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| 8 | STANDING RULES AND PROCEDURES' MANUAL (SRPM |
| 9 | OF THE |
| 10 | GREATER SEATTLE AL-ANON INTERGROUP COUNCIL |
| 11 | trade name (DBA) |
| 12 | AL-ANON INFORMATION SERVICE |
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1 1. PREAMBLE

- 2 AIS shall be governed by the general procedures contained in the Standing Rules and Procedure
- 3 Manual (SRPM). The SRPM is a separate and distinct document from the Bylaws and shall
- 4 comply with the AIS Bylaws. If there is a conflict between the Bylaws and the SRPM, the
- 5 Bylaws shall govern.

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2. ABBREVIATIONS AND DEFINITIONS

- 8 The following abbreviations and definitions are used in the Bylaws and in this document:
- 9 AA: Alcoholics Anonymous
- 10 ADR: Alternate District Representative
- AGR: Alternate Group Representative
- AIS: Greater Seattle Intergroup Council tradename: Al-Anon Information Service
- AIS Liaison: The Chair or their appointee from the Board that attends AWSC and other
 WA Area Assemblies
- AISR: Alternate Information Service Representative
- AMIAS: Al-Anon Member Involved in Alateen Service
- Associate: Serves as a variety of roles on a standing committee
- AWSC: Area World Service Committee
- Board: Consists of AIS Officers, AIS Coordinators, ADRs or DRs, as their Alternates,
 from Districts 14 22.
- 21 CAL: Conference-Approved Literature
- Coordinator: The head of a standing committee, appointed by the Chair
- Council: Consists of the Officers, Coordinators and Associates plus may include a
 representative from each Al-Anon Family Group and Alateen Group in Washington Area
 Al-Anon Districts 14 through 22
- District: Any one of Districts 14, 15, 16, 17, 18, 19, 20, 21, or 22 located in Washington Area
- 28 DR: District Representative
- GR: Group Representative
- Group: Any Al-Anon Family Group or Alateen Group in Washington Area Districts 14 22 that has registered with or is in the process of registering with WSO
- 32 ISR: Information Service Representative
- * KBDM: Knowledge-Based Decision Making
- **LDC:** Literature Distribution Center
- Officers: Chair, Vice-Chair, Treasurer, and Secretary
- Service Manual: The current version of the <u>Al-Anon/Alateen Service Manual</u> published
 by the Al-Anon Family Group Headquarters, Inc.
- Simple Majority Vote: A majority in which the highest number of votes cast for requirements of substantial unanimity exceeds the second-highest number, while not
- 40 constituting an absolute majority

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- SRPM: Standing Rules and Procedures Manual
- Standing Committee: Ongoing committee chaired by a Coordinator
- WSO: World Service Office

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3. FUNCTIONS

- The AIS serves Districts 14 22 and the Groups within those Districts in providing a network of communication. AIS is a service body only and it will:
 - Maintain a Literature Distribution Center (LDC) in accordance with the Service Manual and other WSO guidelines regarding LDCs.
 - Maintain a 24-hour telephone/messaging service.
- Respond to inquires from those who need help and channel them to the nearest Group or District.
 - Offer information to and respond to requests from the professional community and other organizations, including the media.
 - Post a directory of Group meetings in our service area on the AIS website.
 - Encourage financial and volunteer support of AIS from groups, districts, and individuals.
 - Hold business meetings, workshops, fellowship activities, and fundraising events.
- Distribute information (via website, monthly newsletter, and/or other means) of Group, District, and AIS activities.
 - Cooperate with Alcoholics Anonymous (AA) in efforts to acquaint the public with Al-Anon and Alateen.
 - Maintain checking and/or savings accounts for the management of AIS funds in accordance with non-profit and tax rules.

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4. AIS MEMBERSHIP

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In order to best serve our fellowship, all members participating in AIS service are encouraged to become familiar with the Bylaws, the SRPM, and the *Al-Anon/Alateen Service Manual* (a copy of the Bylaws and SRPM are available online at www.seattle-al-anon.org) and shall opt into receiving the AIS newsletter and email notifications.

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4.1 INFORMATION SERVICE REPRESENTATIVES (ISR)

i. Representative' Duties

- Act as a spokesperson and vote for the Group they represent at AIS
- Attend AIS Council meetings and act as a liaison between their Group and AIS.
- Bring to the attention of AIS the wishes, desires, and requests of their group.

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5. MEETINGS

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5.1 Board Meetings

i. Location and Time

Meet at least four times in a calendar year. The Board meeting may be held at a location and time designated by the Board.

ii. Conduct

In the interest of good order, proper respect shall be given at all times.

iii. Motions

To make a motion: first, be recognized, then state one's name, voting entitlement, and the motion. The motion is recorded in the meeting minutes.

iv. Voting

All decisions are reached by discussion, vote, and whenever possible, by substantial unanimity of participating Board members.

At all regular or special Board meetings, Board members are entitled to vote. At all meetings, each person shall have only one vote, regardless of the number of voting entitlements. Voting may be done by a voice vote, a show of hands, by written ballots, or online polling.

v. New Business

All new business is to be submitted to the Chair at least two (2) weeks prior to the Board meeting.

vi. Agenda

The agenda may include, but not be limited to:

- 1. Opening meditation and Serenity Prayer
- 2. Approval of the minutes of the previous regular meeting, and of any Special Meetings.
- 3. Reports of the Officers, and the Standing or Special Committee Coordinators, as requested.
- 4. Unfinished business.
 - 5. New business.
 - 6. Adjournment with the Al-Anon/Alateen Declaration

5.2 Council Meetings

i. Location and Time

Meetings of the Council may be held at a location and time designated by the Council. A meeting of the Council may be cancelled by the Officers.

ii. Conduct

In the interest of good order, proper respect shall be given at all times.

iii. Motions

To make a motion: first be recognized, then state one's name, Group or voting entitlement, and the motion. The motion is recorded in the meeting minutes.

iv. Voting

All decisions are reached by discussion, vote, and whenever possible, by substantial unanimity of participating Council members.

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| 1 | | At all regular or special Council meetings, each registered Group shall have one vote. |
|----|---------|--|
| 2 | | This vote will be cast by the designated eligible representative of each registered |
| 3 | | Group (ISR) in attendance. Officers and coordinators are allowed to vote at the |
| 4 | | Council meetings. At all meetings each person shall have only one vote, regardless of |
| 5 | | the number of voting entitlements. Voting may be done by voice vote, a show of |
| 6 | | hands, written ballots, or online polling. |
| 7 | V. | New Business |
| 8 | | All new business is to be submitted to the Chair at least two (2) weeks prior to the |
| 9 | | Council meeting. |
| 10 | vi. | Agenda |
| 11 | | The agenda may include, but not be limited to: |
| 12 | | The opening meditation, Serenity Prayer, CAL Readings |
| 13 | 2. | Secretary's report/prior meeting minutes |
| 14 | 3. | Approval of the minutes |
| 15 | | Treasurer's report |
| 16 | 5. | |
| 17 | 6. | Task force or thought force reports |
| 18 | 7. | |
| 19 | | Unfinished business |
| 20 | | New business |
| 21 | 10. | . Adjournment with the Al-Anon/Alateen Declaration |
| 22 | | |
| 23 | 6. BOAR | RD. |
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| 24 | 6.1 Bo | ard Duties |
| 25 | i. | Communication |
| 26 | | Communication between Board members may be person to person or in the form of |
| 27 | | teleconference, emails, or internet media. |
| 28 | ii. | Review of Suggestions |
| 29 | | Review suggestions from ISRs, Groups, Districts, Coordinators, or other sources |
| 30 | | pertaining to service projects. |
| 31 | iii. | Council Agenda |
| 32 | | May provide input for the Council meeting Agenda. |
| 33 | iv. | AIS Calendar |
| 34 | | Prepare an annual AIS calendar. |
| 35 | v. | Audit, Budget, and Inventory |
| 36 | | Arrange for an annual audit, preparation of the annual budget, inventory of office |
| 37 | | supplies, literature, and equipment of the AIS office. |
| 38 | vi. | Emergency Action |
| 39 | | Except in great emergency, the Board shall not take action liable to affect AIS |
| 40 | | substantially without consulting the Council. |

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| 1 | vii. | Expenditures |
|----|---------------|--|
| 2 | | Expedite expenditures as authorized by the budget approved by the Council. |
| 3 | 6.2 | Removal of Board Members |
| 4 | i. | Board Procedure |
| 5 | | See Section 4.13 in the Adopted Bylaws. |
| 6 | ii. | * * |
| 7 | 11, | See Section 4.13.1 in the Adopted Bylaws. |
| 8 | | |
| 9 | 7. D U | TIES OF OFFICERS |
| 10 | Fach of | fficer is expected to attend all meetings of both the Council and the Board. Each officer |
| 11 | | regular duties expected of their office, some of which are itemized below. |
| | nas the | regular daties expected of their office, some of which are normized below. |
| 12 | i. | Chair |
| 13 | | Maintains an active interest in all AIS functions. |
| 14 | | Presides at all meetings of the Council and Board. |
| 15 | | Ensures that the duties of the Board are implemented. |
| 16 | | Sets the agenda for all Board, Council, and Special Meetings. |
| 17 | | Appoints Coordinators. |
| 18 | | Creates and dissolves task forces and thought forces as defined in the Al- |
| 19 | | Anon/Alateen Service Manual. |
| 20 | | Serves as an ex-officio member of all committees. |
| 21 | | Serves as or appoints an AIS Liaison to the AWSC meeting and Area Assemblies. |
| 22 | | Signs contracts on behalf of AIS, with the approval of the Board/Council. |
| 23 | | May disperse checks, as needed, as the secondary signer of the AIS accounts. |
| 24 | | |
| 25 | ii. | Vice Chair |
| 26 | | Possesses or obtains knowledge in the rules of order and procedure for the |
| 27 | | conduct of meetings, including the use of KBDM. |
| 28 | | Provides guidance, as needed, in parliamentary procedure when such errors affect |
| 29 | | the basic rights of members. |
| 30 | | Addresses questions of AIS policy, procedure, and internal problems that may |
| 31 | | arise during AIS meetings and other AIS business. All such matters should be |
| 32 | | resolved in light of the Twelve Traditions and Twelve Concepts. |
| 33 | | Presides at meetings of the Council and the Board in the absence of the Chair. |
| 34 | | May attend all committee meetings. |
| 35 | | Completes the unexpired term of the Chair, if necessary. |
| 36 | | Maintains an active interest in all AIS functions in order to assist the Chair. |

Performs other duties as assigned by the Chair or Council.

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iii. Treasurer

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- Disbursements of funds is the direct responsibility of the Treasurer, following the directions of the Council and Board.
- Confirms accuracy of all month-end financial statements for the Board, the Council, and official records. Regularly reports to the Council.
- Develops an annual budget for the coming year and presents the proposed budget to the Board, no later than the Fall Board meeting.
- Ensures purchases and cash, including checks and bank accounts, are recorded and managed in accordance with sensible and commonly established accounting practices.
- Recommends changes in insurance and cash management to the Board, as needed.
- Cooperates with the LDC Committee on literature purchases to ensure cost effective management of available resources and reviews the annual inventory.
- Prepares or has a qualified tax service prepare all tax returns required to be filed with government agencies and renews all business licenses.
- Reconciles the bank statement monthly.
- Oversees and maintains management of all contracts with vendors, service providers, and facilities and advises Council and Board of substantial changes or issues in a timely fashion as appropriate.
- Assets: Maintains an inventory of office furniture and equipment.

iv. Secretary

- Records minutes of the Council and Board.
- Maintains Motion Logs for both the Council and the Board.
- Summarizes and presents a list of passed motions to the Board at year-end.
- Regularly posts an updated motion log to the AIS files, as needed.
- Prepares the previous month's Council minutes for distribution to the AIS Council distribution list and posts final approved minutes to AIS files.
- Prepares and distributes the previous Board minutes and posts final approved minutes to AIS files.
- Ensures that attendance at meetings of the Council and Board are recorded.
- Updates and publishes changes to AIS Bylaws and this SRPM in consultation with the Vice Chair and Communications Coordinator.
- Maintains the Corporate Records in paper or electronic form.

8. AIS LIAISON

- The AIS Liaison is the Chair or their appointee from the Board and represents AIS at the AWSC and Assemblies. The AIS Liaison:
 - Attends the two (2) Washington Area AWSC meetings each year and three (3) WA Area Assemblies at the expense of AIS.
 - Serves as the information link between AIS and AWSC, encouraging the exchange of information between the two entities.

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Votes as a member of the AWSC.

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9. STANDING COMMITTEES

9.1 Literature Distribution Center Coordinator and Committee

i. Purpose

Manage and maintain the sale of CAL and the office operations.

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ii. Responsibilities

- 1. Manage the Literature Distribution Center (LDC).
- Manage the office operations with input and support from the Treasurer and Tech
 Coordinator.
- 3. Recruit and train volunteers for selling literature and office operations.
- 4. Manage CAL orders and shipments with WSO and coordinate with the Treasurer.
- 5. Coordinate the literature ordering process and required changes with Communications so the website is current.
- 6. Answer, reply, or redirect inquires to AIS general email and LDC/ Admin telephone line (206.625.0018).
 - 7. Maintain documentation describing various aspects of office operations such as volunteer responsibilities.
 - 8. Must attend AIS Council and Board meetings.
- 9. Conduct annual CAL inventory audit.
 - 10. Appointing up to two Associates to assist in training and scheduling volunteers for home and office work and other tasks such as inventory management (ordering and restocking).

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iii. Skills Required

- Learning/working with software applications (QuickBooks Online and Office 365 or current applications).
- Intermediate technology knowledge and willingness to learn and troubleshoot.
- Good oral and written communications skills.
 - Strong attention to detail and ownership for project timelines.
- Familiarity with Al-Anon Legacies and principles and an understanding of the links of service.
 - Teamwork.

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9.2 Communications Coordinator and Committee

36 i. Purpose

To fulfill the AIS mission "to provide a network of communications to our communities and to our fellowship" by managing content across multiple platforms.

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Responsibilities ii.

1. Act as the clearinghouse for all communications sent to the Communication Coordinator's email, forwarding the information to the appropriate person.

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2. Provide oversight and support to the **Web Associate** of the AIS website. The web associate's responsibilities are:

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Maintain the site on a platform that does not require special web skills so that the position can easily be passed on to the next web associate.

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Publish content, maintain continuity of themes, design layout, and streamline navigation of the site.

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• Keep site up to date by ensuring that content is current, engaging, and accurate.

• Keep search engine information up-to-date to ensure that users find our site and get 13 accurate information about AIS.

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18 19 3. Provide oversight and support to the **Newsletter Associate**. The newsletter associate's responsibilities are:

Assure preparation of a newsletter by writing and/or soliciting original materials from

- 20 • Design the newsletter and distribute it electronically.
 - Ensure content from members is in keeping with the Al-Anon Legacies and the current newsletter guidelines.

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- 4. Provide oversight and support to the **Meeting Directory Associate**. The meeting directory associate's responsibilities include:
 - Produce a directory of all meetings in Districts 14 22.
 - Make changes to the directory, per WA Area Group Records Coordinator.
 - Write the Meeting Update section for each month's newsletter and send to the Newsletter Associate.
 - Maintain a list of contacts for each Group so the Group can be contacted electronically if needed.

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- 5. Provide oversight and support to the **Events Associate**. The events associate's responsibilities include:
 - Post events on the website for events in Districts 14 22 and all WA Area events. Other events may be listed at the discretion of the events associate with the direction of the Communications Coordinator.
 - Ensure that content of materials posted does not include personally identifiable information.

| 1 2 3 | | Maintain the Master Calendar of events in Districts 14 – 22 and all WA Area events. Other events may be listed at the discretion of the events associate with the direction of the Communications Coordinator. |
|--|--------|--|
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| 5 6 7 8 9 | 6. | Provide oversight and support to the Archivist. The archivist's responsibilities include: Gather, organize, protect, and preserve items that document the history of AIS. Inform members about the AIS heritage at AIS gatherings and through AIS communication channels. Provide AIS historical information to other service arms and members, when requested. |
| 11 | | |
| 12 13 14 | 7. | Maintain the list of all members who have subscribed to receive email notifications from AIS. |
| 15 16 17 | 8. | Produce and distribute emails intended for all members who have subscribed for email updates at the request of the Chair. |
| 18 19 20 | 9. | Develop new communications strategies as needed to increase awareness of Al-Anon and AIS-related activities to our members in Districts $14-22$. |
| 21 22 | 10 | . Report to the Board and Council the committee's activities. |
| 23 | 11 | . Must attend AIS Council and Board meetings. |
| 24 | | |
| 25 26 27 28 29 30 31 32 | iii. | Skills Required Intermediate level ability with common business software. Strong attention to detail and ownership for project timelines. Intermediate technology knowledge and willingness to learn and troubleshoot. Good oral and written communications skills. Familiarity with Al-Anon Legacies and principles and an understanding of the links of service. Teamwork. |
| 34 | 9.3 Ot | itreach Coordinator and Committee |
| 35 36 37 38 | i. | Purpose Handles communication between the general public and Al-Anon in the AIS area. This includes acting as the liaison between Al-Anon and local media and the professional community. |

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ii. Responsibilities

- 1. Works with District Representatives from Districts 14 22 and their Groups providing information, giving support, and coordinating activities to aid in the dissemination of information about Al-Anon and Alateen to the general public and professionals, when appropriate.
- 2. Reports activities to the Board and Council.
- 3. Cooperates and coordinates with other Coordinators in doing educational workshops,work parties, and public outreach.
- Serve as the communication link with Area Alateen Coordinators to insure AIS resources
 to assist the Area with their outreach efforts.
 - 5. Public outreach as outlined in the *Al-Anon/Alateen Service Manual*.
 - 6. Must attend AIS Council and Board meetings.

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iii. Skills Required

- Intermediate level ability with common software.
- Strong attention to detail and ownership for project timelines.
- Good oral and written communications skills.
- Familiarity with Al-Anon Legacies and principles and an understanding of the links of service.
 - Teamwork.

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9.4 Phone Coordinator and Committee

i. Purpose

To coordinate volunteers for answering the AIS phone (206.625.0000). The Phone Coordinator prepares and distributes a monthly calendar to volunteers for online signup.

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ii. Responsibilities

- 1. To ensure adequate volunteer staffing of the phone answering system.
- 2. To communicate updates or changes to volunteers.
- 3. Provide instructions and training to phone volunteers.
 - 4. Must attend AIS Council and Board meetings.

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iii. Skills Required/ Recommended

- Coordinator and volunteers must have internet access available and be able to perform the steps for call forwarding or to check messages.
- Be able to communicate up-to-date meeting information and basic information about the Al-Anon/Alateen program.

- Learning/working with software applications (Office 365 or current applications).
- Intermediate technology knowledge and willingness to learn and troubleshoot.
- Good oral and written communications skills.
- Strong attention to detail and ownership for project timelines.
- Familiarity with Al-Anon Legacies and principles and an understanding of the links of service.
- 7 Teamwork.

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9.5 Tech Coordinator and Committee

10 i. Purpose

Oversee and manage the Technology used in the AIS office. Make recommendations to the Board and Council for hardware and software tools that balance user simplicity,

business needs, security, functionality, and costs. Platforms should allow for

online/remote access and use whenever possible.

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ii. Responsibilities

- 1. Oversee and manage the administration of the technology needs for AIS.
- 2. Oversee Domain registration and Website hosting, but not website content.
 - 3. Respond to user questions.
- 4. Maintain documentation on the technology used.
 - 5. Ensure that Office and Accounting software is up-to-date.
- 22 6. Provide office technology support (internet, computers, printers, and phones).
- 7. Maintain a list of all admin logins and passwords for software applications.
- 8. Must attend AIS Council and Board meetings.

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iii. Skills Required

- Intermediate technology knowledge and willingness to learn and troubleshoot.
- Good oral and written communications skills.
- Strong attention to detail and ownership for project timelines.
 - Familiarity with Al-Anon Legacies and principles and an understanding of the links of service.
- Teamwork.

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10. KNOWLEDGE-BASED DECISION MAKING (KBDM)

- 35 Since 2012, Al-Anon has encouraged the use of KBDM in our deliberations.
- 36 Knowledge-based decision making (KBDM) is defined as the process of looking at a topic
- 37 through certain agreed upon criteria. Pertinent background information is gathered and shared

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- with those responsible for making the decision. Then a decision can be made through a motion
- 2 and vote.
- 3 The KBDM is not intended to prohibit introduction and voting on a topic that comes up suddenly
- 4 and requires an immediate decision nor would it be required for non-policy or non-procedural
- 5 items.

i. Key Elements

1. Open communication

"Talk to each other, and reason things out," is a phrase we often hear at the closing of Al-Anon meetings and best described our flow of two-way communication between our membership and leadership. The KBDM is a process that keeps communication alive.

2. Dialog before deliberation

As a general rule when using the current *Al-Anon/Alateen Service Manual*, there must be a motion on the floor with a second before any discussion can take place. After hearing the motion, we then enter discussion and often find ourselves focusing on getting the commas and wording the way we think it should be, rather than discussing the pros and cons of the motion's topic itself. Often the discussion about whether the underlying idea is something that would have the desired results for the greatest number fails to happen. The minority may believe that they must wait for the decision before it can adequately be heard.

3. All decision makers have common access to information

For KBDM to work successfully, it is essential that members of the Group assigned to make a decision have access to the information necessary to make an informed decision. This information may be marked "For Members Use Only." Members of the Group involved in the discussion and the decision will then have the full context of the subject for the discussion.

4. We exist in a culture of trust

Al-Anon provides a loving environment where new things can be tried until faith and trust in one another is developed. Learning to trust changes the way we interact with each other. We learn to have a firm belief that each of us would never knowingly do anything to hurt Al-Anon. We have a belief in the reliability and integrity of each other.

ii. KBDM Questions

1. What do we know about our members' (and prospective members') needs, wants and preferences that relate to this issue? What do we wish we knew, but don't? (How important is it? Is it what our current members want? What purpose would this serve? Is it necessary? Is it helpful? Might our decision have unintended consequences?)

| 1 2 3 4 5 | 2. | What do we know about the resources and our vision for Al-Anon and our meetings that are relevant to this issue? What do we wish we knew, but don't? (What are our resources? Can we afford it? Do we have enough volunteers to make it happen? Do we have any background information in our archive that can help us answer this question?) |
|-------------------------------------|-------------------|---|
| 6 | | |
| 7 8 9 10 11 12 13 | 3. | What do we know about our "culture" and "environment" that is relevant to this discussion? In other words — Will our decision be consistent with our principles, policies, and Legacies: The Twelve Steps, Traditions, and Concepts? What are the implications of our choices? What do we wish we knew, but don't? (How would this affect our meeting? How would this affect our fellowship? Newcomers? Al-Anon (and AA) as a whole? Does our Service Manual provide any guidance about this issue? Pros/Cons: What might the disadvantages of this change be?) |
| 15 | | |
| 16 17 18 19 | 4. | What are the ethical implications of our choices? Would we be practicing our "principles in all our affairs?" What do we wish we knew, but don't? (Is our decision legal? Will our decision help us fulfill our primary purpose? If we decide to take an action, will it be the "right" thing to do?) |
| 21 | 11. REVISIONS | |
| 22 23 24 25 26 | unanin discuss | RPM can be changed by discussion, vote, and whenever possible, by substantial nity of participating Board of Directors at any Board meeting and ratified by sion, vote, and whenever possible, by substantial unanimity of participating AIS il members at any Council meeting. |

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