

**AL-ANON**  
**INFORMATION SERVICE OFFICE**  
**OF**  
**ORANGE COUNTY**

**GROUP MANUAL**

*Meeting Guidelines*

*Officer's Duties*

*Election Procedures*

*By-Laws*

*Office Manual*

*Orange Blossom Policies*

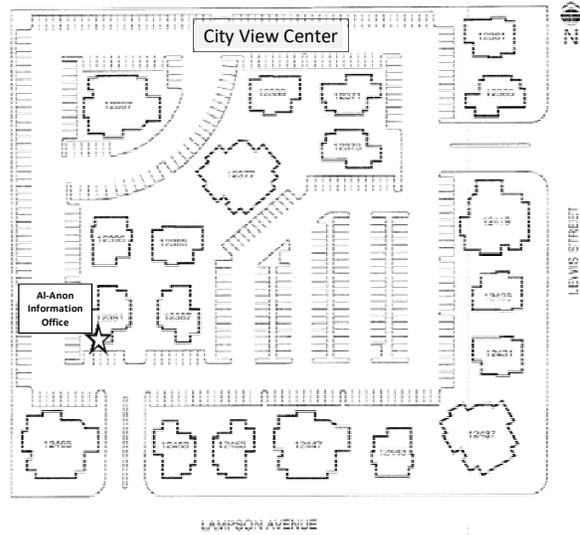
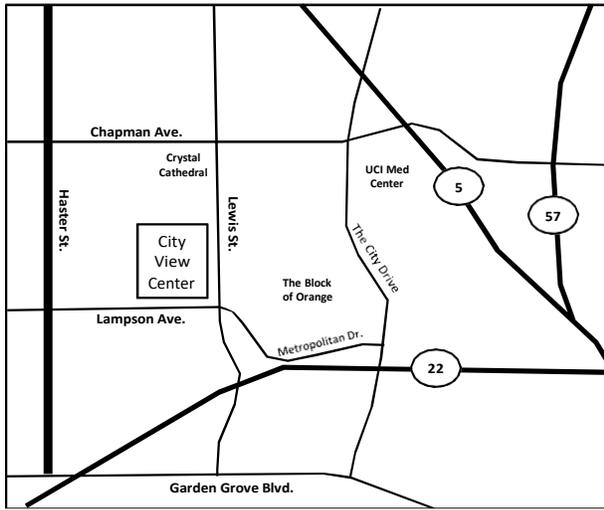
*Articles of Incorporation*



# AL-ANON

Information Service Office of Orange County

12391 Lewis St., Suite 102, Garden Grove, CA 92840 (714) 748-1113



**AL-ANON INFORMATION SERVICE OFFICE OF ORANGE COUNTY**  
**GROUP MANUAL**

**\* \* \* \* \* TABLE of CONTENTS \* \* \* \* \***

<b>MEETING AGENDA</b>	<b>1</b>
<b>GROUP RECORDS</b>	<b>2</b>
<b>DUTIES OF SECRETARY</b>	<b>3</b>
<b>DUTIES OF TREASURER</b>	<b>4</b>
<b>DISBURSEMENT OF GROUP MONIES</b>	<b>4</b>
<b>DUTIES OF PROGRAM CHAIRMAN</b>	<b>6</b>
<b>SUGGESTED GROUP TRUSTED SERVANTS</b>	<b>7</b>
<b>WHERE TO REGISTER GROUPS &amp; OFFICERS</b>	<b>8</b>
<b>DUTIES OF INTERGROUP REPRESENTATIVE</b>	<b>9</b>
<b>NOMINATIONS PROCEDURE</b>	<b>11</b>
<b>BALLOTING PROCEDURE</b>	<b>12</b>
<b>BOOK OF BY-LAWS</b>	<b>14</b>
<b>SERVICE BOARD STRUCTURE</b>	<b>27</b>
<b>ATTACHMENT "A"</b>	<b>28</b>
<b>OFFICE MANUAL</b>	<b>30</b>
<b>ARTICLES OF INCORPORATION</b>	<b>50</b>

Revised and Updated April 1995  
Bylaws amended June 20, 2001  
Appendix I revised June 2000  
Appendix II revised January 2004  
Appendix III revised May 2005  
Amended to include District 57 December 2011

## MEETING AGENDA

THIS IS THE REGULAR (meeting name) AL-ANON MEETING OF (city)

**WELCOME:** (Read by leader from Al-Anon Family Groups)

**SERENITY PRAYER:** (Said in unison)

**PREAMBLE TO TWELVE STEPS:** (Read from Al-Anon Family Groups)

**TWELVE STEPS:** (Read from Al-Anon Family Groups)

**TWELVE TRADITIONS:** (Read from Al-Anon Family Groups)

**THREE OBSTACLES TO  
SUCCESS IN AL-ANON:** (Read from Alcoholism The Family Disease)

**WELCOME TO NEWCOMERS:** (Explain phone list & literature)

**UNDERSTANDING OURSELVES  
(OR)** (from Understanding Ourselves & Alcoholism)

**UNDERSTANDING ALCOHOLISM:**

**INTRODUCTIONS:**

**ANNOUNCEMENTS:** (Secretary, W.S. GR, IR, Other Officers)

### COFFEE BREAK

**REGULAR MEETING:** (According to group format - CAL) Allow newcomers the opportunity for questions or anything they may wish to share during the last 10 or 15 minutes of the meeting.

**TRADITION 7:** Passing the basket (Refer to Al-Anon/Alateen Groups at Work, World Service Manual).

**SUGGESTED CLOSING:** Read by leader from Anon Family Groups

**CLOSING PRAYER:**

---

**Suggested Focus Clause (from P-53 Al-Anon Spoken Here):**

**OUR MEETING DISCUSSIONS DO NOT INCLUDE ANY OTHER PROGRAM OR FELLOWSHIP. WE FOCUS ON OUR COMMON EXPERIENCE--HAVING BEEN AFFECTED BY SOMEONE ELSE'S ALCOHOLISM. AL-ANON IS FOR OUR OWN RECOVERY. WE SHARE OUR EXPERIENCE, STRENGTH, AND HOPE WITH ONE ANOTHER, KEEPING THE FOCUS ON OURSELVES AND THE AL-ANON TOOLS OF RECOVERY.**

*This is a suggested meeting format; Any other readings should be from Al-Anon Conference Approved Literature.*

# AL-ANON GROUP RECORDS

MEETING DATE: \_\_\_\_\_

LEADER: \_\_\_\_\_

READERS:  
SUGGESTED WELCOME \_\_\_\_\_

PREAMBLE TO 12 STEPS \_\_\_\_\_

TWELVE STEPS \_\_\_\_\_

TWELVE TRADITIONS \_\_\_\_\_

THREE OBSTACLES \_\_\_\_\_

UNDERSTANDING OURSELVES  
OR  
UNDERSTANDING ALCOHOLISM \_\_\_\_\_

GENERAL INFORMATION:  
TOPIC OF DISCUSSION: \_\_\_\_\_

SPEAKER: \_\_\_\_\_

ATTENDANCE: \_\_\_\_\_

NEWCOMERS \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

COLLECTION:  
7<sup>th</sup> TRADITION COLLECTION: \$ \_\_\_\_\_

LITERATURE SALES: \$ \_\_\_\_\_

SPECIAL COLLECTIONS: \$ \_\_\_\_\_  
For \_\_\_\_\_

ANNOUNCEMENTS:  
\_\_\_\_\_  
\_\_\_\_\_

**DUTIES OF THE GROUP SECRETARY (Generally a one-year term)**

**Keeps the Orange County Information Office informed of all group officers' names and addresses, including position held and when elected to position.**

**(This is a duty of the Secretary if there is no Intergroup Representative.)**

**At the close of the secretarial term, turns over to the incoming Secretary all literature, guest book and other pertinent information.**

**NOTIFIES THE ORANGE COUNTY INFORMATION OFFICE OF ANY CHANGES IN THE SECRETARY POSITION, LISTING OUTGOING SECRETARY'S NAME AND THE INCOMING SECRETARY'S NAME, ADDRESS, AND PHONE NUMBER.**

**May maintain GUEST BOOK at the meeting to keep an up-to-date list of group members and newcomers' names, addresses, and phone numbers (group conscience).**

**Make announcements at meetings from Orange Blossom in cooperation with Intergroup Representative.**

**Places literature orders as necessary – literature is purchased from the Orange County Office. Monies are obtained from the group treasury for payment.**

**Mentions literature and books available. Advises that literature is for sale as marked (group conscience).**

**Mentions telephone list – confidential telephone list with group member's numbers.**

**Offers an Orange County Meeting Directory, literature, and a phone list to newcomers at close of meeting:**

**Suggested literature Meeting Directory and Newcomers Pack  
Or Meeting Directory and any of the following:  
Information for the Newcomer  
Just for Today  
Guide for the Family  
So You Love an Alcoholic**

**Include a copy of the Forum, the Orange Blossom, or Alateen Talk when available.**

**Orange County (group records and literature orders)  
Al-Anon Information Service Office of Orange County  
12391 Lewis St, Suite 102  
Garden Grove CA 92840 (714) 748-1113**

**DUTIES OF THE GROUP TREASURER (generally a one-year term)**

**Acts as collector, custodian and distributor of group funds.**

**Responsible for collection basket (7th Tradition) at the meeting.**

**Maintains a ledger record of all receipts and disbursements.**

**Responsible for making group contributions to the Orange County Information Office, according to the dictates of the group conscience and the balance of the treasury.**

**Pays the rent for the meeting room.**

**Clearly identifies all Contributions to the office –**

**CITY, DAY OF WEEK, and TIME OF MEETING, or the OC GROUP ID CODE #.**

**Submits a financial report to the group on a monthly basis or at a group inventory meeting (group conscience).**

*(Most groups prefer not to accumulate money beyond current needs and a small reserve. It is always wise to budget for expenses. Refer to Al-Anon/Alateen Service Manual, Financial Policy.)*

**Assists with literature order – provides money order or check to cover the cost of the order.**

**Reimburses for supplies purchased – coffee, napkins, etc.**

**Reimburses the Orange County Intergroup Representative (IR) a reasonable amount for expenses to Intergroup Meetings (Including the contribution).**

**ORANGE COUNTY (group office support)**

**Al-Anon Information Service Office of Orange County  
12391 Lewis St., Suite 102  
Garden Grove CA 92840 (714) 748-1113**

**DISBURSEMENT of GROUP MONIES**

**General Information**

**Most groups prefer not to accumulate money beyond current needs and a small reserve. The balance is disbursed to:**

**INTERGROUP (Orange County Information Service)  
SO CALIFORNIA WORLD SERVICE  
WORLD SERVICE OFFICE (Virginia Beach VA)**

**Group conscience dictates the amount of these contributions.**

## **DISBURSEMENT of GROUP MONIES (continued)**

Collections are made according to Tradition 7 and are to be used only in support of Al-Anon functions. Refer to Al-Anon/Alateen Service Manual, Financial Policy.

## **INTERGROUP**

### **AL-ANON INFORMATION SERVICE OFFICE OF ORANGE COUNTY**

Group contributions are generally made on a monthly basis. Group conscience and the group treasury balance dictate the amount to be contributed to the local office.

Group contributions support the Intergroup Office of Orange County—the cost of the Orange Blossom, Public Information work, Institutions work—as well as the necessary office expenses – telephone, office rent, etc. – which help carry the message of Al-Anon in Orange County.

### **SOUTHERN CALIFORNIA AL-ANON WORLD SERVICE - SCWS**

Many groups in Orange County have a "World Bank" which is passed weekly along with the Tradition 7 basket. The separate monies collected are the responsibility of the WORLD SERVICE GROUP REPRESENTATIVE (WSGR). Generally, this collection is forwarded to the Southern California World Service Treasury and supports Southern California World Service functions for all of Southern California. WS Treasury supports the Delegates' expenses to the World Service Conference to share with Delegates from other states and from around the world.

#### **So. Cal. World Service Treasurer**

Because of SCWS service structure, contact your group's GR or the Orange County Information Office for the name and address of the current Treasurer

### **WORLD SERVICE OFFICE (WSO) – VIRGINIA BEACH, VA**

The World Service Group Representative (WSGR) is the contact for all mail from the WSO.

A "letter of appeal" is received by each group four times yearly from the WSO (February, May, August and November).

Appeal letters are answered in several ways by Orange County groups, according to group conscience:

1. Taking a special collection during the month of the appeal.
2. The contribution may be taken from the treasury.
3. The group is unable to contribute.

**WORLD SERVICE OFFICE (WSO) – VIRGINIA (continued)**

Groups need not make further contributions to the WSO, but if group funds are available, additional contributions are accepted. A return addressed envelope is enclosed with the appeal letter, and the monies are returned directly to the WSO.

AFG, Inc.  
1600 Corporate Landing Pkwy  
Virginia Beach VA 23454  
757 563-1600

**ALL CONTRIBUTIONS:** Regardless of where a contribution is sent, it should be well identified for proper recording.

- Be sure to include:
1. Meeting Address
  2. Meeting Day and Time
  3. District number
  4. Group I. D. Code #
  5. Any other means of identification

**DUTIES OF THE GROUP PROGRAM CHAIRMAN**

1. Arrives early to prepare the meeting room –
  - A. Set up coffee and/or any other refreshments
  - B. Place literature on display
  - C. Take inventory of material and supplies, and purchase as necessary – reimbursed by treasury.
2. If unable to be present at the meeting – arrange for another member to cover.
3. Responsible for obtaining a leader for the following week's meeting.
4. Requests help with clean up after the meeting.
5. Maintains group record.
6. Obtains a SPEAKERS LIST from the office and selects speaker for group meetings.
7. Notifies the Orange County Information Service Office of group activities of interest to other groups for printing in the Orange Blossom.  
(This information should be mailed or called into the office before the 10<sup>th</sup> day of the month prior to the group event.)

## **DUTIES OF THE GROUP PROGRAM CHAIRMAN (continued)**

### **NOTE:**

If the group is small and has no program chairman, these responsibilities are generally carried out by the Group Secretary. Group conscience is the group's guide.

Please identify all information to the Information Office with the meeting city, day and time, and the informant's name and telephone number.

### **OFFICE ADDRESS**

**AL-ANON INFORMATION SERVICE OFFICE of ORANGE COUNTY  
12391 LEWIS ST. SUITE 102  
GARDEN GROVE CA 92840**

### **SUGGESTED GROUP TRUSTED SERVANTS IN AL-ANON SERVICE**

A group representative or alternate group representative is the group representative for the group they serve. They carry the message from the group to the Intergroup or World Service Assembly and bring any message from the service meetings back to the group. They are an important link between the group and Al-Anon service. All Group Representatives are messengers.

### **INTERGROUP REPRESENTATIVE (IR)**

The Intergroup Representative and the Alternate Representative are registered with the Orange County Information Service Office. When registered, they gain voting privileges at the Intergroup meetings. If not registered, they have voice only (no vote). For further details, see the Orange County By-Laws.

### **WORLD SERVICE GROUP REPRESENTATIVE (WSGR)**

The WSGR and Alternate WSGR represent the group at the Southern California Assembly meetings. Again if your group has no representative or has a representative that is not registered with the World Service Records Secretary your representative will have a voice at the meeting; however, will not be able to cast a vote. One vote per group. (See the Al-Anon/Alateen Service Manual for further details.)

### **CONVENTION REPRESENTATIVE**

The Southern California Al-Anon Family Groups (AFG) Convention is held annually in the spring. The Southern California Alcoholics Anonymous (AA) Convention with Al-Anon participation is held annually in the Fall.

Convention Representatives, whether for the AFG Convention or the AA Convention, carry the message from the Convention planning meetings (showing the progress of the convention) back to their groups.

## **HOME GROUP**

The HOME GROUP is the group a representative serves or the group you attend regularly and of which you may become a trusted servant (including any of the aforementioned capacities or as Secretary or Treasurer).

**DUTIES of the Intergroup Representatives and their functions within the Service of Al-Anon and the Group are included in this Manual.**

Whether or not a group has an Intergroup Representative, ALL registered Orange County Groups are recorded at the Orange County Information Service Office and receive the Orange Blossom and all mail pertinent to their group. The same is true with World Service. If a group is registered in the World Service Office (WSO), all mail will be forwarded to the WSGR or the group contact, whether or not the group contributes.

## **WHERE TO REGISTER GROUPS AND OFFICERS**

<b>Orange County Office INTERGROUP (714) 748-1113</b>	<b>Al-Anon Information Service Office of Orange County 12391 Lewis St., Suite 102 Garden Grove CA 92840</b>
---	---

**Southern California World Service Records Secretary**  
*Because of SCWS service structure please contact your group's GR or the Orange County Information Office for the name and address of the current Records Secretary.*

<b>World Service Office (WSO) (757) 563-1600</b>	<b>AFG, Inc 1600 Corporate Landing Pkwy Virginia Beach VA 23454</b>
--	---

**Upon registration with any of these service arms provide full group information:**

- 1. Location and address of meeting (Including City)**
- 2. Meeting Day and Time**
- 3. Names, addresses (including zip codes) and phone numbers of each officer.**

**World Service will send a packet of information for a new group at the time of registration.**

**Southern California World Service will send a letter to the WSGR regarding the functions and responsibilities of the group to the Southern California World Service and within the District.**

**Registration at the Orange County office; be sure to list the name of the Intergroup Representative and the Alternate; also the name of the Secretary, Treasurer, and World Service Group Rep (if any).**

**IN ALL CASES, at the time of registration, give the full group information: Officers' full names, address (zip), phone numbers, and email address.**

## **WHERE TO REGISTER GROUPS AND OFFICERS (continued)**

If your group has no Intergroup Representative or World Service Group Representative, the Secretary or Treasurer will be the contact between the office and the group.

The following items may be shared with the group at meetings: Subscription Copies of the FORUM and ALATEEN TALK received by the WSGR; notices of new literature and TV happenings in which Al-Anon is involved.

The group copy of the Orange Blossom and any pertinent mailing from the Orange County Office is sent to the Intergroup Representative.

### **DUTIES OF THE INTERGROUP REPRESENTATIVE – Orange County**

Each group elects one member for a one year term to represent it in the Intergroup of Orange County. This member is called an Intergroup Representative (IR). (It is strongly suggested that each group elect an Alternate IR.) Each group receives one group conscience vote, which is cast at the Annual Intergroup Meeting by the REGISTERED IR or ALTERNATE IR. Intergroup Representatives and Alternate Intergroup Reps must be REGISTERED to be a voting member of the Intergroup. No vote may be cast if the IR or Alternate IR are not REGISTERED a minimum of five (5) days prior to the election.

Intergroup Representatives are Al-Anon/Alateen members who have one-year membership in the Program. Al-Anon/Alateen members, who are also member of AA, MAY NOT serve as an Intergroup Representative or as a member of the Service Board. (See Al-Anon/Alateen Service Manual)

**INTERGROUP REPRESENTATIVES** are Responsible for:

**REGISTERING AND MAINTAINING CURRENT GROUP RECORDS** by submitting to the Orange County Information Service Office -- IN WRITING:

1. Group Officers' names, addresses and phone numbers.
2. Day, time and location of the group meeting.
3. Twelve Step List of group members willing to receive such calls from the Office.

**ACTING AS SPOKESMAN** for the HOME group and sharing group problems and experiences at Intergroup Meetings.

**ACTING AS A LIAISON** between the HOME group and the Intergroup and sharing information with the HOME group.

**ATTENDING ALL INTERGROUP MEETINGS** on the third Wednesday (7:30P.M.) of the EVEN numbered months (6 meetings per year: February, April, June, August, October and the first Wednesday in December).

**DUTIES OF THE INTERGROUP REPRESENTATIVE (continued)**

**INTERGROUP REPRESENTATIVES are Responsible for:**

**ENCOURAGING NOMINATIONS of eligible members from the group to the Service Board and forwarding that information to the Nominations Chairman.**

**OBTAINING GROUP CONSCIENCE VOTE as to the choice of nominee from Home District to serve on the Service Board, also choice of Chairman-Elect, or any other pertinent decision.**

**CASTING GROUP CONSCIENCE VOTE AT INTERGROUP MEETINGS  
(elections/decisions pertinent to Al-Anon at large in Orange County.)**

**Excerpts from By-Laws of  
AL-ANON INFORMATION SERVICE OFFICE OF ORANGE COUNTY  
(Accepted 8-19-76, Amended 4-19-78, 2-18-87, 2-21-90, 4-19-95, 08-18-99, 06-20-01)**

**NOMINATIONS PROCEDURE**  
**ORANGE COUNTY SERVICE BOARD**

- A. Nominees for Chairman-Elect must have served one year (past or present) on the Service Board. Nominations will be made yearly at the Regular Intergroup Meeting in February.**
- B. Each District (57, 60, 63, 66) should nominate a minimum of three nominees for the Service Board.**
- C. Nominees for each District shall be nominated from the Al-Anon/Alateen group membership of the REGISTERED groups within each District of Orange County (57,60, 63, 66).**
- D. Nominees should not be committed to a like capacity in any other Al-Anon service.**
- E. Nominees should have served one year (past or present) in the capacity of Intergroup Representative.**
- F. Nominees shall be contacted and accept the nomination before their name is submitted to the Nominations Chairman.**
- G. Names of nominees should be forwarded to the Nominations Chairman or to the Orange County Office.**
- H. Each nominee, Chairman-Elect included, shall submit a resume to the Nominations Chairman for publication in the Orange Blossom. The Resume shall contain only Al-Anon background information.**
- I. The Nominations Chairman will present all nominees at the Regular Intergroup Meeting in February, at which time nominations will be closed.**
- J. Flyers will be prepared and mailed 6 weeks prior to the (April) Annual Intergroup Meeting to each Intergroup Representative and will designate those nominees for the Home District to serve on the Service Board and the nominees for Chairman-Elect.**
- K. All nominees should be present at the Regular Intergroup Meeting in February and at the Annual Intergroup Meeting in April. All Chairperson-Elect nominees have to be present at the regular meeting in February and at the annual Intergroup meeting in April.**

Excerpts from By-Laws of  
AL-ANON INFORMATION SERVICE OFFICE OF ORANGE COUNTY  
(Accepted 8-19-76, Amended 4-19-78, 2-18-87, 2-21-90, 4-19-95, 08-18-99,  
06-20-01, 12-7-11, 10-17-18)

## **BALLOTING PROCEDURE - ORANGE COUNTY INTERGROUP**

**Each District will elect two nominees yearly to serve on the Service Board for a two-year term and a Chairman-Elect to serve a one-year term.**

- A. All groups REGISTERED with the Information Service Office of Orange County are eligible to elect an Intergroup Representative and an Alternate Intergroup Representative. Such representatives (if so Elected) must be REGISTERED with the Information Service Office of Orange County to be eligible to cast a vote. NO REGISTERED INTERGROUP REPRESENTATIVE - NO GROUP VOTE.**
- B. Intergroup Representatives will receive a flyer (six weeks prior to the Annual Intergroup Meeting in April) designating those nominees for the HOME District to serve on the Service Board and the nominees for the Chairman-Elect.**
- C. Intergroup Representatives will obtain a group conscience vote of nominees from the HOME District to serve on the Service Board - also - the group conscience vote for - Chairman-Elect.**
- D. Intergroup Representatives will carry group conscience decision to the Annual Intergroup Meeting where the vote will be cast, by closed ballot, by the Intergroup Representative or Alternate Representative (if REGISTERED).**
- E. Intergroup Representatives or Alternate Representatives (if REGISTERED) must attend the Annual Intergroup Meeting to cast the vote for the HOME group. Only REGISTERED REPRESENTATIVES may cast the votes.**
- F. Voting polls will be open one-half hour before the Annual Intergroup Meeting and one-half hour after the meeting commences.**
- G. Intergroup Representatives or Alternate Representatives (if REGISTERED) will contact the REGISTRAR for District ballot upon arrival at the Annual Intergroup Meeting.**

**Each District will be assigned a block of numbers, recorded on the ballot - corresponding with the Registrar's Log.**

- H. Intergroup Representatives or Alternate Representatives (if REGISTERED) will receive the District ballot listing nominees from their HOME District and the nominees for Chairman-Elect.**
- I. Intergroup Representatives or Alternate Representatives will cast one group conscience vote for the Chairman-Elect and one group conscience vote for two nominees from the HOME district to serve on the Service Board.**

- J. A blackboard will carry the names of all nominees from each District.**
- K. Ballots will be counted and tallied on the blackboard during the later portion of the Annual Intergroup Meeting in April.**
- L. The two nominees receiving the greatest number of votes in each District will be deemed to be elected. Names of other nominees and the number of votes cast for each nominee will be held in abeyance to fulfill unexpired terms, if necessary.**
- M. All nominees should be present at the Annual Intergroup Meeting in April.**
- N. Elected Service Board members will be installed at the Regular Intergroup Meeting in June of each year.**
- O. Nominees, if elected to the Service Board, shall relinquish their duties as Intergroup Representatives.**

**BOOK OF BY-LAWS  
OF  
AL-ANON INFORMATION SERVICE OFFICE OF ORANGE COUNTY**

**ARTICLE I OFFICE**

**SECTION 1. Name**

The name of the Corporation is Al-Anon Information Service Office of Orange County.

**SECTION 2. Location**

The office, for the transaction of the business of this Corporation, shall be located in the County of Orange, State of California at such place as the Service Board shall determine.

**SECTION 3. The Objects of this Corporation are:**

- A. To promote unity of purpose, and the growth of Al-Anon and Alateen Groups in Orange County.
- B. To maintain a central business office with paid employees and non-paid volunteers as a clearing house for Al-Anon and Alateen activities.
- C. To provide information and serve as an educational resource to anyone seeking help in the solution of problems connected with an alcoholic spouse, relative or friend.
- D. To serve as the communications center for the member groups with respect to matters of local area policy, publicity and interest.
- E. To be guided in all activities by the 12 Suggested Steps, the 12 Traditions and the 12 Concepts of Service of Al-Anon.

**SECTION 4. Objects Excluded:**

- A. Al-Anon and Alateen matters of policy and publicity at the national or international level, since this is the function and responsibility of the Al-Anon Family Group Headquarters, Inc. (W.S.O.)
- B. The operation and maintenance of a club or clubhouse.

**ARTICLE II MEMBERSHIP**

**SECTION 1. Intergroup**

- A. Any person with a minimum of one year in Al-Anon may be selected as an Intergroup Representative (IR) or as an Alternate Intergroup Representative, of any REGISTERED AL-ANON FAMILY GROUP in the FOUR Orange County Districts (District 57, 60, 63, and 66) and shall automatically become a member of this Corporation. No member of A.A. may serve.

## **ARTICLE II, SECTION 1. Continued**

- B. Upon registration, there shall be forwarded to the Group, a copy of the Articles of Incorporation and the by-laws.**
- C. Intergroup Representatives shall be eligible for membership in the Corporation after submitting, to the Information Service Office, in writing:**
  - 1. The REGISTERED Intergroup Representative, Alternate Representative (if any) and Group Officers' names.**
  - 2. The meeting day, time and location of the group.**
  - 3. An indication that the Group members will be willing to accept 12 Step work, and abide by the 12 Traditions of Al-Anon Family Groups.**

### **SECTION 2. Withdrawal of Membership**

Each group shall have the right to withdraw its Intergroup Representative at any time, and, upon the withdrawal of an Intergroup Representative by the group, his/her membership in the Corporation shall automatically terminate.

### **SECTION 3. Requirements for eligibility**

Intergroup Representatives shall continue to be eligible for membership in the Corporation by submitting to the Information Service Office of Orange County, in writing:

- A. All changes in Intergroup Representatives (IR's) Alternate Intergroup Representatives and Officers.**
- B. All changes in meeting day, time and location of groups.**

### **SECTION 4. Financial Support**

Membership is not dependent upon financial contribution from the groups or Intergroup Representatives, but traditionally, each group supports the Corporation either by monthly pledges or by special contributions. This financial support is the main income for the operation of the Corporation. Financial support is not a prerequisite to continuing membership in the Corporation.

## **ARTICLE III MEETINGS**

### **SECTION 1. Intergroup Meetings**

Meetings shall be ANNUAL Meetings, REGULAR Intergroup Meetings, SERVICE BOARD Meetings, and SPECIAL Meetings.

### **SECTION 2. Annual Meetings**

The ANNUAL Meeting of the members of this Corporation shall be held during the month of APRIL of each year at a date and place to be determined by the Service Board.

## **ARTICLE III (Continued)**

### **SECTION 3. Regular Meetings**

- A. The REGULAR Meetings of the Intergroup Representatives or members of this Corporation shall be held at least once every EVEN month (February, April, etc.) at a place to be determined by the Service Board.**
- B. Fifteen percent (15%) of the membership shall constitute a quorum for an Intergroup Meeting, except for the Amendment of the By-Laws. In the absence of a quorum, the meeting shall be held to carry information but no business shall be transacted. A subsequent meeting may be called by written notice to the REGISTERED Intergroup Representatives at least ten (10) days prior to the meeting, at which time ten percent (10%) of the membership shall constitute a quorum.**
- C. The agenda shall include:**
  - 1. Reading of the minutes of the last REGULAR meeting, any SPECIAL meetings, and a summary of business discussed at the last SERVICE BOARD meeting.**
  - 2. Reports of the Chairman, Treasurer, Standing and Special Committee Chairmen.**
  - 3. Obtaining a quorum count.**
  - 4. Unfinished Business (old business)**
  - 5. New Business**
  - 6. Adjournment**
- D. ALL MOTIONS at ALL INTERGROUP MEETINGS must be made and seconded by REGISTERED Intergroup Representatives or Registered Alternates.**

### **SECTION 4. Service Board Meetings**

- A. SERVICE BOARD Meetings shall be held on the THIRD WEDNESDAY of each ODD month (January, March, etc.) unless this date falls on a holiday and then at the discretion of the Chairman.**
- B. The presence of a majority of the Service Board shall constitute a quorum. In the absence of a quorum, the meeting may be held but no business acted upon.**
- C. The agenda shall include the following items, but may be varied at the discretion of the Chairman:**
  - 1. Reading of the minutes of the last REGULAR meeting of the Service Board and of any SPECIAL meetings.**
  - 2. Hear report from office worker - after which he/she may be excused.**
  - 3. Reports of the Treasurer, Standing and Special Committee Chairmen.**
  - 4. Obtaining a quorum count.**
  - 5. Unfinished Business (old business)**
  - 6. New Business**
  - 7. Adjournment**
- D. All meetings of the Service Board shall be open to any member of any registered group.**

## **ARTICLE III Continued**

### **SECTION 5. Special Meetings**

- A. Special Meetings may be called by the Chairman, or at the written request of three (3) or more members of the Corporation.**
- B. Special Meetings shall be called by written notice, mailed to each Intergroup Representative at least ten (10) days before the time of the meeting. Such notice shall state the purpose of the meeting, and no other business shall be acted upon at the special meeting, except that stated in the notice.**
- C. Rules governing quorum for Intergroup Meetings and Service Board Meetings shall also govern for Special Meetings, depending upon whether the Special Meeting is held for the Service Board or for the Intergroup as a whole. In the absence of a quorum, the meeting may be held but no business transacted.**

### **SECTION 6. Voting**

**At all REGULAR or SPECIAL meetings, each REGISTERED Group shall have one vote. This vote is to be cast by the REGISTERED Intergroup Representative or REGISTERED Alternate of each REGISTERED AI-Anon Group.**

## **ARTICLE IV SERVICE BOARD**

### **SECTION 1. Membership**

- A. The Service Board shall consist of the Chairman, Chairman-Elect and sixteen members who have voice and vote, but the Chair and Chair-elect will maintain impartiality with due diligence (four members from each District – 57, 60, 63 and 66), to be elected by the registered Intergroup Representatives.**
- B. All former Intergroup Chairmen of the Service Board shall be ex-officio members of the Service Board with voice but no vote, except in the event of a tie vote. Also, during the year following his/her Chairmanship, he/she will act as Parliamentarian for the Intergroup, Service Board and Special Meetings.**

### **SECTION 2. Chairman - Eligibility**

**The person serving in the capacity of Chairman-Elect will serve the ensuing year as Chairman. That person shall not be committed to a like capacity in any other AI-Anon Service.**

### **SECTION 3 Chairman-Elect - Eligibility**

**Any person who has served as a member of the Service Board for at least one year and is not committed to a like capacity in any other AI-Anon Service, shall be eligible to serve as Chairman-Elect.**

## **ARTICLE IV Continued**

### **SECTION 4. Service Board - Eligibility**

- A. Any person who is a member of any REGISTERED Group and has served as an Intergroup Representative for at least one year and is not committed to a like capacity in any other Al-Anon Service, shall be eligible for election as a member to the Service Board.**
- B. No elected member of the Service Board (including Chairman) shall be eligible for re-election to the Service Board.**

## **ARTICLE V SERVICE BOARD ELECTION**

### **SECTION 1. Chairperson**

- A. Nominations**
  - 1. Should the Chairman-Elect be unable to advance to the Chairmanship, one or more persons from the past or present Orange County Service Board shall be nominated for Chairman at the regular meeting of the Intergroup Representatives to be held in February of each year.**
  - 2. Each nominee, upon accepting the nomination, shall submit a brief Al-Anon resume to be published in the Newsletter.**
- B. Election**
  - 1. Should the Chairman-Elect be unable to advance to the Chairmanship, a Chairman shall be elected by the Intergroup Representatives at the ANNUAL Meeting to serve for a period of one year. The nominee receiving the greater number of votes shall be deemed to be elected.**

### **SECTION 2. Chairperson-Elect**

- A. Nomination**
  - 1. One or more persons from the present or past Orange County Service Board shall be nominated for office of Chairman-Elect at the regular meeting of the Intergroup Representatives to be held in February of each year.**
  - 2. Each nominee, upon accepting the nomination, shall submit a brief Al-Anon resume to be published in the Newsletter.**
- B. Election**
  - 1. The Chairman-Elect shall be elected for a period of one year by the Intergroup Representatives (Group Conscience vote) at the ANNUAL Meeting to be held in APRIL of each year. The nominee receiving the greater number of votes shall be deemed to be elected.**

## **ARTICLE V Continued**

### **SECTION 3. Service Board**

#### **A. Nominations**

1. The Intergroup Representatives shall nominate at least three (3) Al-Anon members from each District at the REGULAR Meeting of the Intergroup Representatives - to be held in FEBRUARY of each year. Nominations will close at this time.
  - a. Nominees shall be contacted and accept the nomination before such time as their name is submitted.
  - b. Nominees for each district are made from among the Intergroup Representatives of the groups within the nominees' home district.
  - c. Nominees should have served one year (past or present) in the capacity of Intergroup Representative for a group within the three Orange County Districts.
  - d. Nominees should not be committed to a like capacity in any other Al-Anon Service.

#### **B. Election**

1. The Service Board members shall be elected to serve for a period of two years by the Intergroup Representatives at the annual meeting to be held in April of each year. The eight persons receiving the greatest number of votes shall be deemed to be elected; i.e., two members from each district (57,60, 63 and 66).
2. In the event the person elected as Chairman-Elect is, at the time of such election, a member of the Service Board, a third person will be elected from the Home District to serve the unexpired term.
3. Service Board members shall not continue to act in the capacity of Intergroup Representative.

### **SECTION 4. Voting**

Voting for Chairman-Elect and Service Board members shall be by written ballot at the ANNUAL Meeting to held in APRIL of each year.

### **SECTION 5. Balloting**

- A. A flyer shall be mailed to each group at least six (6) weeks prior to the date of the election, which will indicate only those Service Board nominees for the Home District and also nominees for the Chairman- Elect.
- B. Polls at the ANNUAL Meeting will open one-half hour before the meeting commences and close one-half hour after the meeting commences.
- C. District ballots will be obtained at the ANNUAL Meeting to allow REGISTERED Intergroup Representatives to cast their group conscience vote.
- D. Written ballots cast by Intergroup Representatives at the ANNUAL Meeting shall be counted and tallied on the blackboard.

### **SECTION 6. Installation**

The Chairman, Chairman-Elect and Service Board Members shall be installed at the REGULAR Intergroup Meeting to be held in JUNE of each year.

## **ARTICLE VI DUTIES OF THE SERVICE BOARD**

### **SECTION 1. Service Board**

- A. At the first meeting of the Service Board following their election, the Board shall affirm the Chairman's appointment of persons selected from among their members to serve as Secretary and Treasurer for the ensuing year or at the discretion of the Service Board.**
  
- B. The Service Board shall:**
  - 1. have the obligation to carry on the day to day activities and business affairs of the Information Service Office of Orange County as set down in the Office Manual.**
  - 2. make such decisions as are necessary to carry on the general purposes of the groups in the handling of questions pertaining to Public Information and Intergroup activities as the same may arise.**
  - 3. submit to, and follow, the directives of the Intergroup Representatives on matters of general policies and programs, which affect the Al-Anon Groups of Orange County, providing the policies and programs are within the framework of the Twelve Traditions.**
  - 4. attend all REGULAR and SPECIAL Meetings of the Service Board and of the Intergroup Representatives.**
  - 5. report proceedings of each of its meetings to Intergroup Representatives at their next REGULAR Meetings.**
  - 6. authorize capital expenditures not to exceed \$1,000; but does not have the authority to enter into contract agreements without the approval of the Intergroup Representatives.**
  - 7. refer all matters arising in the Service Board Meetings which require discussion and action on the part of the Intergroup Representatives, to the next REGULAR Intergroup Representatives Meeting.**
  - 8. determine which special committees are necessary.**
  - 9. review activities of, and act as an advisory body to all committees.**
  - 10. if a Service Board position is vacated, appoint the person who received the next greatest number of votes cast at the ANNUAL Meeting to serve the unexpired term.**
    - a. Such person is appointed from the list of names from within the Home District of the resigned.**
    - b. If no such list is available, appointment is made from Intergroup Representatives within the Home District of the resigned.**

### **SECTION 2. Duties of the Chairperson**

- A. Preside at all meetings of the Service Board, Intergroup and Special Meetings or designate the Chairman-Elect or any member of the Service Board to act in this capacity.**
  
- B. Appoint from among the elected Service Board members, a Secretary, a Treasurer, and a Chairman for each Standing Committee.**
  
- C. Act as an ex-officio member of all Standing Committees except the Nominations Committee.**
  
- D. Form Standing Committees as he/she, together with the Service Board, shall deem necessary for the welfare and operation of the groups.**

## **ARTICLE VI, SECTION 2. Continued**

- E. Sign all Al-Anon Family Group checks, subject to the approval of the Service Board, provided however, such checks bear the counter-signature of the Secretary, Treasurer or Chairman-Elect.**
- F. Be responsible for the administration of the Service Board and maintain contact with the committees.**
- G. READ THE BY-LAWS at the FIRST Service Board Meeting of the year.**
- H. Serve as proofreader for the Orange Blossom or request another Service Board member to do so.**
- I. Each year, at the beginning of his/her term of office, the Chairperson will call a meeting of the Board Officers and Office Coordinator at which time they will familiarize themselves with the Security Procedure/Policy Plan and sign new bank signature cards.**

### **SECTION 3. Duties of the Chairperson-Elect**

- A. Officiate in the absence of the Chairperson.**
- B. Assist the Chairperson at Intergroup and Service Board Meetings.**
- C. Be understudy to the Chairmanship in preparation to serve as Chairperson the ensuing year.**
- D. Serve the unexpired term of the Chairperson, if necessary.**
- E. Serve as the Program Chairperson for the Intergroup Meetings.**
- F. Assist the Immediate Past Chairperson to coordinate the Annual Orange County Information Service Office Anniversary Celebration held every September.**
- G. Serve as direct Employee Liaison.**

### **SECTION 4. Duties of the Secretary**

**Be responsible for:**

- A. Recording minutes of all Service Board, Intergroup and Special Meetings; submitting a copy to the Chairman, Service Board members and retaining a copy in the Office files.**
- B. Maintaining a special file of all motions made at Service Board Meetings and Intergroup or Special Meetings.**
- C. Mailing ALL notices and correspondence to members of the Intergroup and Service Board; submitting a copy to the Chairman and retaining a copy in the Office files.**
- D. Recording the attendance at Service Board, Intergroup and Special Meetings.**
- E. Recording in the minutes of the ANNUAL Meeting, the number of votes cast for each nominee in each District.**

## **ARTICLE VI, SECTION 4 Continued**

- F. Informing the office coordinator of any necessary changes to the Office Manual or by-laws due to motions made and approved by the Service Board or Intergroup.**
- G. Type Thank You letters for donations made to the Information Office within two weeks of receiving donation information. Give Thank You letter to the Office for mailing.**
- H. At each Intergroup Meeting, report a summary of old (unfinished) business, new business, and any motions that were passed from the previous month's Service Board Meeting.**

### **SECTION 5. Duties of the Treasurer**

**Be responsible for:**

- A. Confirming that the following is completed by the Office Coordinator:
  - 1. Balancing of the books monthly.**
  - 2. Reconciling bank statements monthly.**
  - 3. Preparation of Sales Tax Reports.**
  - 4. Preparation of monthly financial reports.**
  - 5. Preparation and filing of Quarterly Payroll Tax Reports to both Internal Revenue Service and the Employment Development Department.**
  - 6. Preparation and filing of yearly Income Tax Return.**
  - 7. Any other financial reports as may be required.****
- B. Preparing biweekly payroll checks for paid personnel, or if unable to, delegating the preparation to another Officer (i.e., Chairperson-Elect).**
- C. Submitting a financial report at each Intergroup Representative's Meeting and Service Board Meeting.**
- D. Conducting yearly audit of books.**
- E. Proposing an operating budget for AI-Anon Information Service Office of Orange County and Service Board members, to be voted upon and approved by the Service Board.**
- F. Serving as a participant for any ad hoc committee in which financial changes would occur.**
- G. Co-signing, along with another authorized Service Board officer (i.e., Chairperson), all checks distributed for the purposes of payroll, taxes and bills, on a bi-weekly or as needed basis. In case of Treasurer's absence, two authorized Service Board officers (i.e., Chairperson and Chairperson-elect) may co-sign the checks.**

### **SECTION 6. Duties of Immediate Past Chairman**

- A. Ex-officio member - serving as Advisor and Parliamentarian for the ensuing year of term of office.**
- B. Coordinate the Annual Orange County Information Service Office Anniversary Celebration held every September, with the assistance of the Chairperson-Elect.**

## **ARTICLE VII STANDING COMMITTEES**

### **SECTION 1. Standing Committees shall be:**

- A. News Editor(s) (Orange Blossom). This committee shall:**
  - 1. Consist of at least one Service Board member, but no more than two Service Board members, acting as chairperson(s).**
  - 2. Be responsible for the publication of the monthly newsletter.**
  - 3. Carry out the responsibilities of this committee by enlisting Al-Anon members to help with those activities as needed.**
  
- B. Nominations/Historian Chairperson(s) This committee shall:**

**(For Nominations)**

  - 1. Consist of at least one Service Board member, but no more than two Service Board members, acting as chairperson(s).**
  - 2. Present the slate of names of nominees at the FEBRUARY Intergroup Representatives Meeting.**
  - 3. Count and tally ballots on blackboard at ANNUAL Meeting.**
  - 4. Retain a record of nominees and balloting results in Office files.**
  - 5. Carry out the responsibilities of this committee by enlisting Al-Anon members to help with those activities as needed.**

**(As Historian)**

  - 1. Collect from all Standing Committee Chairperson(s) and Liaison - any historical articles for records and retain same in Office.**
  
- C. Public Information Chairperson(s) This Committee shall:**
  - 1. Consist of at least one Service Board member, but no more than three Service Board members, acting as chairperson(s).**
  - 2. Be responsible for Public Information activities at the local Orange County level.**
  - 3. Serve as a member of the Public Information Committee with the P.I. Coordinator of World Service.**
  - 4. Carry out the responsibilities of this committee by enlisting Al-Anon members to help with those activities.**
  
- D. Alateen Activities Chairperson(s) This Committee shall:**
  - 1. Consist of at least one Service Board member, but no more than three Service Board members, acting as chairperson(s).**
  - 2. Serve as a member of the Alateen Activities Committee with the Alateen Coordinator of World Service.**
  - 3. Be responsible for maintaining an up-to-date list of Alateen sponsors at the Information Service Office.**
  - 4. Carry out the responsibilities of this committee by enlisting Al-Anon members to help with those activities as needed.**

## **ARTICLE VII, SECTION 1.E Continued**

- E. Round Robin/Fundraising and Telephone Coverage Chairperson(s) This committee shall:**
- 1. Consist of at least one Service Board member, but no more than two Service Board members, acting as chairperson(s).**
  - 2. Be responsible for the arrangements of Orange County Round Robins - held every three months.**
  - 3. Ensure Service Office phone coverage for weekends and holidays**
  - 4. Maintain a record of hosting groups and District locations where Round Robins were held.**
  - 5. Submit to the Service board for approval, fundraising ideas.**
  - 6. Be responsible for arranging approved fundraising events for the benefit of the Al-Anon Information Service of Orange County.**
  - 7. Carry out the responsibilities of this committee by enlisting Al-Anon members to help with those activities as needed.**
- F. Institutions Chairperson(s) This committee shall:**
- 1. Consist of at least one Service Board member, but no more than three Service Board members, acting as chairperson(s).**
  - 2. Be responsible for Hospital & Institutions activities at the local Orange County level.**
  - 3. Serve as a member of the Hospital & Institutions Committee with the H & I Coordinator of World Service.**
  - 4. Be responsible for maintaining an up-to-date list of panels, coordinators, panel leaders, panel locations, and facility contacts at the Information Service Office.**
  - 5. Carry out the responsibilities of this committee by enlisting Al-Anon members to help with those activities as needed.**
- G. World Service Liaison (W.S.) This committee shall:**
- 1. Consist of at least one Service Board member, but no more that two Service Board Members, acting as chairperson(s).**
  - 2. Shall be responsible to attend Southern California World Service Assembly and Committee meetings (4 annually) to carry information between the Service Board/Intergroup of Orange County and Southern California World Service.**
  - 3. Be responsible for carrying information between each of the four District meetings and the Service Board/Intergroup of Orange County.**

## **ARTICLE VIII SERVICE BOARD LIAISON MEMBERS**

### **SECTION 1. Appointed Liaison members shall be:**

- A. Foreign Language Liaison (Non-English)**
- 1. Shall be appointed by the Chairman - one liaison for each non-English speaking area (Spanish, etc.).**
  - 2. Shall be a member of the Service Board with voice but no vote.**
  - 3. Be responsible to carry information between the Service Board and the non-English speaking groups, to help better serve their needs.**
  - 4. Spanish Liaison shall be responsible to carry information between District 64 and the Service Board of Orange County.**

## **ARTICLE VIII, SECTION 1.A Continued**

### **B. Alateen Liaison**

1. Shall be appointed by the Alateen Activities Chairman - one Alateen member from each Orange County District (57,60, 63, and 66).
2. Shall be members of the Alateen Activities Chairman's Committee - with voice but no vote.
3. Be responsible to carry the Alateen message to the Service Board.

## **ARTICLE IX EMPLOYEES**

### **SECTION 1. Selection / Duties**

- A. The Service Board shall have the right to select such employees as it may deem necessary - as set down in the Office Manual. No paid employee may continue to act as a member of the Service Board.
- B. The salaried employee(s) DOES NOT decide POLICY and is under the DIRECT SUPERVISION of the SERVICE BOARD.
- C. The salaried employee(s) shall discharge the business functions of the Information Service Office of Orange County and supervise volunteer help. The employee(s) shall also be responsible for the maintenance and protection of the records of the Office.
- D. One salaried employee shall attend a portion of the Bi-monthly Service Board Meeting to report on the activities and needs of the office, after which he/she may be excused.

### **SECTION 2. Compensation of the Salaried Employee**

- A. The Service board shall determine salaries, with an annual review (as set down in the Office Manual). It should be remembered that the paid staff employee(s) are individuals with special skills, and compensation should be on a scale with what their skill would justify on the employment market.
- B. Any change in salary is to be reported to the Intergroup Representatives at the next Intergroup Meeting.

### **SECTION 3. Anonymity**

The salaried employee(s) and the volunteers shall zealously guard the anonymity of all members of AI-Anon, Alateen and AA, and SHALL NEVER, under any circumstances, break any individual's anonymity unless directly authorized to do so by such individual.

## **ARTICLE X REMOVAL OF SERVICE BOARD MEMBERS**

### **SECTION 1. By Service**

The Service Board may remove, by majority vote, any member, including the Chairman, who fails to attend two (2) consecutive meetings (unexcused) of the Service Board.

## **ARTICLE X, SECTION 1 Continued**

### **SECTION 2. By the Intergroup Representatives**

The Intergroup Representatives, at any REGULAR or SPECIAL Meeting, may remove from office - The Chairman or any Service Board member by a motion duly made, seconded, and carried by a 2/3 vote of the Quorum (a Quorum being 15% of the REGISTERED Intergroup Representatives membership).

## **ARTICLE XI FINANCES**

### **SECTION 1. Acceptance of Contributions**

The acceptance of contributions are in accordance with the policy of the World Service Office, as stated in the Al-Anon Service Manual (noted under DIGEST OF POLICY - Finances), and as set forth in Attachment "A" to this document.

### **SECTION 2. Trustee**

The Information Service Office of Orange County shall not act as a trustee of any trust; nor shall any funds be used specifically for investment purposes.

## **ARTICLE XII RULES OF PROCEDURE**

### **SECTION 1. Roberts Rules of Order**

The rules contained in Roberts Rules of Order, Revised, shall act as a guide for the Chairman unless otherwise provided for in these By-Laws.

### **SECTION 2. Knowledge-Based Decision Making will be used for voting procedures.**

## **ARTICLE XIII AMENDMENT OF BY-LAWS**

### **SECTION 1. Procedure**

These By-Laws may be amended and/or repealed in part or in whole at any REGULAR Intergroup Representatives Meeting by an affirmative vote of 2/3 of the members there present, provided a copy of the proposed amendment(s) and/or repeal(s) is presented to each Intergroup Representative in writing, at least four (4) weeks before the meeting - at which time the action is to be taken on the amendment(s) repeal(s). But, if at such meeting, the proposed amendment(s) and/or repeal(s) is not adopted, a revised amendment(s) and/or repeal(s) is referred to the next Intergroup Representatives Meeting.

**By-laws of AL-ANON INFORMATION SERVICE OFFICE OF ORANGE COUNTY**

**Accepted 08-19-76**

(Amended: 04-19-78, 02-18-87, 02-21-90, 08-21-91, 04-19-95, 08-18-99, 06-20-01, 12-7-11, 10-17-18)

## **SERVICE BOARD STRUCTURE:**

**Shall consist of:**

**16 Service Board Members (4 members each District)**

**1 Intergroup/Service Board Chairperson**

**1 Intergroup/Service Board Chairperson-Elect**

**18 Total members serving each year**

### **OFFICERS: (4 seats)**

**Chairperson**

**Chairperson-Elect**

**Secretary**

**Treasurer**

### **STANDING COMMITTEES: (14 seats)**

**News Editor(s)**

**Public Information Chairperson(s)**

**Alateen Activities Chairperson(s)**

**Nominations/Historian Chairperson(s)**

**Round Robin/Fundraising Chairperson(s)**

**Institutions Chairperson(s)**

**World Service Liaison**

### **LIAISON POSITIONS:**

**Foreign Language Liaison**

**Appointed by Chairperson**

**One (1) for each non-English speaking area**

**Member of Service Board; voice – no vote**

**Alateen Liaison (Alateen members): (4)**

**One Alateen from each district**

**Not members of Service Board; voice – no vote**

### **PAST CHAIRPERSON:**

**Ex-officio member – serving as Advisor and Parliamentarian for ensuing year of term of office.**

*Program Chairperson will be duty of Chairperson-Elect*

*Service Board term is from July 1<sup>st</sup> to June 30<sup>th</sup> of each year.*

*Eight members elected yearly – eight members remain yearly – each member serves two-year term*

Excerpts from:

By-laws of Al-Anon Information Service Office of Orange County

Accepted 08-19-76, Amended 04-19-78, 02-18-87, 02-21-90, 08-21-91, 04-19-95, 08-18-99, 06-20-01, 12/7/11

## ATTACHMENT "A" to By-Laws

Reference to: ARTICLE XI FINANCES, SECTION 1.

### *Appeal*

Since it is not possible to maintain a list of all members of Orange County Al-Anon, the appeal letters are mailed to the groups' contact address of record. It is requested that the letter be read at three successive meetings followed by a special collection other than the regular group collection. This gives each member an opportunity to participate in Twelfth Step work beyond the group level.

### *Individual Contributions*

At any time during the year, individuals may contribute directly to the Orange County Al-Anon Information Service Office, indicating their membership since Al-Anon is self-supporting. The limit on individual contributions is \$10,000 per year.

### *Birthday Plan*

The Birthday Plan is an optional means of members expressing their gratitude to Al-Anon by contributing a dollar a year for each year's membership. Members of the Intergroup stimulate interest in this plan.

### *Memorial Contributions*

Any Al-Anon or Alateen member may make contributions to the Orange County Al-Anon Information Service Office in memory of anyone who is deceased.

### *Bequests*

The Orange County Al-Anon Information Service Office may accept a *one-time* legacy from an Al-Anon member in any amount up to \$100,000. (Contact the office for details.)

### *Contributions--Groups*

Groups usually make donations to the Orange County Al-Anon Information Service Office on a regular basis without limit.

### *Contributions to Orange County Al-Anon -- Other*

#### *Al-Anon Service Contributions*

Districts (57,60, 63, 66) may also contribute directly to the Orange County Al-Anon Information Service Office without limit.

#### *Al-Anon and Alateen Conventions*

A portion of the funds derived from Al-Anon and Alateen conventions is often contributed to the Orange County Al-Anon Information Service Office.

#### *AA Conferences/Conventions*

Contributions received from AA conferences/conventions that are offered to Al-Anon as acknowledgement of its participation in these functions may be accepted by the Orange County Al-Anon Information Office.

#### *Earmarking Funds*

All regular contributions are allocated to the General Fund. Contributions cannot be earmarked for special purposes unless recommended by the Intergroup.

(In accordance with the policy of the WSO, SERVICE MANUAL 2002-2004; pgs. 73-75.)



# OFFICE MANUAL

## *AL-ANON INFORMATION SERVICE OFFICE OF ORANGE COUNTY*

<b>SECTION I</b>	<b>Introduction</b>	<b>31</b>
<b>SECTION II</b>	<b>Functions of the Information Service Office`</b>	<b>31/32</b>
<b>SECTION III</b>	<b>Service Board Responsibilities</b>	<b>32</b>
<b>SECTION IV</b>	<b>Office Coordinator</b>	<b>33/34</b>
<b>SECTION V</b>	<b>Office Volunteers</b>	<b>34</b>
<b>SECTION VI</b>	<b>Personnel Policy</b>	<b>35-37</b>
<b>SECTION VII</b>	<b>Orange Blossom Policies</b>	<b>37</b>
<b>SECTION VIII</b>	<b>Financial Policies</b>	<b>37/38</b>
<b>SECTION IX</b>	<b>Literature Policies</b>	<b>38</b>
<b>APPENDIX I</b>	<b>Office Volunteers</b>	<b>40</b>
<b>APPENDIX II</b>	<b>Orange Blossom</b>	<b>44</b>
<b>APPENDIX III</b>	<b>Office Coordinator Review</b>	<b>46</b>
<b>APPENDIX IV</b>	<b>Orange County Al-Anon Office Coordinator Duties and Responsibilities</b>	<b>47-49</b>

Revised May 2012

## I INTRODUCTION

The Al-Anon Information Service Office of Orange County has grown considerably since its incorporation on November 24, 1975. Since its opening in September 1974, the business office has been in a constant state of change to meet the needs of the fellowship and the community at large. Through the years, many people have contributed their experience, strength and hope. Although they remain anonymous, the evidence of their work is apparent. Appreciation is expressed to those who laid the foundation, to those presently carrying on the work, and also to those in the future who will continue to support the success of the Al-Anon Information Service Office of Orange County.

This Manual is designed as a written guide for the business office operation under the framework of the 12 Traditions *and* the 12 Concepts of Service. It is an outline of the responsibilities of the Office Coordinator, the office workers and volunteers and members of the Service Board. Each individual, whether Board member, employee, or office volunteer, needs to responsibility for becoming familiar with this Manual. *(Corrections or suggested changes to this Manual should be presented to the Service Board and will be considered accepted on a 2/3 majority vote.)*

## II. FUNCTION OF THE AL-ANON INFORMATION SERVICE OFFICE

- A. Provide information concerning Al-Anon/Alateen services. Supply pertinent information, upon request, to individuals or outside agencies interested in the effects of alcoholism upon families and friends.
- B. Refer 12-Step calls to Al-Anon or Alateen member (as applicable) in the proper areas.
- C. Assist Orange County Al-Anon/Alateen groups in carrying the Al-Anon/Alateen message by:
  - 1. maintaining and supplying literature.
  - 2. maintaining accurate, up-to-date lists and information regarding:
    - a. addresses and locations of the Al-Anon/Alateen groups to whom the Office is responsible.
    - b. names, addresses and telephone numbers of Intergroup Representatives and Alternates, group Secretaries and group Treasurers. (names and telephone numbers of other group contacts may be listed.) This information is for office use only and is not available to the public or to membership at large.

## **FUNCTION OF, Maintain Information regarding, continued**

- c. speaker's list--listing only first name and last initial, (or last name with consent), city and phone number and whether AI-Anon or Alateen (only for distribution to registered group officer or group contact).
  - d. names and phone numbers of AI-Anon/Alateen members available to take 12-Step calls (suggested AI-Anon/Alateen only, one year active in Program and currently attending meetings).
  - e. Special events for groups and all services of AI-Anon/Alateen (Intergroup, Committees, World Service District Representatives, Public Information, Hospital and Institutions and Alateen.
3. publishing the Orange County Meeting Directory.
  4. publishing the Orange Blossom.
  5. acting as a clearinghouse for correspondence and channeling letters and mail to the appropriate persons.
  6. keeping books and records, not only for the purpose of making an accounting to the groups of income and disbursements, but also to state, federal and local agencies.
  7. referring all questions of controversy regarding Office policy to the Service Board Chairman and Office Coordinator.

**D. Maintain history/archive file of Office growth (Nominations & Historian).**

## **III. SERVICE BOARD RESPONSIBILITIES TO THE OFFICE**

- A. Keep the Office operating in compliance with the Office functions and within the framework of the Twelve Traditions and Twelve Concepts of Service.**
- B. Pass its approval on Chairman's selection of an Office Coordinator, either from the Service Board or from the membership at large. Due consideration should be given to the qualifications of the person being considered. (It is not enough to merely be willing to serve.)**
- C. Receive reports, recommendations and ideas from the Office Coordinator, and in coordination, formulate necessary policies.**
- D. The Office Coordinator to receive direction from the Service Board Chairman as decided by the Service Board.**
- E. The current Chairman-Elect shall act as spokesperson for paid staff members when deemed necessary.**

- F. The following matter is not to be removed from the AI-Anon Office:**
- 1. Legal papers**
  - 2. Tax files**
  - 3. Payroll records**
  - 4. Personnel files and employee records (specific employee information, salaries, evaluations, etc., are not available to the membership at large).**
  - 5. Security Procedure/Policy File**
  - 6. Office Equipment (computers, copiers, printers. Etc.)**

#### **IV. OFFICE COORDINATOR**

##### **A. Qualifications**

- 1. Have a working knowledge of office procedure.**
- 2. Be available to contact the office workers, either by telephone or in person.**
- 3. Be able to work with people so that the Office affairs are conducted in a harmonious and efficient manner.**
- 4. Be prepared to make reports to the Service Board and at Intergroup meetings.**
- 5. Be an active member of AI-Anon only (not an AA member) for a minimum of one year and regularly attending meetings.**

##### **B. Responsibilities of Office Coordinator**

- 1. Directly responsible to the Service Board Chairman and the Service Board.**
- 2. Responsible for the operation of the office in compliance with the Information Service policies and all Federal, State and local legal requirements.**
- 3. Keep a record of volunteers and schedule as needed.**
- 4. Specific duties are:**
  - a. See that the Office is open and staffed during the established office hours.**
  - b. Prepare and maintain the work schedule as well as office premises and equipment therein.**
  - c. Periodically review the working hours and make recommendations as to the advisability of increasing or decreasing hours.**
  - d. Request volunteer Office help when needed.**
  - e. In coordination with Service Board Chairman (and following Security Procedure Policy), distribute Office keys as necessary, including:**
    - (1) Office staff**
    - (2) Service Board members (as required)**
  - f. Provide suitable inventory of furniture and equipment when necessary, and make recommendations for replacements as deemed necessary.**
  - g. See that well organized files are maintained for Office business.**
  - h. Report on Office news-variety articles for the Orange Blossom.**

## **OFFICE COORDINATOR, Specific duties (continued):**

- i. Maintain master calendar of Southern California Al-Anon and Alateen program activities in Office.**
- j. Coordinate use of Office bycommittee Chairpersons (Orange Blossom Editors, etc.)**
- k. Maintain supply of up-to-date Meeting Directories.**
- l. Request Meeting Information and Group Officer Information from groups as deemed necessary.**
- m. Prepare Office Report for Service Board meeting, Intergroup meetings and Orange Blossom.**
- n. Prepare cost estimates or figures from previous and new suppliers as requested by the Service Board.**
- o. Service the Intergroup meetings with appropriate materials (sign-in sheets, minutes, income-expense statements, CAN? can, etc.).**
- p. Arrange Bank deposits of all receipts (cash and checks).**
- q. Discuss with each established Office volunteer use of Office Manual and review policies and procedures at least twice a year.**
- r. Maintain general ledger and cash receipt books; supervise and implement literature operation, including preparation of orders and inventory control.**
- s. Give direction to part time or temporary worker.**
- t. The following matter is not to be removed from the Al-Anon office without due authority:**
  - 1. Legal papers**
  - 2. Tax files**
- u. In addition to these responsibilities, see appendix IV - OFFICE COORDINATOR JOB DESCRIPTION.**

## **V. OFFICE VOLUNTEERS**

### **A. Qualifications**

- 1. Active Al-Anon/Alateen member for a suggested minimum of one year, attending meetings on regular basis, and Al-Anon only (no dual members).**
- 2. Have a good understanding of Al-Anon/Alateen 12 Traditions.**
- 3. Have a pleasant voice and manner on the telephone.**
- 4. Have a neat and attractive personal appearance.**
- 5. Be willing to follow office procedures and direction from Office Coordinator.**

### **B. Responsibilities**

- 1. Office volunteers are under the supervision and directly responsible to the Office Coordinator.**
- 2. Specific duties are recorded in Appendix I.**
- 3. No personal or group business to be conducted while acting as a volunteer (i.e., long distance phone calls).**
- 4. Be free of chemical influence and in an emotionally stable condition.**
- 5. No children to remain in the Al-Anon office while working as a**

volunteer.

## VI. PERSONNEL POLICIES

- A. **STAFFING** - The office is to be staffed during business hours by a salaried employee.
- B. **PAY AND CLASSIFICATION** - Pay is based on employee status and may be salaried or hourly. The classification are full-time (*salary exempt*), full-time (*hourly*) and part-time (*hourly*). Full-time is based on minimum 40 hour week. All non-exempt (*hourly*) employees must complete a time sheet and all current labor laws apply to lunches, breaks and overtime pay. Paydays are on Friday, biweekly (as posted on Business Office calendar).
- C. **TERMINATION** - Employment is "at will" and may be terminated by the employee or the Service Board at any time. To leave in good standing and be eligible for rehire consideration, employees must give at least two (2) weeks prior notice.
- D. **PERFORMANCE** - Performance is to be reviewed regularly, verbally or in writing. A salary review will be determined by position, date, amount and reason for last review. Each employee is to be reviewed, in writing, at least annually. The Office Coordinator is to be reviewed by three Service Board Officers, preferably the Chairman, Chairman Elect and Ex-Officio Chairman, by the end of the fiscal year. Other paid employees are to be reviewed by the Office Coordinator.
- E. **HOLIDAYS** - The following holidays will be paid if they fall on a regular working day: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day. If a holiday falls during a vacation period, the day will not be considered a vacation day used. Compensation normally earned will be paid as holiday pay. Additional recognized Holidays may be determined by the Board.
- F. **SICK LEAVE** - After 90 days employment full-time employees earn one half (.50) day sick leave for each full calendar month worked. Unused sick days may be carried over for a maximum of three years. Part-time employees are not eligible for sick leave benefits. Sick leave time may be used for *Preventative Medicine* (example, Annual Checkup, cancer screening, etc.). No sick leave benefits are paid upon termination of employment.
- G. **VACATION** - After 90 days employment full-time employees earn vacation days according to the following length of service schedule:
  - Up to 5 years      10 days per 12 months service
  - 5 to 10 years      15 days per 12 months service
  - 10 years or more 20 days per 12 months service

## **PERSONNEL POLICIES continued**

**Part-time employees, who complete at least 1000 hours service per calendar year, earn vacation days at one half of the above schedule. Compensation normally earned will be paid as vacation pay.**

- H. SPECIAL REQUESTS - An employee may request unpaid time off or utilize vacation time to attend religious services and/or observe religious holidays.**
- I. INSURANCE PLANS - After 90 days employment full-time employees are eligible to participate in the company paid for medical and life insurance plans. Additional coverage(s) may be obtained should the employee wish to pay the cost for such additional coverage(s).**
- J. JURY DUTY - Employees will be granted unpaid time off for jury duty (or witness duty) when called to serve. Employees are to report to work, if scheduled, on those days or parts of days when excused from jury duty.**
- K. LEAVE OF ABSENCE - A leave of absence is available to all employees in the event of medical disability, personal emergency or bereavement. Unless specifically provided, all leaves are on an unpaid basis. A leave is an absence of more than five (5) normal working days other than paid sick days or paid vacation days. Granting a leave of absence will be based on a combination of factors, such as length of service, performance, responsibility level, reason for request, the potential disruption that would be caused, and the ability to obtain a satisfactory replacement. Re-employment is conditional upon a suitable position being available. During a leave of absence, vacation, holiday and sick day benefits will not accrue**

**Health insurance premiums will be paid through the last day of the month in which a leave begins. Should a leave extend past that time, the employee is responsible for payment of the premium.**

**An employee on a leave of absence due to a disability must submit a Physician's Statement indicating the type of disability and the anticipated duration of the disability. Upon return to work the employee must present a release from the treating physician stating the employee's ability to return to work and any limitations on the employee's ability to perform.**

**Employees who engage in other employment or apply for unemployment benefits while on leave will be considered to have voluntarily resigned their position.**

**Maternity leaves shall not exceed four (4) months.**

**After 90 days employment full-time employees will be allowed five (5) paid working days following the death of spouse, mother, father, son or**

daughter. One paid day is granted for other family members. Three (3) additional paid days off are granted if the funeral is outside Southern California. Part-time employees may request days off without pay for bereavement leave.

- L. Suitable professional attire should be worn by all employees during working hours. Employees should be neat and clean. Appropriate under garments are to be worn at all times.
- M. Employees are expected to use good judgment and high ethical standards and to refrain from any form of illegal, dishonest or unethical conduct.

## **VII. ORANGE BLOSSOM POLICIES**

- A. The Orange Blossom is a service to the groups and is supported by group contributions to the Office.
- B. The Orange Blossom is available to individuals for subscription at a minimum charge as set forth by the Service Board. Receipts from subscriptions are a contribution.
- C. As subscriptions are about to expire, one renewal notice will be included with the issue prior to expiration date.
- D. The Orange Blossom should be edited, produced and mailed according to the Orange Blossom Schedule; See Appendix II.
- E. As recorded in the by-laws, information contained in the Orange Blossom will carry only the message pertinent to the Al-Anon/Alateen groups and members.
- F. Service Board members receive a free Copy while serving on the Board, subscription will be held in abeyance until term completion.
- G. Monthly complimentary copy sent to:
  - 1. WORLD SERVICE (Virginia Beach and SoCal)
  - 2. Orange County AA Central Office
  - 3. Other Al-Anon Information Offices (exchange newsletters)

## **VIII. FINANCIAL POLICIES**

- A. The operations of the Office are supported by Group contributions; therefore, Office expenditures should be conservatively made.
- B. Financial reports are presented at the Intergroup Meetings. Monthly, accumulative--6 months, and yearly reports of contributions are printed in the Orange Blossom.
- C. An annual report of the financial operations is made to the membership at

large in the August Orange Blossom.

- D. A Reserve Fund is to be established as recommended by Digest of Al-Anon/Alateen Policies. Deposits are to be made upon the direction of the Service Board.

#### **IX. LITERATURE POLICIES**

- A. Literature stocked at the Office should consist of only Conference Approved Literature available through WSO. A full representation of all books, pamphlets and printed material should be available at all times.
- B. Information regarding new and revised material will be made by Office Report announcements in the Orange Blossom and at Intergroup Meetings based on notification of availability from World Service.
- C. Literature should be available for sale to the membership, to hospitals and treatment centers and to the community at large. Material is sold by taking the WSO suggested per item price list price and adding the cost of shipping that the office pays when literature is shipped. In addition, an extra \$1.00 for each book is added to the per item price on books plus Orange County and California sales taxes. The office does not offer multiple sale discounts.
- D. The Office does not offer credit nor a mailing service; all orders are executed on a "cash and carry" basis.
- E. A paid staff member or an office volunteer will ring up the order, collect the funds and issue a receipt for the transaction.
- F. Inventory control and order placement is to be discharged by the salaried Office Staff members. Whenever possible literature should be ordered in sufficient quantities to entitle the Office to a discount. Supplementary work by the Office Volunteers should consist of weekly stock replenishment as well as the receiving and processing of new shipments, including counting, pricing, banding and stamping of all literature when received.



# APPENDIX I

## Office Volunteers

### 1. Office Shifts

- A. Weekdays = 9:30 AM to 4:30 PM
- B. Saturdays = 9:30 AM to 1:00 PM
- C. Volunteers may work full day, half day, or alternate weeks.

### 2. Tally Sheets

- A. **Meetings** = call to locate meetings or verify days or times.
- B. **Members** = call by a current Al-Anon member to give or receive information other than for locating a meeting.
- C. **Alateen** = any call regarding Alateen.
- D. **Outside OC** = call we refer to another Al-Anon Office or when meeting information is given from another area directory. (Ex: Los Angeles, Inland Empire, or the WSO Directory.)
- E. **AA** = call referred to Alcoholics Anonymous.
- F. **Other Resources** = caller referred to other resource on the Phone Referral List.
- G. **12-Step** = call referred to a 12-stepper.
- H. **P.I.** = call regarding Public Information service.
- I. **Institutions** = calls regarding hospital and institution service.
- J. **Office Calls** = any call requesting Office Coordinator, or calls that do not fall into one of the other categories. .

### 3. Calls

- A. Answer telephone stating:  
"Al-Anon Information Service; May I help you?"
- B. Keep the call warm, but brief.
- C. Give the appropriate information to the caller.
- D. Protect the anonymity of any Al-Anon, Alateen, or AA member and **DO NOT** give out phone numbers.
- E. Calls for problems other than alcoholism are referred to the appropriate organization on our phone Referral List.
- F. Calls for professional treatment are referred to the INFO-LINK of OC listed under other resources on the Referral List.
- G. Calls for out of state meetings are referred to the appropriate Information Office or World Service. Those numbers are listed in the pamphlet ***GETTING IN TOUCH WITH AL-ANON.***
- H. Encourage the caller to attend an Al-Anon meeting by giving two or three meeting locations.
- I. Calls from professionals requesting literature or a directory are referred to the paid staff member on duty.
- J. Calls regarding meeting status (starting, disbanding, moves or changes) are referred to the paid staff member on duty.

#### **4. Twelve Step Calls**

- A. Obtain any information that would help the 12-stepper (Is the problem with spouse, child, parent, etc., are they currently attending Al-Anon, etc.).**
- B. The 12-Step Volunteer List and 12-Step Log Sheet are in the 12-Step Section of the Desk Binder.**
- C. Record the call by date, names and telephone numbers in the 12-Step Log Sheet.**
- D. Log on Tally Sheet.**
- E. You may ask 12-Stepper to call us back and confirm call has been completed, but a confirmation call is not necessary.**
- F. Open calls are referred to the on-coming volunteer worker who continues locating a 12-stepper.**
- G. Bilingual, male, and Alateen 12-steppers are listed in the first of 12-Step Volunteer pages.**
- H. No phone number of a 12-Stepper is to be given out unless the 12-Stepper has given their consent in advance.**

#### **5. Literature**

- A. Persons walking into the office -- Newcomers -- requesting a directory or literature are referred to Office Personnel.**
- B. Phone Orders by groups or professionals can be written up on an order sheet with the name and telephone number of the caller and the approximate pick-up date written at the bottom. The order may then be filled and held in the literature room (minimum 24 hours).**
- C. Literature (including directories) is for purchase by groups or individuals on a Cash and Carry basis. Mailing Service is available with use of our Mail Order Sheet. There are NO credit Accounts. PLEASE NO EXCEPTIONS.**
- D. Literature orders are checked and rung on register by a volunteer and a receipt will be issued. (See OFFICE STYLE MANUAL for information on the Cash Register.)**
- E. Literature orders are stamped and bundled when received according to Office Style manual.**
- F. Processed orders are shelf stocked by direction of Office Staff.**

#### **6. Checks**

- A. Checks are to be made payable to Al-Anon or Al-Anon Information Service. (Please NO TWO PARTY CHECKS.) Personal Checks should have an address and a phone number either imprinted or written on the front.**
- B. No Checks accepted after 60 days from date of issue.**
- C. Multiple checks are accepted from Al-Anon groups ONLY.**
- D. All checks accepted are to be in accordance with the amount of purchase or contribution. NO CASH BACK.**
- E. Checks are to be stamped with our Bank Endorsement stamp immediately upon receipt of check.**

- F. Write the Group ID# on all checks being used by an Orange County Meeting, or for meetings outside the area write the day, city, and time of the meeting.
- 7. Mail**
- A. All mail received is processed by office personnel.
  - B. All outgoing mail is handled by office personnel.
- 8. Emergency**
- A. Refer call to office personnel.
  - B. Suggest caller contact local authorities for assistance.
  - C. Severe cases -- talk to party; get name, address, telephone number, etc., and refer to police department or relay information to police department. (Garden Grove Police Department 741-5704)
- 9. Public Information (PI)**
- A. Requests for PUBLIC SPEAKERS (whether from members or the public) are referred to the Public Information Chairman of the Service Board.
  - B. Record the information, including name and phone numbers, on the Office Call Information Form. Advise the caller that the Public Information Chairman will return their call. Give the form to Office Personnel who will relay the information to the appropriate party. Log on Tally Sheet.
  - C. If a caller wishes literature for public display, take their name and number, and we will refer them to the Public Information Chairman.
- 10. Institutions**
- A. Requests from hospitals or institutions for speakers or for a panel are referred to the Institutions Chairman of the Service Board.
  - B. Record the information, including name and phone numbers, on the Office Call Information Form, and advise them that the Institutions Chairman will return the call. Give the form to Office Personnel. Log on Desk Tally Sheet.
- 11. Orange Blossom**
- A. Announcements for the Orange Blossom must be received by the 5th of the preceding month.
  - B. Write information on Office Call Information Form and put form in OB Copy Bin.
  - C. Changes of address for subscriptions should be put on an Orange Blossom Change Form and put in OB Subs. drawer.
  - D. Each desk is provided with a current copy of the Orange Blossom for any calls requesting information on upcoming events.
  - E. Monthly Bulk Mailing of the Orange Blossom to be labeled and bundled by direction of Office Staff.
- 12. Speaker Lists**
- A. Speaker Lists are available to registered Group Officers. List may be picked up at the office.

**B. Names and telephone numbers on the Speaker List are confidential and are not to be given out over the phone.**

**13. New or Disbanded Meetings**

**A. Any inquiry about starting a New Meeting is referred to Office Personnel.**

**B. All calls or walk-ins regarding the disbanding of an established meeting are to be referred to Office Personnel.**

## APPENDIX II

### ORANGE BLOSSOM

- A. Compilation and mailing**
1. The 5<sup>th</sup> day of each month is the cutoff date for new input.
  2. Calendar of Events information and Service Board Committee reports may be sent to the Editor or the Business Office.
    - a. Any Alateen announcements are presented through the Service Board Alateen Coordinator(s). *(This assures us that the event is a supervised activity)*
    - b. Any group meeting change (day, time, location, focus) are presented through the Business Office. *(This assures us that information relating to the Directory will be given to the office)*
    - c. Birthday and Memorial announcements are presented through the Business Office. Anyone having made a Memorial or Birthday Contribution to the Information Service of Orange County may have that announcement presented in the next available issue. *(These announcements should be based on a contribution having been made to the Information Service. This eliminates any possibility of reference to the editor not having used principles over personalities in publishing someone's birthday or memorial.)*
  3. Complimentary copies are sent to the following:
    - a. Each registered Orange County group via Intergroup Rep or other designated group contact (Secretary, Sponsor, etc)
    - b. The current Southern California Delegate (or Chairperson)
    - c. Current Service Board Members
    - d. Other AI-Anon Information Services (on an exchange newsletter practice)
    - e. World Service Office (Virginia Beach VA)
    - f. Orange County AA Offices
  4. Bulk Mail processing is handled by the Business Office and is posted within the last 10 days of the month preceding that issue.
  5. Before submitting copy to printer the "Orange Blossom" editor shall check with the Business Office to verify required number of copies to be ordered. Notify the Business Office when copy is submitted to allow time for processing subscription labels.
- B. Newsletter input**
1. Include only information suitable for group discussion
    - a. Poetry is excluded regardless of who submits same.
    - b. Personal comments or controversies on any subject are excluded unless pertinent to upcoming events of interest, and then after discussion with the Service Board Chairperson.
    - c. Brief condolences and appreciation may be expressed. *(see 2C above)*
    - d. Resumes for Service Board Chairman-Elect and Board nominees are included in the March issue prior to the Intergroup Annual Meeting and election.
    - e. Financial Reports for the Information Service are included as follows:  
Annual Fiscal report including a full contribution report is included in the August issue.  
Semi-annual (6 months to date) Contribution Report is included in the February issue.
  2. News should be interesting-leads to more subscriptions. Increased group contribution support to the office could be realized as groups feel direct value from the service offered.
  3. "Calendar of Events" carries messages of Orange County AI-Anon/Alateen groups and, also news of AI-Anon & Alateen of Southern California (conventions, workshops,

- World Service, etc.). Information relating to Orange County Intergroup and registered Orange County meetings has priority over Al-Anon events outside of Orange County. NO event shall be posted unless there is recognized Al-Anon activity.
4. Service Board Standing Committee Chairpersons are responsible for their input to the Orange Blossom by the cut-off date; should be brief but informative.
- C. Inserts placed in Orange Blossom: Other than for Service Board resumes, on some occasions it may be possible to place an insert in the Orange Blossom. Both the Orange Blossom, editor and the current Chairperson will review each occurrence. The office coordinator shall be notified in advance of any inserts. The Al-Anon Information office is not responsible for any costs related to the insert.
  - D. Subscriptions: The Orange Blossom editor shall make efforts to increase subscriptions.
  - E. Orange Blossom web posting: The Orange Blossom section of the Orange County Al-Anon Information website shall consist of the current Orange Blossom current front cover, the calendar of events and a blank subscription form. Once the current Orange Blossom is finished it is the responsibility of the editor to supply the web liaison with a copy of the front cover and the calendar of events. All phone numbers and all Alateen events will be removed before being sent to the web liaison.
  - F. The Orange Blossom front cover: The editor will decide what is to be placed on the front cover. Information relating to Orange County Intergroup and registered Orange County meetings have priority over Al-Anon events outside of Orange County. An example would be an AA convention with Al-Anon participation.
  - G. Final Draft: As stated in our Al-Anon Information Service office of Orange County by – laws page 22 section VI, section 2. The chairperson shall “serve as proofreader for the Orange Blossom or request another service board member to do so” before it is printed and distributed.

## Appendix III

### Office Coordinator Review

(This Appendix III was created as a suggested guideline for future Service Boards)

#### Review Process

1. At the March Service Board Meeting the Chairperson is to ask each Service Board member to contribute their assessment of the Office Coordinator. (Below is a suggested format). The Service Board member written assessments are to be returned to the Chairperson, or Chair-Elect, no later than the April Intergroup Meeting.
2. The Chairperson, Chair-Elect and Ex-Officio shall meet to discuss the Service Board assessments along with their own assessments of the Office Coordinator. The Chairperson, Chair-Elect and Ex-Officio shall produce one review. The individual Service Board written assessments are destroyed.
3. At the May Service Board Meeting the Chairperson will present the review to the Service Board. At this time the Service Board will have the opportunity to make comments regarding the review. This is also an opportunity for the Service Board to discuss changes regarding the compensation of the Office Coordinator.
4. The Chairperson, Chair-Elect and Ex-Officio shall meet with the Office Coordinator, prior to June 30th, to present the review. This review is to be kept on file in the office for at least five years.

#### Suggested Service Board Review Format

(Many topics were taken from "Office Coordinator Job Description")

1. Does the Office Coordinator operate the Information Office in compliance with Information Office policies as stated in our By-Laws and Orange County Office Manual? Is the office staffed and are staff and volunteers trained? Are office equipment and supplies maintained?
2. Does the Office Coordinator properly stock merchandise? (literature, meeting directories, Orange County Service Manuals, etc...)
3. Does the Office Coordinator maintain the interior of the Information Office? Is the office open during operating hours providing a business atmosphere within the policies and Al-Anon Traditions?
4. Does the Office Coordinator provide an atmosphere consistent with Al-Anon Tradition 5 "by welcoming and giving comfort to families of alcoholics"?
5. Does the Office Coordinator provide support to the Orange Blossom editor? Are phone tally counts, contributions and reports supplied in a timely fashion? Is the Bulk Mail Permit maintained? Are Orange Blossoms being mailed within a reasonable amount of time?
6. Does the Office Coordinator perform all bookkeeping and accounting duties as stated in the "Office Coordinator Job Description"?
7. Does the Office Coordinator attend Service Board and Intergroup Meetings?

#### General Comments

In what ways has the Office Coordinator assisted you in your Service Board position?  
What are the Office Coordinator's assets to the Information Office?  
Describe any areas that need improvement.  
Any further comments?

**ORANGE COUNTY AL-ANON OFFICE COORDINATOR**  
**DUTIES AND RESPONSIBILITIES**  
**(APPENDIX IV)**

The following duties and responsibilities are a general summary of the position of Orange County Al-Anon Office Coordinator. It is not intended to be complete in description. These duties and responsibilities are typical of positions in general office work settings, however individuals in this position may on occasion be required to perform functions over and above that which may be identified in this outline.

1. **OFFICE LIAISON:** The Office Coordinator will act as a correspondent between the service board, Al-Anon members or other parties that may be come in contact with the Al- Anon Service Office. The Office Coordinator may on occasion be required to act as an agent for the process of legal service (i.e. summons).
2. **BUSINESS OFFICE:** The Office Coordinator will maintain, to the best of their ability, the Orange County Service Office in a clean and orderly business setting. The Service Office will be open according to the days and times that are indicated in the Orange County Al-Anon By-laws. The Service Office will provide a business-like environment as stated in the policies of the Orange County Al-Anon Office Manual Guidelines and adhere to the framework of the 12 Traditions and 12 Concepts of Service identified in the Al-Anon Service Manual.
3. **OFFICE PERSONNEL:** The Office Coordinator is to train, schedule and supervise additional paid office employee(s). Personnel files and annual written performance evaluations for paid office employee(s) will be maintained by the Office Coordinator.
4. **OFFICE VOLUNTEERS:** The Office Coordinator is to maintain a current list of the following:
  - a. Volunteers willing to be of service personally at the Orange County Service Office. (Training, scheduling and supervision of those office volunteers is to be the responsibility of the Office Coordinator)
  - b. 12-Step volunteers willing to receive outreach phone calls during regular daytime hours or forwarded calls during off-hours or holidays.
  - c. Speakers willing to be of service at meetings, conventions, Alathons, etc.
5. **OFFICE SUPPLIES:** The Office Coordinator will maintain and replenish as needed, office supplies and equipment generally suited to provide an efficient business setting within the O.C. Service Office, as well as recommend replacement or repair of outdated or malfunctioning equipment.
6. **OFFICE FILES:** Clerical, corporate and legal files will be organized and maintained by the Office Coordinator under generally accepted business practices and all federal, state and local legal requirements.
7. **OFFICE MAIL:** The Office Coordinator will open all incoming mail and direct it to the appropriate department or individual. Those pieces of mail that are addressed to specific individuals shall be directed un-opened to the appropriate parties.

8. **MERCHANDISE:** The Office Coordinator will evaluate and order as required all merchandise, and forms as required to maintain an adequate supply for Orange County Al-Anon members. Stocking, display and stamping of literature and merchandise will be coordinated and supervised by the Office Coordinator.
9. **MEETING DIRECTORY:** The Office Coordinator is to prepare as accurately as possible the ‘Orange County Al-Anon and Alateen Directory of Meetings’ and maintain sufficient supplies for the general use of the Orange County Al-Anon meetings. The Directory is to be updated and reprinted as required by the Office Coordinator.
10. **ACTIVITIES CALENDAR:** The Office Coordinator is to maintain and post in the literature room a yearly calendar of Al-Anon related events such as Service Seminars, Area Assemblies, Conventions, Workshops, etc.
11. **GROUP MANUALS:** The Office Coordinator will produce and maintain a sufficient supply of Orange County Group Manuals that are required for new Board Members and new Orange County Al-Anon registered meetings (at no charge), and make available for sale to other interested Al-Anon members (at a cost of \$5.00).
12. **CORPORATE MEETINGS:** The Office Coordinator is to attend scheduled monthly meetings of the O. C. Intergroup and O. C. Service Board as stated in the Orange County By-laws. The Office Coordinator will provide monthly reports pertaining to the general office conditions and offer suggestions and/or changes of office procedure for board review and approval. At the monthly meetings, the Office Coordinator is to supply appropriate copies of memos; previous meeting minutes; sign-in sheets and other materials that may be necessary to assist Board Members and Intergroup Members. The Office Coordinator is to work in an advisory capacity to the Service Board Members and Intergroup Members in reference to legal procedures, business policy, By-Law information, as well as general information relating to Al-Anon World Service.
13. **SOUTHWEST REGIONAL SERVICE SEMINAR:** The Office Coordinator is to attend and represent the Orange County Al-Anon Information Office at all SRSS functions. Registration, hotel accommodations and travel expenses are to be paid by Orange County Al-Anon.
14. **BOOKKEEPING and ACCOUNTING:** The Office Coordinator is to prepare, maintain and submit as required by the Service Board and/or hired accountant for income tax purposes the following:
  - A. **Ledgers:**
    - Receipts Ledger – daily and monthly; including cash register receipts
    - Checking Ledger – to be reconciled daily and monthly
    - Payroll – tax withholding; biweekly/quarterly/yearly
    - Petty Cash – as required based on day-to-day operation
    - Year-end Reconciliation – Fiscal year (July 1<sup>st</sup> to June 31<sup>st</sup>) recap journal
    - Member and Corporate Contribution – monthly/yearly
  - B. **Bank Statement** – to be reconciled monthly
  - C. **Income & Expense Sheet** – monthly/yearly tabulation

- D. Accounts Payable – prepare checks for accounts due for signature of Chairman and additional appropriate officer. Send payments to the appropriate agencies in a timely manner
- E. Government Forms – prepare and submit to the appropriate agencies the following:
  - BT-401-A                      Sales Tax Receipts – monthly
  - 941/DE3                        Payroll Deductions – quarterly (deposits made monthly)
  - W2/WD3/DE43                Payroll Deductions – yearly
  - 940                                FUTA – yearly
  - 371-L                              Business Property Statement – yearly
  - CT-2                               Periodic Report Attorney General – yearly
  - SO-100                           Non-profit filing – yearly
  - 990                                Federal Income Tax – yearly (fiscal)
  - 199                                State Income Tax – yearly (fiscal)

(Federal and State income tax forms are to be submitted to hired accountant for fiscal year tax preparation.)

- 15. GOVERNMENT REQUIRED POSTINGS: The Office Coordinator will maintain posting of the following:
  - A. General Business License and State Sellers Permit to be displayed in a visible area within the office
  - B. City Business Permit (to be renewed annually)
  - C. Employee Notifications to be posted in a conspicuous employee work area:
    - California and OSHA notices
    - Fair Employment Practices Notice
    - Industrial Welfare Orders Minimum
    - Wage Notice
    - Payday Notification
    - Unemployment Insurance/Disability Notice
    - Worker’s Compensation Notice