Service Norms Subcommittee (Meeting and Service Safety Ad-hoc Committee)
Monthly Report for June 2021

Regular Meeting Time: 1st and 3rd Saturday of the month, 3 pm Eastern
Next Meeting: 7/17/2021
Join Zoom Meeting
Meeting ID: 871 9129 5855
Passcode: 671534

e-mail: service.norm@acawso.org

Co-chairs: Rich R., Karin S.
Active subcommittee members: Josh W., Kathy T., Erin D., Julianne V., Kelle J., Alaska

Service Norms Subcommittee, Purpose Statement [rev. 03.20.2021]: The subcommittee aims to develop and promote norms and best practices to cultivate unity, safety, and healthy communication at all levels of service, including strategies for conflict resolution.

Service Norms Subcommittee, Goals:

1. **[rev. 4.3.2021] Review of existing service norms and dispute resolution documents developed at Board level with the intention of adaptation and modification for use across the fellowship.**
   - Areas not covered by the board documents include email, Slack communications
   - service norms & conflict resolution as solution oriented approach
   - focus should be on safety - how can service members feel safe? Distinguish btw. safety & comfort
   - empower ACA members to speak up directly in problem situations
   - clarify if and when it is appropriate to name names when addressing problem situations
   - avoid adjudicating conflicts within this subcommittee

2. **[rev. 5.15.2021] Develop Educational Materials for Promotion of Best Practices to Deal with Problematic Behaviors.**
   - guidelines to help service bodies to not let Laundry List traits derail service efforts;
   - how to deal with domineering behavior, lack of leadership, lack of understanding about 12-step organizations with people in service positions

Update on Subcommittee activities:

- Working on review of service norms document, including development of norms for communication via Slack