

**Ontario South Assembly
Area World Service Committee Meeting
June 2, 3, 4 2017
World Service Conference: “Our Members: Our Hope for the Future ”**

Durham College Residence & Conference Centre Oshawa, Ontario

The OSA Chairperson, opened the meeting with a Moment of Silence followed by the Serenity Prayer. The Traditions were read by District 10, Concepts were read by District 8 & Warranties by District 14/15

A welcome was given to all and the Executive and Co-ordinators were introduced.

Announcements followed regarding cell phones, scent sensitivities, availability of bottled water, expense forms, LDC orders for pick up, paper for notes for the chairperson and announcements; location of washrooms and elevators, group announcements and meal access through name tags.

The secretary completed the roll call.

7:30 pm-The Chairperson left for the LOC meeting. Alternate delegate took over as chairperson for the rest of the evening

Coordinators/OSAAC Chair Reports - A complete copy of the submitted reports will be posted on our website.

Area Alateen Process Person

Report has not yet been submitted to secretary. Ruby will send it after the weekend.

The Forum Report

AWSC 2017 Forum Coordinator's Report

The Forum still needs more sharings! We remain very short on sharings about the three Legacies—especially about Steps Five through Twelve, and all Twelve Traditions and Concepts of Service. Also needed are sharings from Canada and from Alateen members.

Instant Step Meetings: Beginning in January, the "Instant Meeting" feature of The Forum began to include, in addition to the two or three brief sharings on the Step of the month, several thought-provoking questions to get the conversations started. We'd love to hear feedback to know if this addition is helpful in encouraging conversation.

THE FORUM BOOK (working title): So far, members have sent in over 441 titles and publication dates of Forum articles that they consider the best of recent years. So far, only one article from the first quarter of 2017 has been suggested. (We hope we're doing better than that!) Please keep encouraging members to let the WSO know which Forum stories they want to see included in this book. And don't forget to send in your own selections.

The Forum Writing Guideline (F-1) is being revised. We'll post a .pdf once it has been designed.

New Writing Guide for Incarcerated AlAnon Members: For those Areas that have Al-Anon meetings in correctional facilities. We'd love to include sharings from these members in The Forum.

The order form for Le Lien can be found on our Public Outreach and or Members Web site. Once you select the language, complete it and either mail or fax it in. I have attached the link to Le Lien order form which is the last page of the FS-16.

www.al-anon.org/french/pdf/FS16.pdf

Blessings in Service, Area 86 Alternate Delegate, Forum coordinator

GROUP RECORDS REPORT

Some common questions:

1. Why can't I send you the changes without using the Group Records Change Form?

Completing the form ensures your Ontario South Group Records Coordinator will have all the pertinent information to accurately reflect the changes that you intend to have made; especially important is your WSO I.D. Number or your Group I.D. number.... that number will guarantee that the information you send to me will be applied to the correct group. The O.S Executive would like me to ask all members to send me any changes, etc. on the Group Records Change Form found on www.al-anon.alateen.on.ca instead of emailing me.

2. Do I have to send the changes to the World Service Office (WSO)?

NO – The Group Records Coordinator gets the changes FIRST, and then will send all of the changes to WSO after Ontario South Group Records have been changed. If changes go to WSO first, then Ontario South records will be delayed getting updated.

3. WSO conducted an online Area Group Records Coordinator survey in which I participated. The results of the survey are reported on "AFG Connects" and below:

- 86% rated WSO usability application as easy to use.
 - 86% selected "Reports" as a useful feature, followed by "Search" selected by 79%.
- 95.8% felt the WSO application met their needs. The remaining entries were neutral.
- 87.8% use the data "Group Printouts", followed by "Email lists" which is used by 42.9%.
 - 36.8% use WSO to upload meeting information onto O.S. website. 22.9% indicate they share reports with A.I.S websites.

I just found out, this month (April), that I can get a report from WSO concerning all changes for Ontario South. I never knew this! I am working on a 31 page report called a "Change Log". Every group in Ontario South that has a change in the last 90 days is there. The report is not easy to read. I found a lot of group changes that were sent to WSO first, but O.S. Group Records were never updated. I would still like to see changes sent to me first, and then I update WSO, but if changes go to WSO first, then I run the Change Log and I can check if my group records were ever changed. The Change Log only goes back 90 days. Maybe I did, who knows!! Progress not perfection!!

If you have more questions, go to my Group Records Coordinator Corner on our Ontario South website. www.al-anon.alateen.on.ca Click Coordinators Corner, click on whatever coordinator you would like to see.

Blessings in service, Group Records Coordinator 2015-2017

Alateen Coordinator's Report & OSSAC Report-AWSC 2017

Alateen has been struggling in Ontario South. Some of the struggles were communicated by the Alateens and I would like to share them with you.

4. Alateens are finding it hard to find an Alateen personal sponsor because of the low attendance at their meetings. Some Alateens are the only Alateen attending their meeting. If an Alateen has a sponsor sometimes it is hard to connect with their sponsor because of the restrictions of being a teen and sometimes they are grounded off of their phones/computers etc.
5. Meetings are not close to where some of the Alateens live and have to rely on a drive to and from meetings. This contributes to low attendance because if they are unable to get a drive then they can't make their meetings.
6. Some meetings don't have an Al-Anon meeting at the same time and the parent does not want to wait in the car while the Alateen is in their meeting.
7. If there is an Alateen meeting in their city then it is usually once a week and if they miss that meeting then they don't have an option to attend an Alateen meeting on a different night. They wish there were more meetings available on different nights like Al-Anon has.
8. Most Alateens are aware that they can attend an Al-Anon meeting if they choose to but feel that they would relate more to teens than adults.
9. Most Alateens are aware of online Alateen meetings but feel that they miss out on the face-to-face experience and that the online meetings lack fellowship and hugs. They would prefer a face-to-face meeting.
10. Alateen groups with low attendance or intermittent attendance have a hard time being self-supporting and are afraid their meetings will close.
11. Some Alateens have a hard time purchasing literature because they don't have jobs and their parents won't give them money.

Now I will share some of the positives:

1. Those who attend meetings are so grateful to have them and the SAMs that make it possible.
2. The Alateens are grateful to the districts/groups that donate to their Alateen groups to make it possible for them to have a meeting until they can be fully self-supporting.
3. Alateens are grateful to the SAMs that drive them to events/meetings etc.
4. The Alateens love meeting at ORC and Trillium when it happens.
5. Alateens that were able to attend Unity when it was on are very grateful.

6. Some Alateens who were unable to buy literature for themselves have been given books by someone and are very grateful for the donation.

OSAAC Finances:

The bank balance \$5,046.49. It is a no fee account. (no debits or credits in 2016 or 2017)

AAPP Report

I am always grateful to be of service to AI-Anon and am often provided with opportunities to learn and grow.

Here is an outline of the responsibilities of the Area Alateen Processing Person (AAPP):

Each SAM (Supportive AI-Anon Member) must complete the application form which is signed by the District Representative and then submitted to AAPP. The form is completed at the initial set up and each year following. Each SAM is required to provide a Police Records Check (PRC) at the time that they are first signing up and during the 2nd year of the 3 year Area term. Everyone was required to provide a Police Records Check in 2016 and then it will be required again in 2019. The AAPP must receive original copies of the Police Records Check and forms.

The Renewal forms need to be sent to the AAPP by May 1st as World Service Office (WSO) requires all renewals prior to July 1 of each year. The renewal forms can be scanned and emailed.

The District Representatives (DR) should be provided with a list of the SAMs in their area to allow them to follow up with the individuals.

The AAPP person will review the documents and forward them to the Lawyer. There is an Excel website which is updated and a number is assigned to each application. There is a Cover Sheet which is sent with the applications and PRCs to the lawyer.

Once the lawyer has reviewed the PRC's, they will confirm acceptance of the SAM.

The AAPP will then update the WSO website and WSO will provide a registration number. Once this is received, the DR should be advised that the SAM has been accepted. The lawyer will send an invoice which will need to be forwarded to the Area Treasurer for payment. This acceptance and invoice have been sent via email.

The AAPP will provide a list of registered SAMs for any event that is held in the area. This report is pulled from the WSO site.

AAPP is also responsible for updating the Alateen Group information on the WSO website.

The busiest time for this position is the second year as all SAMs are required to provide the Police Records Check. The Area Chairperson is able provide letters for the Police departments upon request. They will require the full name and address.

Archives Coordinator's Report

I am happy to have this service position. I have had a lot of changes in my life and one of them has been an increase in travel with work. Therefore, I have not had much time to do anything with Archives. I have accepted that my role right now is to store the Archives and keep them safe. So far that is going good. The Archives are safe and sound and take up one of our bedrooms in our house. The Ontario South Archives has a lot of great things that have been collected and saved over the years. Below is a list of just some of the things that make up Ontario South Archives.

- District Binders that hold things that groups/districts have given to archives.
- All of the Trillium stuff
- Boxes of Old Forums
- Records of Area Minutes

- Personal Stories from Members
- Copies Past Open Lines

Literature Coordinator's Report

WSO is still accepting written sharings for a new daily reader, Intimacy in alcoholic relationships, and Parents and Grandparents of young problem drinkers. Your story is essential for the recovery of others and can aid in your own recovery process and is truly anonymous.

Here are three projects currently on the go.

NEW DAILY READER (working title) "Your sharing will help assure that our new daily reader will reflect our fellowship as it is today. Please help us make this new daily reader a vital, rich, and multifaceted expression of the Al-Anon program of recovery." <http://al-anon.org/members/new-daily-reader>

* Note: it is the hope of the World Service Office to have this daily reader ready for distribution at the Al-Anon International Convention in 2018.

INTIMACY IN ALCOHOLIC RELATIONSHIPS (working title) "The 2011 World Service Conference gave conceptual approval for "a new piece of literature on intimacy in general, including sexual intimacy, in alcoholic relationships." The Literature Committee is seeking sharings from Al-Anon/Alateen members for possible use in this piece.

We hope to receive enough sharings from a wide range of members to make this new piece of literature a reality. Please share from your heart and help develop this exciting new addition to Al-Anon's Conference Approved Literature." <http://al-anon.org/members/intimacy-in-alcoholic-relationships>

PARENTS AND GRANDPARENTS OF YOUNG PROBLEM DRINKERS (working title) "

The 2013 World Service Conference gave conceptual approval for "a new pamphlet to address parents and grandparents whose children (teenagers and young adults) are problem drinkers." The Literature Committee is seeking sharings from Al-Anon members for possible use in this piece.

Please share your experience, strength, and hope regarding how you have been affected by a young person's drinking, and how Al-Anon has helped you deal with it. Please share from your heart and help develop this exciting new addition to Al-Anon's Conference Approved Literature." <http://al-anon.org/members/parents-grandparents-pamphlet>

We also have a new piece of literature available. Paths To Recovery Workbook.

This new workbook contains all the thought-provoking questions on each Step, Tradition, and Concept of Service found in the book Paths to Recovery (B-24), with space to write answers. It can be used for personal study, partnership with a Sponsor, or group study during meetings. The Paths to Recovery Workbook gives us an opportunity to explore in writing our relationship with the Steps, Traditions, and Concepts, and deepen our understanding of the Paths to Recovery (B-24) book. In effect, through the action of taking pen to paper, we become active participants with the book in our recovery journey.

Also available as a set (K-31) with the Paths to Recovery book.

Thank you for your support and encouragement. Area 86 Literature Coordinator

Open Lines Coordinator Report

I have two reports, one about Open Lines activity and one outlining the position.

Activity

I like to think that Open Lines has improved since I have taken it on. It is now published three times per year: April 1, August 1 and December 1. The April issue was reports from all of the district reps and I think this is a good feature to continue in future years. It gives a district a chance to talk about their successes and challenges, report on Alateen and public outreach activity in the district, and outline where meetings are in the district. The response to the request was generally good and we had quite a number of people reporting. One of the complaints from some of the district reps were that they didn't have sufficient time or notice to consult with their GRs and prepare a response. That would be addressed if we made this a permanent feature of the newsletter. Reaction from the membership, executive and coordinators was overwhelmingly positive regarding this change. I only received one negative response from one of the membership stating that she prefers Open Lines to report exclusively on executive activity. I publish what the executive and membership want and am trying to keep the publication interesting to that group. However, if directed to, I will publish whatever the membership and executive wish. August will be the AWSC issue and December will be the Assembly issue.

Open Lines is now almost exclusively electronic. I have 6 subscriptions and the rest is electronic. I will send a copy to anyone that provides me with an email. We do have some issues with how the email list is generated, but hopefully by the end of term, Joan T and I can resolve those small issues.

Position

Publishing Open Lines three times a year is relatively easy, provided that you have a computer with Microsoft Publisher on the computer and any type of pdf converter software so you can convert pdfs to Word. Working in Word makes it much easier to work with Publisher software. It does take some time to collect the reports and flyers for events throughout the year and lay them out in publisher prior to publishing the issue. The final issue is produced in pdf format since that is readable on any computer without the need for any special software. A web version is also created and sent to the Website coordinator for publishing on the web. All personal names are removed since this could affect someone's anonymity.

I maintain a list of paper subscribers on my own since it is much simpler to do so. The large electronic list is generated by the Group Records coordinator and provided to me prior to publish dates, which are April 1, August 1 and December 1.

There is a little freedom to make small changes to Open Lines on your own, the goal being to make the publication readable and interesting to the membership. Recently, I have made the April issue reports from District Reps and I think it is worthwhile to continue with this effort.

I have made it a rule to send electronic versions to anyone wishing to read Open Lines, although the only people that must get a copy are the executives, coordinators and District reps. In today's age of electronic communication and the need to widely communicate what is going on with the organization, I believe it is worthwhile to continue offering free electronic copies of Open Lines.

Public Outreach

P.O. has had an opportunity to be involved with most every district. She recently attended London-Al-Anon day. She has found that P.O. work can be valuable, even at its simplest form (i.e.-distributing meeting lists, spreading the word, taking someone along with you to their first meeting) She has been impressed with the creativity and variety of efforts from different districts.

Website co-ordinator's report

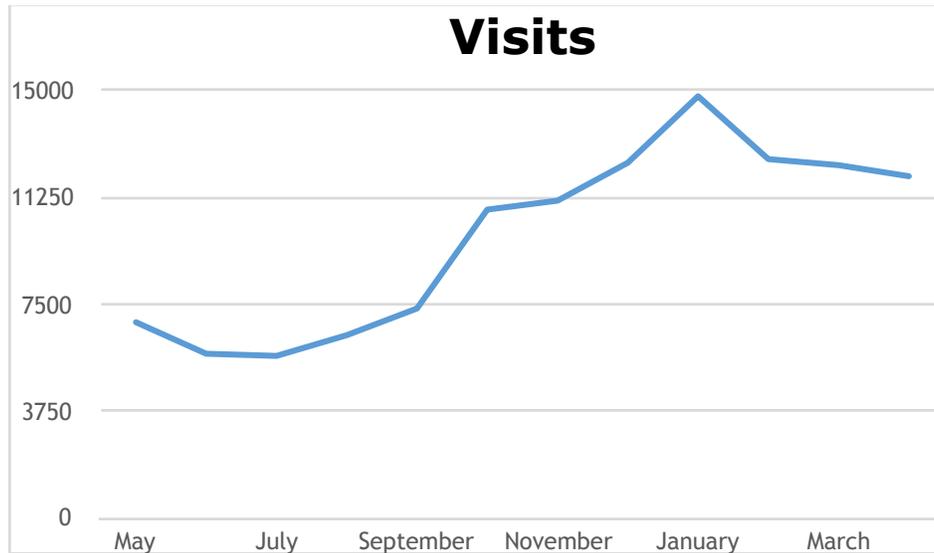
I'm your website co-ordinator since January 2015.

Thank you to everyone who's been keeping our Group Records Co-ordinator up-to-date with information about your meetings; sending her the new times and locations of your groups makes sure the website has the most accurate information available for members and potential newcomers. Please remember that if a meeting's time, location or other information is inaccurate on the website, it's usually because Group Records has not been informed.

Second only to meeting information, Upcoming Events is one of the most-visited areas of our website. Thank you to everyone who's used the events form on the site to submit your group anniversaries, roundups, Al-Anon Days, etc. Flyers are always welcome, but please remember that if you have a flyer, a PDF is best.

Please submit your event at least two weeks before the date to ensure enough time for it to get added to the site and for members to see it.

My activities as your website co-ordinator have been centred on making sure the meeting lists are updated when I receive your meeting's changes from the Group Records Co-ordinator, posting events to the Upcoming Events when you send them to me, and other content management. The biggest project taken on this year has been the Ontario South Website Survey, the results of which I wrote about in the most recent edition of Open Lines and which I will discuss further in my verbal report.



Our website has recently seen a significant increase in the number of visits per month. Typically, our website has received 5,000 to 7,000 visitors each month but beginning in October 2016, that number has doubled and stayed consistently high. In January 2017, we received 14,810 visitors. Without historical data it's impossible to say whether that's a record, but it is the highest number of visitors in one month since I began my term.

The website typically sees traffic spikes after New Year's and between the end of summer and Assembly, but I don't have an explanation for this recent sustained increase in traffic.

I can tell you that about half of our website's hits (hits = visits + page views + files accessed) are via mobile devices; a significantly higher portion of traffic than the recent website survey indicated.

Finally, please let me know if something isn't working or you see something that's not right on the website. I can be reached by e-mail at ontariosouthwebsitecoordinator@outlook.com.

Yours in Service,
Ontario South Website Co-ordinator

LDC Report for AWSC 2017 Hi Ontario South members. I have been offered the opportunity to serve Ontario South as your new literature distribution centre manager.

I have been a member of Al-Anon Family groups which includes Alateen for 34 years. Over the years I have had the privilege to serve in different groups and districts in many positions including GR, DR, Alateen Unity executive Chair, Alateen sponsor and on committees for conferences and events. Service has helped me to grow in ways I never would have dreamed possible coming through the doors battered and feeling unworthy of life.

I feel I was guided by my Higher Power to apply for this position to serve in yet another way, to give back to the program that has held me up in all of life's struggles and blessings over the years. I am working with the LOC to get the office up and running so that your groups will have a direct means to getting literature again. I am looking forward to this new adventure. I have been blessed to see the LDC in action in the past both when it was in an office building at Yonge and Eglinton and when it was housed by Lyn. I thank Ann for the work she has done since then and trust the experience of seeing them all in action will help to guide me in this journey. Thank you Ontario South for your allowing me to serve you.

In faith and service

New LDC Manager

Q & A responses:

to AAPP-

Q- regarding S.A.M. documentations being sent via email

A- S.A.M. "renewals" only can be sent by email.

to AAPP

Q- regarding police check

A- 2019 is the next year for the full across the board S.A.M. police check. In the meantime, it is necessary for renewals and new applicants.

to Website

Q-regarding why only about half of his district meetings are displayed.

A-email group records to investigate this.

District Reports were given by Districts 21, 19, 18, 17, 16, 14, 13, 12, 11.

The meeting closed at 8:50 pm with Al-Anon declaration.

Saturday, June 3, 2017

The OSA Chairperson, opened the meeting with a Moment of Silence followed by the Serenity Prayer. The Traditions were read by District # 7, the Concepts were read by District # 7, and the Warranties were read by District # 32 . The Executive and Co-ordinators were introduced.

It was determined by Chairperson & Area Secretary, through the morning roll call, that there were 39 members present, 38 eligible voters. Those unable to attend were Open Lines Coordinator , LOC chair/Advisor-Jane H., Group Records Coordinator, Districts 3, 5, 9, 20, 24.

Welcome to everyone-especially new members here for the first time. Motion forms, Items for Consideration and Ask it basket forms were explained.

Chairperson asked for volunteers for the Ask-It Basket Committee. District 31, District 27 , District 28, volunteered, as well as an newest Advisor & our Alt Delegate. D.11-volunteered for timing.

Approval of voting procedures

Review of Knowledge-Based Decision Making (KBDM), the writing of and voting on of motions was explained to the members. It was indicated that if a new motion is submitted during this AWSC pertaining to a matter which is not included in the Items for Discussion on our Agenda, it will be reviewed at the next Executive meeting and if appropriate, may be tabled for a future AWSC meeting.

Motion 1: It was moved by District 8 and seconded by District 1 “that we accept the voting procedures as explained”. Motion carried.

Approval of 2016 AWSC Minutes:

A call was made to approve the motions of 2016 AWSC minutes.

Alt. Delegate asked for amendment on page 6 to read “Item # 1-Proposed 2017” not 2016.

Motion 2: It was moved by District 28 and seconded by District 28 “that we approve the 2016 AWSC Minutes as amended”. Motion carried.

World Service Conference Report

Our delegate handed out to all in attendance a full written report of the 2017 World Service Conference experience, entitled “Our members: Our hope for the future” and gave a presentation expanding on this experience. The handout will be posted on the Ontario South website. She was very grateful for the love gifts and encouragement from our fellowship.

Envelopes with records of each districts donations to WSO for 2016 were made available by our delegate.

We were informed that it will no longer be the practice to send the World Service Conference Summary report to AWSC members in August. It will be posted for review online at the World Service Office website.

Financial Update for 2016

Treasure reviewed the 2016 financial information. & Year to date financial statement for 2017. question and answer period ensued.

Literature Office Committee Report(LOC) - chair of LOC -absent. Report given by our Delegate

The LOC (committee that oversees the literature office) met again last night. There will be an update # 5 emailed soon. A member from Smith Falls has been hired as our new LDC (literature distribution centre) manager.

LDC Report- Our new LDC office manager introduced herself and informed us that she has just received a shipment of the office materials. As of this day her basement is full of cabinets, shelves, bins, packages to sort through and assemble. Once she is aware of the inventory she will inform the LOC. She needs to sort out the telephone lines and banking. Telephone number and email address will change. More details will follow. If your district wants to order "Al-Anon faces Alcoholism 2018" go ahead and do so from World Service Office. The cut off date for ordering this is July 5th. Once up and running, she will send out an online order form. E-transfer payments will be accepted. She asks for positive vibes and prayers as she continues to get things up and running.

Discussion Items

Item # 1 Proposed 2018 Budget

Decision Point: Should the proposed budget for 2018 be forwarded to Assembly 2017 for approval?

Motions # 3 : It was moved by District 31 and seconded by District 32 that "the proposed budget for 2018 be forwarded to Assembly 2017 for approval." Motion carried.

Item # 2 Area Inventory - For discussion only Advisor- Absent. Our Delegate lead this discussion

Executive has been working on creating a document that can be sent and received electronically or through regular mail. Taking a periodic inventory keeps our area healthy. See guideline. New ideas, resolutions, unity, etc. This inventory will be posted on the website immediately following AWSC. The secretary will also send electronically to all AWSC members with instructions-to share with all group members. It can be used as a printable form to share with all members and or done electronically and sent through the website. All completed inventory sheets are to be returned to area secretary prior to July 15th. Results will be given at Assembly.

Invite Trustee- Delegate lead this discussion

Trustee is part of the links of service. Can ask them to attend an function or an issue at Area level. Regional Trustee Canada Central stepped down. The position is currently not filled. Hopefully a new one will be voted in at WSC in April of 2018. Trustee sits on Board of Trustees. AWSC present showed an interest in inviting a new Trustee to the next Assembly if one is voted in April of 2018.

Plan Assembly-An opportunity for discussion only

Discussion from the floor

- If there is time-Input into what we you like on the agenda?
- Suggest we set aside a time slot to give ideas for AWSC agenda - to give suggestions (even put on next Assembly agenda)
- Place on evaluations-what would you like (on evaluation presently)
- GR/DR 101
- Honour workshop “ time” as presented on the agenda, so that those who prepare a workshop can present it in a timely manner with value and respect shown for their time and efforts.
- No Bids have been submitted yet for Assembly 2018. They are well past due. If the area wants to have an Assembly in 2018-we need to receive the bids. It is important to receive them prior to AWSC so that executive can look at the contract and announce it at Assembly.
- Usually the 3 key East areas rotate when it is the east turn to host every 3 years. (Cornwall, Kingston, Ottawa) So, whoever turn it is - If they are not willing or able-Please let other 2 east areas know so that they can pick up the ball. Outlying districts can help the hosting committee.
- Part of the duties of the outgoing (3rd year) executive is to hand over to incoming executive a signed contract for Assembly the following year. (not expecting a new executive to deal with this)

Executive and Coordinators described their positions to give those present information that will help them to consider one of these positions as their next service opportunity.

Item # 3 Trillium -Discussion led by our newest Advisor and Alt Delegate

Decision Point: Should the Trillium Charter be amended to allow a 3 year trial period where Trillium could be held in any part of Ontario South with the option of having it for less than three days and be forwarded to Assembly 2017 for approval?

Motion # 4 It was moved by District 31 and seconded by District 32 that “the Trillium Charter be amended to allow a three year trial period where Trillium could be held in any part of Ontario South and forwarded to Assembly 2017 for approval. Motion carried

Discussion Item # 4-Advisor position-Discussion let by our newest Advisor

- Background information was provided to all in advance. Read out to those present. There are situations where there is nobody to ask from the specified pool of past chairs or delegate, who have completed 3 year term (some of those were in other executive positions, some had passed away, etc. etc.) OR may not work well with past chair or delegate. Decision Point: Should the eligibility requirements be expanded to include anyone who has served in the Executive in the past two terms and should this be forwarded to Assembly 2017 for approval ?

Motion # 5: It was moved by District 28 and seconded by District 28 that "A discussion on expanding the eligibility requirements be placed on the agenda at Assembly 2017." Motion defeated.

Motion # 6: It was moved by District 28 and seconded by District 6 that "the proposed eligibility requirements for the advisor position be expanded to include past executive members in the past two terms." Motion carried.

The evening session began at 7:00 PM with a moment of silence followed by the Serenity Prayer.

Workshop-The practical application of the Spiritual Principles of the Traditions -Led by our LDC office manager.

Sunday, May 29,2016

Welcome

The OSA Chairperson opened the meeting with a Moment of Silence followed by the Serenity Prayer. The Traditions were read by District 28, the Concepts were read by District 20 and the Warranties were read by District 2.

AIS Reports

Al-Anon Information Service Ottawa

AIS Ottawa has had a busy year. Our core public outreach activities (the ones we support on a continuing basis) include maintaining a monthly speaker series at the Royal Ottawa Hospital, a telephone answering service, an area website and providing space and literature for a weekly open speaker meeting at McNabb. Other projects included redesigning our website, outreach events at Rideau high school and Recovery Day Ottawa, running bus ads, developing an Al Anon business card outreach tool, an AlAteen poster and bookmark, and improving the meeting list.

For literature we supply our weekly open meeting with literature and meeting lists and have copies of daily readers and How Al-Anon works for sale. We maintain a display board and stand-up banner for use at outreach events and local AA conferences and our Al-Anon day. The new business cards were popular this year. We continue to distribute our business card outreach tool and have created an Alateen focussed bookmark for outreach purposes.

The website redesign went live in June 2016. It features a meeting list section which is sortable and linked to googlemaps and two printable meeting list formats, an AlAteen section, and a service section so members can locate how to provide service to Al-Anon and Alateen. Information is being updated regularly.

Web enquiries are responded to or redirected to the AIS chair, District Representative or District Secretary for disbursing to all Groups. Questions about Al-Anon are handled with a letter outlining what Al-Anon is, what to expect at the first meeting and meeting types along with a meeting list. This past year there were 130+ emails with the bulk being from WSO and OSA. There has been a drop in requests for information from the general public about meetings (26) and from the professional community (3).

The telephone answering service (TAS) has been maintained throughout the year and we have succeeded in filling 4 open shifts in the telephone answering service this year. Call volumes are down from the early days when less was available on the internet.

We staffed a booth at Recovery Day Ottawa in September for the third year. It was a successful show, and well-attended. Traffic at the Al Anon booth was down from previous years as it was located in a new, more-private screened in area. We've requested this be reconsidered next year.

YouthNet at CHEO, a program for outpatient youth with mental illness, made contact last spring through the TAS and we supplied AlAteen literature for their youth centre, but were unable to capitalize on their interest for training at the time. AlAteen outreach has been affected by the difficulty of maintaining an AlAteen meeting. The sole remaining English meeting was suspended in August due to a lack of SAMs, however a new AlAteen meeting is starting in May. We developed an AlAteen bookmark and poster to mirror the bus ads, but held production until AlAteen meetings restarted.

We organized an outreach event at Rideau High school in November 2016. We coordinated with the Rideauwood counsellor at the school. Three members staffed a display table over the lunch hour where they spoke with students and handed out AlAnon literature. About 50 students/people stopped for information, and the new business cards were popular.

Our group experienced significant turnover in 2016 and continues to evolve. AIS Ottawa lost considerable institutional memory this fall when the Alternate District Rep, Chairperson, and Secretary stepped down and we are actively looking to fill those positions. We currently have a Treasurer, Web Site Coordinator, Web Mail Responder, Telephone Answering Service Coordinator, Royal Ottawa Coordinator, a new Literature Coordinator, a Meeting List Coordinator, and representation from several of the groups in district 28 at the table. The group has been graceful at supporting people's needs, and is a lovely place to learn to grow through service.

G.T.A.I.S.-(GREATER TORONTO AL-ANON/ALATEEN INFORMATION SERVICES)

The GTAIS committee meets once a month from September to June (excluding January unless warranted by upcoming event commitments). 'Greater Toronto' covers Districts 16 to 23 and represents approximately 100 groups.

The GTAIS committee has had a busy and productive year. Most of the Executive is new as of January, 2016 but we benefit from the guidance of the past Chair and other long serving committee members.

Public Outreach -GTAIS has a separate Public Outreach committee. The committee meets every two months on the first Tuesday of the month at 7:30 pm in the same location as the GTAIS committee meeting.

The committee, and its chairperson, Allison E., has been the driving force behind our very successful TTC Poster Campaign that showcases our new and striking Al-Anon poster. Through contract with Pattison Signs, we currently have a guaranteed distribution of 8 Al-Anon posters in 8 subway stations. In addition, there are 29 posters in circulation in trains and stations on a rotating basis depending on space availability.

Also through Pattison Signs, the Public Outreach committee has investigated an option to place digital poster ads in the elevators of residential buildings, and in a 7 story commercial building on Bay Street, to increase our poster coverage beyond the boundaries of the TTC. This initiative has the full and enthusiastic support of the entire GTAIS committee. However, for now, it is being reserved until the finances of Public Outreach, and of GTAIS in general, are in a healthier position.

The members of the Public Outreach committee have also been focusing on reaching out to schools and providing packages of Alateen literature and Alateen posters in an effort to encourage Alateen membership. This initiative will continue to the end of the school year, at which time the focus will turn to visits to Police Divisions during the summer months.

As with anything, it takes people and money to run an effective outreach campaign. As stated before, GTAIS covers eight Districts (16 to 23) and represents approximately 100 groups. The committee that meets right now is small but mighty. Please help it grow by encouraging your groups to send a representative and help spread the message of Courage, Strength, and Hope.

And it cannot be said enough, please send your Public Outreach donations to:

GTAIS

P.O. Box 75094, 20 Bloor St. East, Toronto, ON M4W 3T3 (Make sure you note on your cheque 'For P.O.')

ORC 2017

ORC 2017 was held at the Royal York Hotel on the weekend of March 10, 11, and 12.

The GTAIS committee is responsible for coordinating and staffing an Al-Anon Literature Table, the Al-Anon Hospitality Suite, and also for recruiting the Al-Anon Liaison and the Shadow Liaison for the conference each year.

Due to the closure of the Ontario South LDC at the end of 2016 we were required to place our ORC literature order directly with WSO in Virginia Beach. Tight finances being a challenge this year we placed a much smaller order than we would have normally done and the whole, expensive shipping process was certainly not without its glitches. However, there is always an upside and this year it's that we sold all but 10 of the books that had been ordered. All-in-all though, it was an experience that highlighted the need for our own area LDC and we're ecstatic to hear that it will be reopening.

We also hosted a popular and highly successful Hospitality Suite this year. Due to numerous and strategically placed posters reminding members of Al-Anon's 7th Tradition, we ended the weekend with an extremely healthy 7th of \$510.40. That, combined with the generosity of groups that sent in contributions specifically earmarked for ORC and the help of individual members who donated food for the room, left us very close to the breakeven point for the first time in, well, certainly in our memories.

The committee would like to thank Greg M., Al-Anon Liaison to ORC 2017 and Wendy C.-L., Al-Anon Shadow Liaison for all of their work in making the Al-Anon/Alateen participation in ORC 2017 the tremendous success that it was. Wendy will be stepping into the position of Liaison to ORC 2018. The GTAIS committee is currently recruiting for a Shadow Liaison to ORC 2018 who will become the Al-Anon Liaison to ORC 2019.

Telephone Answering Service

Our TAS (Telephone Answering Service) is staffed by experienced Al-Anon members on Monday through Thursday from 9:00 a.m. to 9:00 p.m. and Fridays from 9:00 a.m. to 6:00 p.m. On the weekends, a volunteer checks in and responds to any messages left. At any other time, the caller is invited to leave a message, and the call will be returned by the person on the next shift.

We are looking to include volunteers who speak additional languages, particularly Spanish or Polish.

Information Line at 416-410-3809 Outside GTA call 1-888-425-2666.

The TAS Coordinator also maintains the Al-Anon Meeting List for the GTA that can be found on the Ontario South Al-Anon/Alateen website. Updates to the GTA Al-Anon meeting list can be sent to the Coordinator at the following email address: gtais.updates@gmail.com

GTAIS Outreach -Despite the Greater Toronto Area covering a large and populous region that plays host to around 100 Al-Anon groups, GTAIS encounters the same issues with attracting members to service on the committee as we've heard groups and districts talk about service in general in recent years. To address that, some committee members got together and created a document that we called, 'GTAIS and You'. Initially, we considered it something to be used as an outreach tool that would provide information about the committee to groups and members just within the GTA. Then we thought that it could make a good tool to help other districts that are struggling with starting their own AIS committees or attracting members to service.

So, with Assembly 2016 coming up, we decided to "go public" and present the document to the area. We were generously provided with a breakout room at Assembly where we met with Group Representatives, AIS Reps, and other interested parties to discuss the role of an AIS committee and brainstorm on ways to spark interest in this very valuable Service.

In addition, we decided to use the new Al-Anon poster as a talking point and 'visual aid' so we printed a batch of letter-sized copies and made these available to folks at Assembly. The response was overwhelming! So much so that we had the posters and 'GTAIS and You' document professionally printed and made them available at the Literature Table at ORC 2017.

Both of these documents are available in electronic form and can be obtained for use within the Al-Anon guidelines by groups inside and outside the Greater Toronto Area by emailing the GTAIS Chair at chair.g.t.a.i.s@gmail.com.

Google Groups -Yes, that's right, we have a Google Group. It's called AISTORONTO. Simply put, it's a group email distribution service provided by Google (of course) that gives us the ability to do mass e-mailings to anyone who is a subscriber to the group. So, for example, if your group has a flyer for an Anniversary that you would like distributed to Al-Anon members in the GTA you can email the flyer to aistoronto@googlegroups.com and the Group Administrator, a member of the GTAIS committee, will distribute the flyer. In closing, I would like to say, 'thank you' for the opportunity to report to AWSC and to learn more about the inner workings of Al-Anon.

Delegate's Update was next.

Ask-it-Basket Answers

Answers which will be posted to Open Lines.

Our chairperson offered those present with an opportunity to have an **Open mic**

The meeting closed with the Al-Anon Declaration.