We also included lists of suggestions for each piece.

2013 Literature Committee

The Literature Committee consists of a trustee, a World Service Office staff member, Delegates and Members At-Large.

We meet through conference calls quarterly and as the need arises

I participated in the literature committee conference call on March 11, 2013. We recommended that the 2013 World Service Conference give conceptual approval to develop a new pamphlet to address parents and grandparents whose children (Teenagers and young adults) are problem drinkers.

At the World Service Conference meeting we reviewed :

- the Literature Review Procedure
- Literature Committee roles
- Literature Committee Guidelines
- the process for developing Conference Approved Literature .

Did you know?????

- **Any member of the fellowship may send an idea for new literature to the World Service Office Literature Committees. If one Committee agrees to recommend the idea, that Committee will present a motion for conceptual approval at the next World Service Conference.**
- **Any member can bring an idea to the Area Delegate or through the links of service. The Delegate in turn may represent a motion for conceptual approval at the next World Service Conference.**

CHOSEN AGENDA ITEMS

I. IMPROVING THE RETENTION OF NEWCOMERS AND EXPERIENCED AL-ANON MEMBERS

Feedback:

- provide a newcomers package
- make use of the soft-cover version of How Al-Anon Works
- provide copy of The Forum (good way to make use of groups members back copies)
- greet newcomer - make a personal connection
- remember names
- be aware of the needs of experienced members.
- invite them to the meeting after the meeting
- we cannot make people stay - we plant the seed. People stay when they are ready to choose change
- how healthy/inviting is my group

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2. HOW CAN WE GET DISTRICTS WITHOUT DR'S AND FEW GR'S TO BECOME RE-INVOLVED IN ASSEMBLIES AND AWSC?/HOW DO WE REACH OUT TO REGISTERED GROUPS WHO DO NOT ATTEND AREA EVENTS

Feedback

- scholarships to help Districts financially get to AWSC's and Assemblies
- adopt a district
- convince by our presence
- develop a group services co-ordinator to work with groups
- visiting and re-visiting groups/Districts
- call what we do "service" not "service work"
- emphasize the spiritual principle underlying service
- approach individuals - use the personal touch

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Policy Committee

- Policy Committee ensures that “Digest of Al-Anon and Alateen Policies” is clear and concise.
- Committee is comprised of Board of Trustees, WSC staff members, and the At-Large members of the Executive Committee.

based on the “Digest of Al-Anon and Alateen Policies of the 2010-2013 Al-Anon/Alateen Service Manual

As we considered the policy wording and amended texts the following questions guided the process:

- * Is it accurate?
- * Does it provide clarity?
- * Can you live with it?



1. POLICY DISCUSSION - MEMORIAL CONTRIBUTIONS

2. Currently - (Service Manual, p. 92) Memorial Contributions. Any Al-Anon/Alateen member may make contributions to the WSO in memory of anyone who is deceased (contact the WSO for details)

3. The discussion was based around the idea that non-members might be able to make memorial donations.

Discussion: (began in July 2011) premise based on our Traditions

- up until 1986, non-member memorial donations capped at \$100 were accepted.

- in 1986 this action was changed to no longer allow

- underlying principles of all Traditions need to be considered.

- Tradition 5 has equal weight as Tradition 7

- what constitutes "outside" contributions

- what is the perception of members' re-action to the existing change to our policy

DECISION - continue talking and discussing

2.POLICY DISCUSSION - proposed new wording of the 'ANONYMITY' section of "Digest of Al-Anon and Alateen Policies" (pp 88 - 91)

DECISION - Motion to make the required changes was passed.

3. POLICY DISCUSSION - proposed changes to amend text of the "PUBLIC RELATIONS" section of "Digest of Al-Anon and Alateen Policies" (pp107-109)

DECISION - Motion to make the required changes was passed.



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Financial Information

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(NOTE - dollar figures are in US currency)

- The average group donation to the World Service Office is \$111.00.
- 60% of groups donate to the World Service Office.

CANADIAN DONATIONS

Canada:		CF		CF		CF
Alberta/NT	81.5%	179.82	179.82 Group	17,759	17,759	17,509
			Other*	4,778	4,778	3,887
BC/Yukon	62.7%	151.39	151.39 Group	20,981	20,981	19,998
			Other*	1,102	1,102	1,311
Manitoba	56.9%	159.10	159.10 Group	6,277	6,277	5,346
			Other*	396	396	950
Newfoundland	88.8%	98.28	98.08 Group	2,364	2,364	2,120
			Other*	300	300	609
Ontario N	48.9%	113.89	113.89 Group	2,901	2,901	2,089
Ontario S	59.2%	132.54	132.54 Group	27,526	27,526	26,720
			Other*	3,844	3,844	2,068
Quebec E	65.9%	72.02	72.02 Group	4,608	4,608	8,529
Quebec W	66.1%	114.40	114.40 Group	13,385	13,385	13,136
			Other*	3,541	3,541	4,145
Saskatchewan	81.2%	143.02	143.02 Group	8,888	8,888	8,884
			Other*	2,302	2,302	1,342
Maritime Provinces	54.1%	83.56	83.56 Group	4,939	4,939	5,819
			Other*	150	150	640
TOTAL CANADA				\$129,349	\$29,349	\$21,852
Other COUNTRIES				17,260		14,612
Requests and Undesignated				6,816		34,402
GRAND TOTAL				1,348,282		1,206,073
		Total	% of	Average		
		Groups	Groups	For Groups		
		Contributing	Contributing	Contributing		
USA/Canada Summary	16,864	8,419	66.99%	\$111.27		
Estimated cost of services provided		\$1,987,054				
Average cost of services per group		\$232.98				
no meetings						

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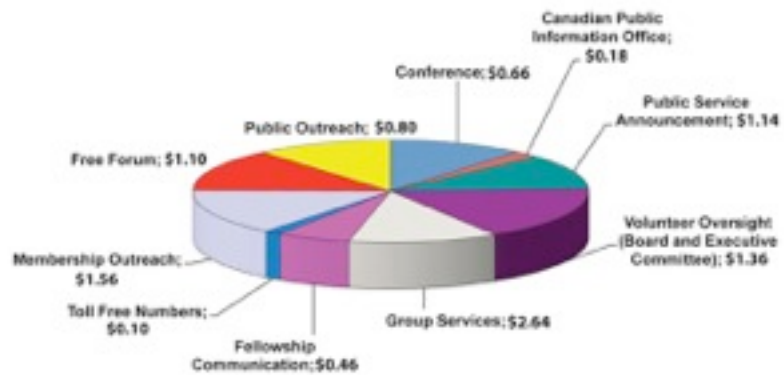
- 1952 Lois asked the 252 registered Groups to contribute \$1.00 per person twice a year. This was what we now know as the Quarterly Appeal Letter. They purchased a typewriter and table.
- That \$1.00 is now equal to \$17.00 per person
- 1954 last time our contributions exceeded literature sales
- Costs WSO \$252 per year to service each Group. Many services provided by WSO.
- Only 64% of the Groups support WSO. 40% of groups do not contribute to WSO. Yet all Groups are supported no matter what they contribute.
- Groups average contribution to WSO is \$111 per year.
- How much is your Group contributing to WSO each year? Is it contributing \$252 per year?
- Delayed printing of Service Manual until next year. It can be found on-line - (members' web site)

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How your \$10 is used

Direct Services Expenses



Salaries, occupancy and other expenses are funded from literature sales

Examples of How our Contributions are Used

GROUP SERVICES

- this is the first contact point at the World Service Office
- registers groups and e-groups
- provides complimentary Service Manual and Groups at Work Handbook
- provides complimentary Forum to groups
- keeps group records current
- provides toll free meeting line
- processes SAMs
- supports Area Information Services (AIS's) and Literature Distribution Centres (LDC's)

COMMUNICATION

- answers questions from members/groups
- processes requests to reprint Conference Approved Literature (CAL)
- produces literature and the forum
- sets up conference calls for committees

Examples of How our Contributions are Used

MEMBERSHIP OUTREACH

- supports Districts and Area's
- assists in developing National Structures outside of North America
- facilitates the International Conference
- selects and plans International sites
- manages e-communities
- assembles and translates excerpts from The Forum into French and Spanish
- compiles World Service Conference Summary

PUBLIC OUTREACH

- responsible for member and public websites
- provides content to blogs, websites, Twitter and Facebook
- produces radio and TV Public Service Announcements (PSA's)
- produces Al-Anon Faces Alcoholism
- provides press release to the print media

LOIS THROUGH A SHOE!!!

My Personal Act of Gratitude (a new donation envelope)



 AFG, Inc.
 1600 Corporate Landing Parkway
 Virginia Beach, VA 23454-5617

To my dear grandmother as well as her...
 I never fully wish...
"Damn your old meetings!"
 and there is more as hard as I could...
"That day I began to look at myself analytically for the first time."


"You are for the greatest act
 que engendr a l'homme en son
 de nature animale."
"No ability here. Pfffffft. reborn!"
 « Ce jour là, pour la première fois, j'ai commencé à m'analyser... »

AFG, Inc.
 1600 Corporate Landing Parkway
 Virginia Beach, VA 23454-5617



AL-ANON FAMILY GROUP HEADQUARTERS, INC.

MM/XX/YY/XX/XX

	2013 <u>Preliminary Budget</u>	2012 0 <u>Actual</u>
Operating Expenses		
Salaries	2,642,000	2,584,707
Payroll Taxes	200,000	190,340
Employee Benefits	<u>645,000</u>	<u>567,779</u>
Total Labor Costs	3,487,000	3,342,826
Building Occupancy	278,000	299,585
Packing & Shipping (Net)	20,000	2,625
Postage	248,000	215,943
Telephone	58,000	56,085
Stationery & Office Supplies	89,000	75,040
Outreach Activities	4,000	82
Office Services & Expenses	234,000	295,419
Repairs & Maintenance	4,000	10,163
Travel & Meetings	153,000	150,513
Direct Conference Costs (Net) Schedule 2	72,000	103,885
Legal & Audit	40,000	36,107
Printing	155,000	131,367
Canadian Office	2,000	1,392
General Services Meeting		47,749
In-Office Volunteers	3,000	1,955
PSA Campaign	130,000	140,313
Miscellaneous	<u>36,000</u>	<u>33,818</u>
Total Operating Expense	5,013,000	4,883,737
 Membership Survey		5,091
Depreciation (Exc. Bldg.)	<u>40,000</u>	<u>47,186</u>
Total Expense	5,053,000	4,935,974
 Estimated Revenue		
Literature Sales less cost of printing	3,100,000	2,818,429
Contributions	1,500,000	1,346,262
Forum Subscriptions	250,000	254,664
Investment Income/Transfer from Reserve Fund	<u>200,000</u>	<u>200,729</u>
Total Estimated Revenue	5,050,000	4,630,104

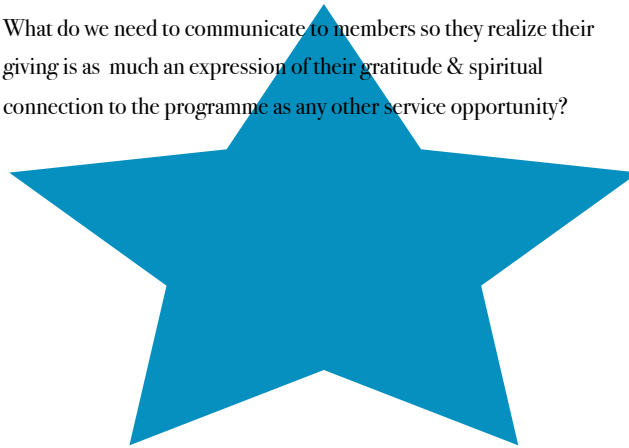


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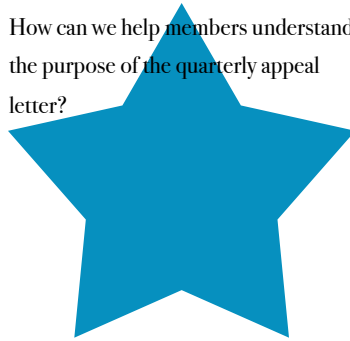
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Discussion Questions Worth Considering

What do we need to communicate to members so they realize their giving is as much an expression of their gratitude & spiritual connection to the programme as any other service opportunity?



How can we help members understand the purpose of the quarterly appeal letter?



What are the underlying principles of the 7th tradition?



2012 Annual Report

This is the Executive Director's report. It contains a huge amount of information regarding our fellowship. It is current up to the end of December 31, 2012. 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 in the summer.

Some highlights from this report:

- To approve the recommendations for updating the Al-Anon Newcomer Packet (K-10), with the exception that the *Just for Today* Bookmark (M-12) be retained or the *Just for Today* Wallet Card (M-10) be used, depending on the Task Force's intent, in addition to adding the *Sponsorship—Working Together to Recover* Bookmark (M-78) to the Newcomer Packet.

- To no longer publish an annual index in the December issue of *The Forum*, beginning in December 2012, in order to allow more sharings to be published within the issue.

- To offer *The Forum* electronically in various formats in conjunction with third-party vendors, at an annual subscription price of \$9.99 U.S.

- To authorize the production of seven Alateen newcomer podcasts for the Public Outreach Web site, at a cost not to exceed \$300.00 U.S.

- To permanently allow Public Outreach Committee, Literature Committee, and *Forum* Editorial Advisory Committee At-Large members to live anywhere within the WSC structure, and that these members no longer meet quarterly at the WSO or during the WSC, and that participation in meetings is via conference call.

- The update to the Public Outreach Web site in French and Spanish was completed and plans for an update and redesigned Members' Web site in all three languages is under way.

- Plans to refine the Skills Inventory and provide for a process to allow members to periodically update their information were approved by the Executive Committee.

- WSO distributed personalized information packets to each of the 67 Public Outreach Coordinators that included contact information (names and phone numbers) for TV stations in their Area. A total of four of these personalized packets were sent to each

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- Coordinator throughout the year, updating them quarterly on the airplay information for the TV stations in their Area, as reported by Nielsen.
- The Public Outreach Committee identified priority audiences for upcoming projects. Target audiences include women in their 30s, parents of alcoholics, college students, and teens.
- **The Forum:** Personal subscriptions to *The Forum* held steady at about 20,300.

Forum Editorial Advisory Committee

The Committee consists of the Volunteer Chairperson, four At-Large members, the WSO Staff Liaison, and a Board of Trustees Liaison. The Communications Manager and Communication Assistant attend with voice and no vote.

Members of the Committee work on an individual basis throughout the year, evaluating member-submitted sharings. This year they reviewed approximately 900 sharings. They meet together as a Committee twice each year by telephone conference call.

In May, the Committee recommended to eliminate publishing the year-end index in *The Forum*. Printing the index requires up to six pages which reduces the number of member sharings in the December issue. The index is published on-line in the Members' Web site.

Literature Committee

The Committee, consisting of eight Delegate members, five At-Large members, the WSO Staff Liaison, and the WSO Volunteer Chairperson, continued to meet via quarterly conference calls.

The primary activity of the Literature Committee during the first half of 2012 was the review of the LEGACIES WORKBOOK (working title), which had been given conceptual approval by the 2010 World Service Conference. The workbook includes sharings from the English, French, and Spanish Legacy blogs, and is scheduled to be released in all three languages in July 2013 at the Al-Anon/Alateen International Convention in Vancouver, British Columbia.

The Committee also approved a major revision of *Why Anonymity in Al-Anon* (P-33), and reviewed updated wording of *Youth and the Alcoholic Parent* (P-21) considering input from the Alateen Advisory Committee and the Group Services Department.

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Area Name Changes

Alabama/Northwest Florida	formerly	Alabama
New Mexico/El Paso	formerly	New Mexico
Manitoba/Northwest Ontario	formerly	Manitoba
Wisconsin & Upper Penninsula of Michigan	formerly	Wisconsin

Affirming Trustees

Regional Trustees

Paula B.

Debbie G.

Trustees at Large

Connie H.

Judy K.

Jennie Mc.

Board of Trustees Officers

Karen R. - Chair

Connie H.- Vice Chair

Penny R.- Treasurer

Executive Committee

Mary Ann R. - Chair

Roger C.- Member at Large

Judith P.- Member as Large