



**Adult Children of Alcoholic and Dysfunctional Families  
World Service Organization**

**1458 E. 33rd Street, Signal Hill, CA 90755**

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THIS IS A REGULARLY SCHEDULED MEETING WITH NOTICE GIVEN ON THE ACAWSO WEBSITE AND THE TRAVELER NEWSLETTER Please notify the secretary with changes, additions, or motions for this meeting.

### **MONTHLY TELECONFERENCE AGENDA**

**April 9, 2022**

**2:00PM EDT**

<b>Zoom Meeting Details:</b>	<b>Dial US</b>	<b>Dial International</b>
<b>Zoom ID:</b> 228 809 511 <b>Passcode:</b> 90755	<b>US:</b> +1-669-90-06833 (San Jose) <b>US:</b> 1-929-205-6099 (New York)	<b>List of International Numbers</b> <a href="https://zoom.us/j/adSv3hv19d">https://zoom.us/j/adSv3hv19d</a>

#### **I. Opening**

- A. Call to Order – Open with the ACA Serenity Prayer
- B. Roll call of Board Members: Charlie H., Jim B., Justine F., Liz C., Sue V., Tamara P.  
Absent: Fredrik H., Jasmina T., Erin D.

- C. Quorum -
- D. Notice of Recording: Starting in January 2022, audio-only recordings of the monthly teleconference will be posted online. We ask that you remain aware of this if you choose to speak during today's call. To protect your personal anonymity, you may participate in the guest introductions by identifying yourself using the chat function. Similarly, during guest comment periods, you may choose to submit a question via the chat function, and your first name will not be mentioned. Thank you for your cooperation.
- E. Guest Introductions
- F. Tradition 4 - *Each group is autonomous except in matters affecting other groups or ACA as a whole. We cooperate with all other Twelve-Step programs.*
- G. Concept 4 - *Throughout our structure, we maintain at all responsible levels a traditional "Right of Participation."*

## II. Minutes

- A. March 2022 – link to document: [TCM\\_2022\\_03\\_12](#) Tamara P.  
**Motion:** To approve Minutes of the March 12, 2022 Teleconference Board Meeting  
**Second:**  
**Decision:**

## III. Administrative Reports

- A. Chair Report – Charlie H.
- B. [Treasurer's Report | ACA WSO](#): Fredrik H. -Absent
- C. [Executive Committee | ACA WSO](#): Charlie
- D. [WSO Office | ACA WSO](#): Bill D.
- E. Guest Questions/Comments (5 minutes)

## IV. Committee Reports:

(All reports can be found on the business website at: [ACA WSO | Adult Children of Alcoholics World Service Organization](#))

[Business Operations Committees](#)

- A. [Finance Committee | ACA WSO](#): Fredrik H.
- B. [IT Committee | ACA WSO](#): Brad L.
- C. [Publishing Committee | ACA WSO](#): Sue V.
- D. [Distribution Center Oversight | ACA WSO](#): This committee is in a temporary pause, pending organization of the Business Operations Collaboration Committee.

E. Guest Questions/Comments (5 minutes)

#### Fellowship & Public Engagement Committees

- F. [Representation, Equity and Accessibility Ad-Hoc Committee | ACA WSO](#): Joe H.
- G. [European Committee | ACA WSO](#): Fredrik H.
- H. [Global Members Committee | ACA WSO](#): Sue V.
- I. [Member Services | ACA WSO](#): Tamara P.
- J. Public Services Committee
  - a. [Public Services | ACA WSO](#): Jim B.
  - b. [H-and-I Committee | ACA WSO](#): Rich R.
- K. [Meeting and Service Safety Ad-Hoc Committee | ACA WSO](#): Rich R, Delinda H
- L. Guest Questions/Comments (5 minutes)

#### Policy & Structure Committees

- M. [ABC AWC Committee | ACA WSO](#): Liz C.
- N. [ABC Proposals & Ballot Prep | ACA WSO](#): Jim B
- O. [Archives | ACA WSO](#): Marcia J
- P. [OPPM | ACA WSO](#): Kelle J.
- Q. [Nominating Committee | ACA WSO](#): Denise R.
- R. [Service Network Committee | ACA WSO](#): Charlie H.
- S. Volunteer Resources Committee: Charlie H.
- T. Guest Questions/Comments (5 minutes)

#### Content Development Committees

- U. [Literature Committee | ACA WSO](#): Christine B.
- V. Guest Questions/Comments (5 minutes)

## V. Motions read into the Record

### A. Motions passed at a Board Working Session on March 10, 2022

1. **Motion:** To approve the use of the Google shared drive system for translation work and the literature committee. (Sue V.)

**Background:** This will be a new system (suggested by Brad L, IT) for translations and literature groups revising current literature to check the current editions with a view access and translations publication development files to work on publishing activities. This will increase copyright protection and support the fellowship groups with English and Translated literature development work.

**Second:** Fredrik H.

**Decision:** Motion passed unanimously.

2. **Motion:** To approve the translations license dated Sept 8, 2021; See: [2021 09 08 ACA TranslationsAgreement\\_Rev\\_1.pdf](#) (Sue V.)

**Background:** The translations license has been worked on for over a year, we need to approve it for September 8, 2021, and be open to further amendments. Christine recommended we start ensuring all documents have a date. The committee agreed.

**Second:** Charlie H.

**Decision:** Motion passed unanimously.

3. **Motion:** To approve that the WSO chair delegate the signing of publishing contracts related to the business (InDesign vendors, Translators and printing) to the General Manager. (Sue V.)

**Background:** Currently the WSO chair signs all publishing contracts. The OPPM states the chair can delegate this responsibility. This would streamline publishing and provide a quicker turnaround time to complete publishing projects.

**Second:** Charlie H.

**Decision:** Motion passed unanimously. Sharon F. was absent.

4. **Motion:** To approve that the WSO chair delegate the signing of publishing contracts related to the fellowship part of publishing such as translations license and any NDAs associated with the volunteers as part of the publishing projects to a designated Board Liaison to the Publishing Committee. (Sue V.)

**Background:** Currently the WSO chair signs all publishing contracts. The OPPM states the chair can delegate this responsibility. This would streamline publishing and provide a quicker turnaround time to complete publishing projects. (edited)

**Second:** Charlie H.

**Decision:** Motion passed unanimously. Sharon F. was absent.

5. **Motion:** To purchase a subscription to Preservica Starter Plus for \$2,388 per annum for 250GB of retrievable storage. (Charlie H.)

**Background:** There is a need to preserve ACA history as well as make the materials that document that history available to the fellowship. Committee members and trustees use the material for their work. A complete scan of existing materials in our possession was approved by WSO in 2021. The next step is to provide a way to keep track of what we have and make it available to those who want the information. The Archives Committee

has studied various cataloging platforms over the past year. We decided against open source products because of the skills that would be required to use them over time (technological in nature.) Our criteria were developed to assure a product that would be intuitive for use by changing volunteer archivists, easily available to the fellowship, and allowed for word searches through our document rather than requiring an established search vocabulary. We also wanted the product to be affordable. Preservica is the product that best fits the criteria at this time.

**Second:** Jasmina T.

**Decision:** Motion passed unanimously. Sharon F. was absent.

6. **Motion:** To approve the printing of 3,500 Loving Parent Guide books at a cost of approximately \$12,280 in the UK. (Fredrik H.)

**Background:** The stock of LPGs from the October European launch is down to under 500 books. The UK IG Bookstore continues to sell them to anyone who places an order in Europe and WSO also sends them to Amazon UK to replenish stock there. They have been selling on Amazon UK the past two months.

**Second:** Sue V.

**Decision:** Motion passed unanimously. Sharon F. was absent.

7. **Motion:** To approve the 2022 budget as submitted by the Finance Committee with the understanding that it may be adjusted pending on the approval of a price increase for books (Jim B.)

**Second:** Jasmina T.

**Decision:** Motion passed unanimously. Sharon F. was absent.

B. Motion passed at a Special Board Working Session on March 12, 2022

**Motion:** To approve for the Russian fellowship an extension of the current print and distribution of translated literature contract and the current translation license until the current situation has been stabilized in the region. The Board will review every six months and assess when there is a need to update the contracts. (Sue V.)

**Background:** This motion will support our Russian ACA Fellowship during the current global challenges in Russia. We will also be providing similar support to the ACA Ukraine Fellowship. We may be losing our communication connection with Russia at any point. We have more time with Ukraine and will be making a similar motion.

**Second:** Jim B.

**Decision:** Motion passed unanimously. Sharon voted “yes” per proxy vote. Erin is absent.

C. Motions passed at a Board Working Session on March 24, 2022

1. **Motion:** To communicate to the Nominating Committee that we have reviewed the Board Candidate Packet for Brad H. and we have no objections to him joining the Board as a full Board member. (Sharon F.)

**Second:** Liz C.

**Decision:** Motion passed unanimously.

2. **Motion:** To approve for the Ukrainian fellowship an extension of the current contract for print and distribution of Russian translated literature until the current situation has been

stabilized in the region. The Board will review every six months and assess when there is a need to update the contract. (Sue V.)

**Background:** This motion will support our Ukrainian ACA Fellowship during the current global challenges in the Ukraine. We have also provided similar support to the ACA Russian Fellowship.

[Note: FYI- They have signed a new translation license for Ukrainian language. No board action needed on translations].

**Second:** Fredrik H.

**Decision:** Motion passes unanimously. Absent: Charlie H. and Tamara P.

D. Motions passed at a Special Board Working Session on March 31, 2022

- Motion:** To accept the proposed version of a Complaint Process Procedure understanding that some revisions may be made by the Board after the first time using this process. See: [W Complaint.Process-3.31.22-5.docx](#) (Liz C.) -see Appendix A

**Background:** The Board periodically receives complaints concerning behavior by volunteers, including Board members. While the Board has a right and responsibility under multiple authorities to assess such complaints, the OPPM does not spell out how such a process should be conducted. Enacting a policy and posting it on the website will give all volunteers a transparency for filing complaints about behavior that may violate the Traditions, Concepts, and ACA's purpose of service. It also will provide a consistent process for evaluating such complaints with fairness and due process.

**Second:** Tamara P.

**Decision:** Motion approved unanimously. Fredrik H. was absent.
- Motion:** To accept the new ABC Voting Process submitted by the ABC Committee. (Liz C.) See: [W ABC.Draft.Voting.Rules-3.30.22-9 Amber Edits.docx](#) - See Appendix B

**Second:** Jasmina T.

**Decision:** Motion passed unanimously. Fredrik H. was absent.

E. Motions passed via Specific Concurrence (SC) at a special vote of the Executive Committee on March 17, 2022 (An SC is considered time sensitive and is voted on electronically).

- Motion:** To approve the legal costs up to \$2000 for the WSO copyright attorney to work on the potential copyright issues associated with the Tony A's Twelve Steps in ACA as per the 2022-2 ABC ballot proposal. The attorney will provide their recommendations on possible solutions which will be presented to the fellowship in time for the 2022 ABC. (Sue V.)

**Background:** There has been an ABC ballot, 2022-2 submitted requesting WSO to add the Tony A's Twelve Steps to all published ACA Literature as founder Tony A's Steps. The Tony A steps are copyrighted.

**Second:** Justine F.

**Decision:** Motion passed unanimously by Executive Committee.
- Motion:** To approve the purchase of 1,000 Japanese BRB per the attached quote at a cost of \$6,642 plus shipping (Sue V.)

**Background:** We have a previous motion approved for 500 books. This is an increase due to the Japanese IG request to purchase additional books. The new total is 400 books, the original order was much less. The other books will be transferred to Amazon, USA and balance to be reserved for a second order from the IG.

**Second:** Sharon F.

**Decision:** Motion passed unanimously by Executive Committee.

3. **Motion:** To approve the purchase of 1,000 Japanese YWB per the attached quote at a cost of \$3,141 plus shipping.

**Second:** Sharon F.

**Background:** We have a previous motion approved for 500 books. This is an increase due to the Japanese IG request to purchase additional books. The new total is 400 books, the original order was much less. The other books will be transferred to Amazon, USA and balance to be reserved for a second order from the IG.

**Decision:** Motion passed unanimously by Executive Committee.

F. Motions passed via Specific Concurrence (SC) (An SC is considered time sensitive and is voted on electronically).

1. **Motion:** To accept the proposal from Next Level to redesign the [adultchildren.org](http://adultchildren.org) website. (Jim B.)

**Background:** - The [adultchildren.org](http://adultchildren.org) website has been in need of a redesign. The IT committee received a large response to their request for proposal (RFP) for the redesign project. Of those that responded we interviewed 9 candidates. Out of these candidates Next Level, a company of 15+ designers, distinguished themselves with professional timely responses and an ability to not only redesign the website, but also to do ongoing work on our meeting list plugin. See examples at:

📎 2022 02 Examples\_Copyright Page\_Cover (1).pdf

**Second:** Sharon F.

**Decision:** Motion passed unanimously

2. **Motion:** To authorize the change of the copyright notice in publications to be legally compliant. The correct notice should read: copyright©2006 by Adult Children of Alcoholics World Service Organization Inc.

**Background:** The copyright attorney has advised we need to use the legal name of the WSO ACA organization. We are currently not doing that in all publications. We are using Adult Children of Alcoholics/Dysfunctional Families World Service Organization Inc.

**Second:** Jim B.

**Decision:** Motion passed unanimously

## VI. Guest Comments

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## **VII. Closing Activities**

### **A. Announcements**

- Next WSO Board Teleconference Meeting is on May 14, at 2:00pm EDT

### **B. Motion to Adjourn Meeting**

### **C. Closing Serenity Prayer**



## **APPENDIX**

### **A. COMPLAINT PROCESS PROCEDURE**

#### **Section1: Draft Complaint Evaluation Process**

The Operating Policy and Procedures Manual (OPPM) does not set out a specific process for evaluating complaints regarding volunteer behavior (including but not limited to complaints against Board members). While the Board has reviewed volunteer complaints in the past, we have done so without a formal or consistent process.

A review of our various guiding documents affirms that ACA WSO has a right and responsibility to ensure a safe working environment for WSO volunteers, as well as for paid employees. This authority is grounded in numerous sources listed in Section 2 (Page 7). They include WSO's articles of incorporation and bylaws, which address our legal obligations as a registered corporation in the state of California, and the Traditions, Concepts, Commitment to Service, Big Red Book commentaries on ACA service, and the OPPM. We also have spoken with HR consultants about our corporate responsibilities with regard to volunteer safety from any form of harassment or abuse.

This is an initial policy for assessing complaints submitted to the Board, as well as a potential foundation for a permanent assessment process. In keeping with ACA literature, the suggested process seeks to balance compassion and accountability. At least in the initial stages of adoption, the process should emphasize opportunities for education and constructive change where a volunteer's behavior is negatively affecting others. But it recognizes, as does the the Big Red Book and the Board Norms of Behavior, that extreme or repeated mistreatment of WSO volunteers can lead to additional responses.

#### **Fairness and Due Process**

The lack of a spelled-out process for assessing complaints involving volunteers (including complaints about Board trustees) has numerous downsides. Establishing a consistent process is important for consistency, transparency and trust. In keeping with Concept 4, it should be seen as accessible to, and fair to, volunteers at all levels of WSO service. The following elements should be considered:

- 1) A transparent process for reporting and addressing complaints concerning behavior by volunteers and Board members should be clearly posted on the website, including a form for submitting a complaint. This would remove any mystery on how ACA members should handle concerns about potentially problematic behavior. A volunteer may also contact the board or an individual board by email.
- 2) Establish a comprehensive scope. The policy may be used by, and applies to, all WSO volunteers, including Board members. The only exception is disputes that involve only Board members, which are covered under the Board Norms section of the OPPM.
- 3) There should be a consistent, written assessment process for evaluating complaints. This process should reference program service tools, such as Traditions, Concepts, and

Commitment to Service, as well as the OPPM and laws governing harassment and workplace misconduct. It also should reference program recovery tools, such as the Laundry List/Other Laundry List, the Steps, Reparenting, and Emotional Sobriety. This process should become more complete with time and experience.

- 4) Find neutral individuals to evaluate complaints. It is expected that evaluators often may know one or more parties to a complaint, but they should be free of any prejudice or conflict of interest.
- 5) Assessment teams should include non-board volunteers, as well as designated Board members, and be diverse to reflect a range of perspectives.
- 6) Potential resolutions should include self- or group inventory, evaluation, increased awareness, and amended behavior, as part of a range of recommended changes, and not over-relying on formal disciplinary action. At the same time, the ultimate goal is service to the fellowship, and formal action may be needed when harmful behavior is severe or persistent.
- 7) There should be a policy regarding confidentiality at various stages of the process. All parties will keep initial evaluations confidential, and Board discussions and motions related to assessing a complaint will take place in executive session.
- 8) Short-term support policies so that volunteers may remove themselves from potential continuing abuse.
- 9) An initial policy that addresses these elements should be approved expeditiously so that pending complaints are not stalled for process reasons.
- 10) There should be ongoing review and revision of the initial policy. This can be organized through the Policy and Structure Collaboration Committee, and should likely seek input from the WSO-Volunteer Resources Committee and the Executive Committee.
- 11) The Board should determine whether any unresolved complaints regarding Board members or other WSO volunteers should be referred for evaluation under this process.
- 12) The Board will develop a generic public statement that can be shared if someone discloses that an assessment is in progress.

### **Initial Assessment Process & Scope of Complaint**

As affirmed in the Big Red Book, differences and tensions can arise in ACA service. Starting with the Board, any WSO volunteer must promote a service climate based on trust and mutual respect, resolving conflicts in a healthy manner that references Program tools.

When a WSO volunteer feels mistreated in a way that chronically or severely erodes their sense of safety and respect, and in a way that is inconsistent with Program principles or normal protections against workplace harassment, they may submit a complaint to the WSO Board's chair, vice chair, secretary or treasurer. Receipt of the complaint will be acknowledged in writing, and the board will be informed. In such instances, the board will authorize a team to assess the complaint, relying on the Traditions and other program tools, as well as basic HR tools for assessing workplace harassment allegations.

Note: If the complaint involves a member of the Executive Committee, the person filing the complaint may send it individually to one other member of the Executive Committee.

### Initial Procedures

1. **WSO, working with the assessment, secures all video and text evidence – zoom video, chat and transcription; request the complainant secure their emails, slack messages, minutes and texts.**
2. **Discuss whether the complainants need short term support during this process, ie sabbatical from committees etc.**
3. **Determine if any board members or other volunteers must recuse from the evaluation process.** This includes recusal from any role in the assessment by anyone who filed or helped to file the complaint, or who is named as a subject of the complaint. Volunteers, including Board members, also should declare any reasons that might call their neutrality into question. An example might include a direct sponsor-sponsee relationship with a participant, or extensive participation in of events cited in a complaint. Simply knowing one or parties to a complaint is not grounds for recusal.
4. **Identify an evaluation team to assess complaints.** The team should include non-board volunteers, and should include members who are knowledgeable about WSO service and widely respected as fair and impartial.
5. **Confirm participation of the evaluation team,** and ask them to sign confidentiality agreements.

### Initial Assessment Phase

#### 1) Assessment Team prepares

- a. **Review the process with the evaluation team,** including the Legal and Policy Framework.
- b. **Provide the evaluators with materials for assessing HR complaints,** including questions to identify potential harassment, as a resource. Ask if they wish additional training with WSO's HR consultant.
- c. **Review complaint(s) and determine whether the complaint—if factually true—might warrant potential board action** of some type. If no, recommend no further action. If yes, report this to the executive committee and schedule a meeting with the complainant.
- d. **Think through questions to ask the complainant and respondent,** seeking help from the executive committee if desired. Given the unique service dynamics of ACA, the team may specifically consider whether one or more volunteers engaged in emotional relapse or “acting out” behaviors, such as excessive reliance on traits from the Laundry List, Other Laundry List, or Workplace Laundry List.

## 2) Initial Interviews

- a. In all interviews, the reason for seeking the interview should be communicated. Written notes will be kept of all interviews. The complainant should be asked whether they expect confidentiality. If so, there should be a realistic assessment before proceeding as to whether that is possible, given the nature of the complaint. The complainant also should be asked to keep the evaluation confidential while it proceeds.
- b. Ask questions of complainant to gain additional facts about the case; ascertain the exact nature of the alleged violation (eg, Traditions, Concepts, state law). Ask for corroborating witnesses and evidence, securing evidence as needed.
- c. Following the interview, assess whether, if true, the allegations warrant potential Board action. If so, report preliminary findings to the Executive Committee and schedule an appointment with the subject of the complaint (respondent).
- d. If the evaluators determine that the respondent should be interviewed, they will advise that person of the reasons for the complaint, including the specific alleged incidents, but not show them the written complaint. The evaluators also should advise the subject that any direct retaliation against the complainant is prohibited and subject to Board action. They also should advise the respondent that the initial evaluation is confidential and will not be divulged by WSO.
- e. During the interview, ask questions of the respondent to gain additional facts about the case, and the subject's side of what happened. Specifically pose any questions about potential violations of Traditions, Concepts, etc., to get a response. If needed, ask for corroborating witnesses and evidence, securing evidence as needed.
- f. Determine if witness interviews are needed, and if so, conduct them. The Board will be notified if this is happening.

## 3) Initial Assessment

- a. Review physical and interview evidence.
- b. Decide whether the allegations are substantiated. If so, consider potential Board actions and determine which is most appropriate.

Possible actions can include dismissal of the complaint; written advisory to one or more volunteers involved, with any suggestions for a change in behavior; specific mandated training or Program reflection; request to voluntarily take time away from WSO service to focus on personal recovery; suspension from WSO service for a designated period; and dismissal from WSO service. Other actions could include requesting one or more volunteers make amends, facilitated discussions- either with individual and /or with chair of the Board etc., review of policies, education, healthy boundaries are established,

warning given etc.

#### **4) Presentation of Initial Findings**

- a. Once the team's research is complete, they will present written findings and meet with the entire board in executive session. This will include an initial finding of whether the team believes the allegations to be true, whether they found the behavior to be part of a larger pattern, and which WSO action they consider to be most appropriate.
- b. If the team concludes that an allegation is fundamentally unmerited or made in bad faith, they will notify the board.

#### **5) Next Steps**

- a. The Board considers the evaluation and determines appropriate next steps regarding the parties to the complaint.
- b. Before finalizing an action, the Board will advise complainant and respondent of the preliminary findings and ask if anything in the report is incorrect, or if there is a major omission that might change the finding.
- c. After receiving additional comments, the Board will make its decision. In addition to specific recommendations regarding parties to the complaint, the board also may refer continued follow-up action to a Collaboration Committee and/or the WSO-Volunteer Resources Committee to support a healthier climate at within a specified committee.
- d. If the board believes that either a suspension or expulsion may be warranted, an additional round of investigation will take place. This will include Board interviews of the complainant, respondent, and if needed, third-party witnesses.
- e. The Board also will determine what if anything should be communicated to the fellowship and committees.

#### **6) Appeals Process if Requested**

- a. Once the Board determines an appropriate resolution, it will designate a manner to transmit the outcome of the process to all volunteers involved. Each volunteer has a right of petition. If they disagree with the decision, they may arrange time with the Executive Committee to state their concerns.

- b. If the appeal demonstrates that some aspect of the finding was erroneous or fundamentally unfair, the Executive Committee will appoint a panel of up to four volunteers to hear the appeal. They will ask the volunteer making the appeal to summarize their concerns in a one- or two-page document.
- c. The appeal process will only consider whether information in the original findings and information were accurate and fair enough to justify the proposed Board actions. The team considering the appeal will not conduct fresh research or interviews.
- d. Where possible, the team considering the appeal should have three or five members, and most or all should be non-Board volunteers.
- e. Once the appeal is complete, a summary of findings will be submitted in writing to the Board. If it is found that the original decision is fundamentally unfair and should be changed or reversed, the reasons will be clearly stated.

## **7) Board Review of Complaint Process (Within 2-3 months)**

- a. The Board will appoint a team to assess the first applications of the complaint Process, identifying what worked well, what could be better and next steps.
- b. This is communicated to the full Board.
- c. Board also will assess whether other unresolved complaints should be reviewed under the initial policy.
- d. Policies will continue to be developed, in collaboration with the executive committee and the Policy & Structure CC (especially, the WSO Volunteer Services Committee). Any updates to the process will be added to the OPPM and communicated to the fellowship transparently with semi or annual reviews.
- e. Communicate with fellowship the new policies and expectations.

## **Section 2: Authorities regarding Board oversight of committees and volunteers: Legal and Policy Framework**

The initial policy for evaluating complaints involving volunteers, including board members and committee volunteers, draws on the following authorities:

### **1) Bylaws/California Articles of Incorporation**

- a. **Comment: WSO must comply with California law.** Bylaw II.1: “ACA WSO shall be incorporated under the laws of the State of California as a public benefit corporation. The organization shall maintain a nonprofit and tax exempt status under the laws of the United States and the State of California. This organization shall be organized for purposes as defined under Internal Revenue Service Code Title 26 U.S.C., Section 501

(c) 3., and shall be incorporated in accordance with California Corporation Revenue and Taxation Code, Section 23701 (d).”

- b. **Comment: WSO’s sole purpose is fellowship service.** Bylaw II.2: “The sole purpose is to serve the fellowship of Adult Children of Alcoholics (ACA) by maintaining service for those who might be seeking, through ACA, the means for recovering from being raised in an alcoholic or otherwise dysfunctional home.”
- c. **Comment: WSO committees assist WSO’s sole purpose of service.** Bylaw VI.2. “Committees shall be formed as deemed necessary to conduct the business of ACA WSO in keeping with the definitions and guidelines set forth in the OPPM.”

**Conclusion:** Because committees play an essential role in assisting WSO’s sole purpose for incorporation, the Board is authorized to form such committees and ensure that their function serves WSO’s sole purpose of service. This includes addressing volunteer purpose that may hurt committee service or compromise the safety of other volunteers.

## 2) Traditions and Concepts

- a. **Comment: Per Tradition 9, WSO is a service board ratified by the fellowship, through the Annual Business Conference, and may appoint committees to help provide this service.** Tradition 9: “ACA, as such, ought never be organized, *but we may create service boards or committees directly responsible to those they serve.*”
- b. **Comment: Traditions 1 (Unity), 2 (Group Conscience), 12 (Principles Before Personalities) all support harmonious group interactions in which the voices and perspectives of all members are honored.** To quote the Tradition 2 meditation, volunteers are encouraged to follow this spiritual guidance: “Allow me to listen to and consider the views of others. May I state my view and support all group decisions, including the ones I might disagree with.”
- c. **Comment: Tradition 5 (Primary Purpose) supports productive committee and volunteer activity that helps ACA** “carry its message to the adult child who still suffers. Detours into squabbling and argument are discouraged. To quote the Tradition 5 meditation: “Help me remember to ask myself a simple question when I am doing the business of ACA. ‘Does what we are about to do support the primary purpose of carrying the ACA message to another adult child needing help?’ “
- d. **Comment: Per Concept 7, WSO manages issues related to legal instruments governing WSO.** Concept 7: “The Annual Business Conference recognizes that the Articles of Incorporation and the Bylaws of the Adult Children of Alcoholics World Service Organization are legal instruments: that the Trustees are thereby fully

empowered to manage and conduct all of the world service affairs of Adult Children of Alcoholics.”

- e. **Comment: Per Concept X, it is appropriate and necessary to set the scope of authority and guidelines for effective service.** Concept X: “Every service responsibility should be matched by an equal service authority—*the scope of such authority to be always well defined* whether by tradition, by resolution, by specific job description, or by the Operating Policy and Procedures Manual and bylaws.”
  
- f. **Comment: Per Concept XI, Trustees hold “final responsibility for ACA’s World Service administration” and must give “serious care and concern” to proper function of committees and committee members.** Concept XI: “While the Trustees hold final responsibility for ACA’s World Service administration, they should always have the assistance of the best possible standing committees, corporate trustees, executives, staffs, and consultants. *Therefore the composition of these underlying committees and service boards, the personal qualifications of their members, the manner of their induction into service, the systems of their rotation, the way in which they are related to each other, the special rights and duties of our executives, staffs and consultants, together with a proper basis for the financial compensation of these special workers, will always be matters for serious care and concern.*”

**Conclusion:** The Traditions and Concepts all support committees that function according to a respectful group conscience, and do not divert ACA from its primary purpose. Concept XI specifically notes that the Trustees have the need to support healthy volunteer conduct at the committee level.

### 3) **Big Red Book/Tradition 9/Service Handbook/Laundry List-Other Laundry List/Workplace Laundry List/Commitment to Service**

- a. Unfortunately, the trauma experienced by adult children creates challenges for almost everyone who participates in service, and can actually induce service volunteers to act out dysfunctional behaviors. As examples:
  - 1. **The Workplace Laundry List** notes that: “We confuse our boss or supervisor with our [dysfunctional] parent(s),” and, “We confuse our co-workers with our siblings or our [dysfunctional] parent(s), and repeat childhood reactions in those working relationships.”
  - 2. **Members who identify with the Laundry List may be quick to feel victimized by other volunteers, while those who practice Other Laundry List may be quick to domineer others.**
  - 3. **The Commitment to Service** cautions those in service “to avoid losing my own recovery through the use of service to act out my old behavior,



especially in taking care of others, controlling, rescuing, being a victim, etc.”

4. **The Tradition 9 essay** (Page 535) reminds us that “many of us arrive at ACA wounded and angry. We hurt, so we want to hurt others. However, no one has the right to harm anyone in ACA.” The essay explains this behavior as an attempt to recreate a dysfunctional family of origin, adding that “we could avoid working on ourselves by blaming group members for imagined wrongs or slights.”

**b. In the Big Red Book, two extended passages provide options to an ACA group to deal with disruptive members. Both are rooted in the authority of the group conscience.**

1. While the Big Red Book favors informal solutions, it notes in Pages 533-535 that if there is an ongoing pattern of troublesome behavior, “such a person could be asked through another group conscience to leave the meeting until he or she has a change of heart regarding disruptive behavior.”
2. Specifically addressing the disruptive behavior of cross talk, the Big Red Book gives authority to all members to call an immediate group conscience to address the behavior.

**Conclusion:** ACA literature is very clear that the nature of the ACA condition makes it highly likely volunteers will be triggered, and that this may lead to violations of others through distorted thinking and disrespectful conduct. All volunteers have a shared responsibility in responding to this fact with compassion and accountability—so that volunteer settings do not replicate our families of origin.

4) OPPM

**The OPPM has multiple examples of the board regulating committee behavior,** and the Board has the right to remove board members who disrupt WSO unity and function. There is no logical reason to believe this does not extend to other volunteers who disrupt volunteer unity and service function.

- a. **III.N.1: The OPPM authorizes a majority of the board (or ABC) to impeach any trustee for cause.** The OPPM adds, “Tradition violations, working outside the boundaries of the Policies and Procedures as set forth in this document or that have become common practice before being added to this document, abuse of fiscal responsibility, or other action seen as adverse to the operation of the Board or in service to the Fellowship, as determined by the majority of the members of the body

(the Board or ABC) will serve as just cause.”

- b. **Appendix XI, the Norms of Conduct, also recognizes that the Board has a responsibility to examine behavior that may disrupt service to the fellowship**, but in a compassionate manner. It says that the Norms “promote trust and encourage respectful communication and behavior consistent with the ACA Traditions and Concepts. We recognize that none of us is perfect; we are above all Adult Children who each bring our own challenges with interpersonal communication. ... The central goal of the norms is not to eliminate differences, but to support Trustees in resolving conflicts in a healthy manner that references Program tools.”
  1. The Norms suggest a wide range of proportionate responses to disruptive behavior, but notes that removal of a disruptive board member may be required “in the case of repeated or severe violations of Traditions, Norms, OPPM, etc., [to] take disciplinary actions toward individual trustees. This may include letters of caution, request to take a leave, suspension, or removal from the board, in alignment with OPPM procedure.”
  2. An addendum to the Norms states: “In all board disputes, the board as a whole, per Tradition 2, has the ultimate word.”
- c. **The Executive Committee is established under Bylaw VI.1**, which states, “The Board shall form an Executive Committee from among its members who shall be delegated the powers and authority as deemed appropriated by the Board, and shall serve in keeping with the guidelines set forth in the OPPM.”
  1. Under the OPPM, the Executive Committee is “responsible for ensuring that all other committees of the Board are complying with their responsibilities.” Presumably one aspect of this function is to ensure that individual volunteers are not disrupting or abusing committee functions. This can be done using criteria similar to those used to assess potentially problematic behavior by Trustees (eg, Traditions, Concepts, OPPM, Commitment to Service, etc.)
- d. **Section X, Pages 22-28, discuss the relationship between WSO committees and the board**. It notes that “All committees are referred to as Committees of the Board. ... Committees are created or disbanded by appropriate motions of the Board and/or the ABC.”

The section specifies that committees are to be generally guided by the Traditions, Concepts, and OPPM. It also sets out numerous areas where the committees must

meet standards of accountability set by the Board of Trustees.

1. Section 10 notes that committee chairs and vice chairs must be ratified by the Board and by the ABC.
  2. Committees also must use Board procedures for conducting meetings.
  3. Committees also are required by the Board to periodically update their statements of purpose and to regularly update and report their top three strategic priorities, and also to file monthly reports for the teleconference.
- e. **Section X.F specifically sets out a relationship of accountability to the Board (and ABC) by all Committees of the Board.** X.F notes that “Committees are accountable to the fellowship, through the governance of the Board. Any actions they wish to take that propose to establish new policy or impact the fellowship as a whole must be approved by the Board. ... The committee chair is responsible for ensuring that the committee fulfills its reporting obligations.”
- f. **Comment: The Board is under legal obligation to assess harassment and similar complaints filed by paid WSO staff.** Our HR consultant advised us that WSO has a similar right and obligation to protect the well-being of volunteers, by setting behavior standards for volunteers and examining safety complaints involving volunteers.

**Conclusion:** Since the Board holds itself accountable for respectful communications and adherence to the Traditions, and because committees operate in service to the fellowship, through the governance of the Board, applying a similar expectation to committees and committee volunteers is clearly within the Board’s authority under the Bylaws and OPPM.

## **APPENDIX B:**

### **Draft Rules for ABC Delegate Deliberation and Voting (for only virtual meetings)**

The Annual Business Conference (ABC) brings together adult children from around the planet. It is important that delegates experience an environment of openness, inclusion, unity, and principles before personality, relying on a world-wide group conscience to achieve substantial unanimity on major issues. These values reflect the First, Second, Fifth, and Twelfth Traditions; Concepts 1, 2, 4, 6, 7, and 12; and ACA’s Commitment to Service.

To support this type of deliberation, formal rules of debate are kept to a minimum, and special accommodations are provided to support those who do not speak English as a first language, or

who live in time zones that are not compatible with business hours in North America. The process also honors the minority's right of petition (Concept 5), by including a process to request a re-vote on motions and ratification votes.

**Important note: It sometimes is impossible to complete all business in two days. Delegates will be given a choice during the morning of Day 2 on whether to schedule a third day.**

### **Worldwide Online Voting**

The fullest debate of issues, including the Ballot Proposals, will occur over two consecutive days, roughly from 9 am to 5 pm eastern US time. However, except on specified procedural matters, most final decisions will be made through a worldwide online voting process lasting 10-12 hours, available to all registered ABC delegates. Final voting results typically will not be known until the following day.

The worldwide online voting system will increase access to registered delegates in countries with different time zones, and to those who cannot attend the ABC during the day because of work or other conflicts.

During the initial discussion at the ABC, delegates will decide whether to submit a Motion to worldwide online voting, and if so, what the wording of that Motion will be. At the end of each day's ABC session, an email will be sent to all registered delegates that enables them to cast their online votes.

To assist online voters, a WSO web page will list Motions and Ratifications that are to be voted on. It also will include a brief summary of main arguments pro and con. Audio recordings of delegate discussion also will be posted.

### **Day 1**

#### **Ballot Proposal Discussions (Day 1)**

Once the ABC begins, in accordance with Tradition 2, the final word on all Ballot Proposals and Floor Motions belongs to the delegates, not to the group or individual that authored them. In discussing items, the ABC will rely on group conscience discussion and electronic polling to assess agenda items.

#### **Introduction of a Ballot Proposal (Day 1)**

**Initial Assessment.** The Ballot Proposal submitters may speak up to a total of three minutes for each of their submitted ballot proposals. Delegates will have up to 30 minutes to discuss the general merits of an issue and propose alternative approaches. Any questions for clarification will be addressed to the ABC chair, who will decide how the question should be answered.

**Identifying a general direction.** The ABC chair will announce a poll, generally with four possible responses. The ABC chair will ask, “Which of these positions do you most agree with?”

- a. I support the spirit of the Ballot Proposal and would like a Motion to be crafted for immediate enactment.
- b. More information is needed. I prefer an in-depth study that will report to a future ABC.
- c. I would like to delegate this matter to the ACA World Service board for possible action.
- d. I do not support the Ballot Proposal in any form.

Note: If the purpose of a Ballot Proposal is to call for a long-term study, Option B will be eliminated, to avoid confusion.

If a delegate poll indicates 60 percent or more support for any one option, the ABC Chair will ask delegates to move to the next stage in the process (Crafting a Motion).

If no option receives 60% or more support, the least popular option will be removed. Additional polls will be conducted until only two options remain. At this point, whichever choice gets the majority vote in a final poll is acted upon. Abstentions are not counted as part of the total vote.

**Crafting a Motion.** If delegates choose Option A (“support the spirit of the Ballot Proposal”), the group that drafted the Proposal may submit a written motion, using a process announced to all delegates by the ABC chair. At that time, the ABC chair will ask for a minute of silent reflection. After the pause, delegates may submit alternative written motions. These motions must accomplish the general spirit of the Proposal. As each alternative motion is received, it will be added to a screen that all delegates can read.

Up to 10 minutes will be given to this process, and the only purpose is to generate alternative motions for delegates to consider. Unless recognized by the ABC chair, there will be no speakers during this period.

If Option B (“long-term study”) or C (“refer to the Board”) is chosen, delegates will be given 5 minutes to suggest written motions that implement that option.

**Discussing and selecting a preferred motion.** After all alternative motions are posted on the screen, delegates may discuss the merits of the motions for up to 15 minutes. The ABC chair will then announce a new delegate poll, asking, “Which motion or alternative do you prefer?”:

- Motion 1 (with wording)
- Motion 2 (with wording)
- Etc.

- I do not support any of the motions.

A series of polls will be conducted until one choice receives 60 percent, or only two choices remain. After each poll, all options receiving less than 10 percent will be removed. If there are seven or more choices in a poll, the three least popular options will be removed, regardless of the percentage received. If there are six or fewer choices, the two least popular choices will be removed, regardless of percentage received.

If a motion receives 60 percent or more in any poll, it is submitted to worldwide online voting. If a poll is taken with just the final two options, a motion will be submitted to worldwide online voting if it receives a simple majority.

### **Combined Discussions of Multiple Ballot Proposals**

Occasionally, several Ballot Proposals are either nearly identical, or address very similar or identical issues. When this occurs, the ABC AWC Committee may propose an agenda that groups multiple proposals into one combined discussion. In this scenario, the ABC AWC Committee will briefly explain how the Proposals are related. Then, the groups sponsoring the Proposals each will have three minutes to speak.

After up to 30 minutes of delegate discussion, the ABC chair will announce a poll, asking, "Which alternative do you prefer?" Generally, delegates will be given six possible responses. However, if any Proposal calls for a long-term study, Option D will be eliminated, to avoid confusion.

- a. I support the spirit of Ballot Proposal X and would like a Motion to be crafted for immediate enactment.
- b. I support the spirit of Ballot Proposal Y and would like a Motion to be crafted for immediate enactment.
- c. I support the spirit of Ballot Proposal Z and would like a Motion to be crafted for immediate enactment.
- d. More information is needed. I prefer an in-depth study that will report to a future ABC.
- e. I would like to delegate this matter to the ACA World Service board for possible action.
- f. I do not support any of these Ballot Proposals in any form, and I believe they should not be given any more consideration at this ABC.

After each poll, any option receiving less than 10 percent will be removed. Regardless of percentage, the two least popular options will be removed after each poll, until only two options remain. If an option receives 60 percent or more in any poll, it is submitted to worldwide online

voting. If a poll is taken with just the final two options, the option that receives a simple majority will be acted on. Delegates will proceed to “Crafting a Motion,” unless Option F (“do not support this in any form”) is selected.

### **Board Ratifications (Day 1)**

Ratification of Trustees requires a simple majority of all voting delegates. Board members speak up to 3 minutes each. If time permits, delegates may ask questions of board members. Trustee ratifications are automatically placed in worldwide online voting. The Board may also submit a motion to ratify its strategic agenda, or specific high-profile initiatives, to worldwide online voting.

### **Worldwide Online Voting**

Within two hours of the conclusion of Day 1, an email will be sent to all registered delegates that accesses worldwide online voting. Voting hours will be announced and posted online.

### **Day 2**

#### **Minority Opinion/Request for Revote (Day 2)**

As soon as they are available, results of Day 1 worldwide online voting will be posted on the website. At the beginning of Day 2, the ABC chair will announce each result, asking if anyone in the minority requests a revote. Any motion or ratification that is not challenged is final.

If any delegate challenges a specific motion or ratification, up to three speakers, each speaking up to a minute, may voice a minority opinion as to why the original vote should be reconsidered. The chair has discretion to recognize additional speakers who have views that have not been presented. Where a board member’s ratification is challenged, the trustee will have one minute to respond to concerns raised during the minority opinion.

The ABC chair will then poll delegates, asking whether there should be a revote. If more than 40 percent request a revote on either a Motion or ratification, the original substantial unanimity will be in question, and the matter will be submitted to Day 2 of worldwide online voting. If fewer than 40 percent request a revote, the original vote is final.

#### **Floor Motions (Day 2)**

To receive immediate ABC attention, 60 percent or more of delegates must determine that a delegate Floor Motion is time-sensitive and cannot wait until a future ABC. If delegates find that any Floor Motions do require immediate action, the ABC chair will use the same group conscience process, including a chance for delegates to identify and narrow alternative motions, as is used for Ballot Proposals. If at least 60 percent of delegates agree on a Floor Motion’s wording, it will be placed in worldwide online voting.

## **Deciding Whether to Have a Third Day**

At this time, it will be known whether a second day of worldwide online voting is needed, and whether all scheduled matters are likely to be heard during the two-day ABC session. The ABC chair will poll delegates, seeking a simple majority for any of these options. If needed, a second poll will be taken, and the least popular option will be removed.

- a. I support meeting a third day, to be scheduled Saturday, June 11. Minority opinions and unfinished business will be considered at that time.
- b. I support meeting for up to two hours on Sunday, May 8, to hear worldwide online voting results and conduct minority opinion discussions.
- c. I support ending the ABC on Saturday, May 7. Voting results will be posted on online, and any unfinished business will be referred to the ACA World Service board.

## **Minority Opinion on Floor Motions (Day 2)**

If delegates vote to end the ABC on May 7, an opportunity will be given for minority opinion on any Floor Motion that is approved, before it goes to worldwide online voting. If more than 40 percent of delegates request a revote, a second vote will be taken on the Motion. If it again receives 60 percent, the Motion will go to worldwide online voting. Motions that get less than 60 percent in a revote will be referred to the Board.

## **Committee Ratifications (Day 2)**

During committee reports, each committee will identify its chair and top three strategic priorities for the coming year. At the end of the report, the ABC chair will ask delegates if anyone wishes to challenge either the chair's appointment or the strategic priorities. If no challenge is lodged, the chair and agenda are ratified.

If objections are raised, an opportunity for minority opinion will be provided after all committee reports are concluded. After minority opinion is heard from up to three speakers, a committee chair who is challenged will have one minute to speak. Then a poll will be taken.

If the request for a ratification vote receives less than 40 percent, the committee chair or priority list is ratified.

If the request receives 40 percent or more, a ratification vote will be held. The chair or strategic priorities are ratified if they receive a simple majority. If ratification is denied, the Board and committee will schedule a follow-up meeting, open to delegates and the fellowship, to identify best options for moving forward.

Committee ratifications are not submitted to worldwide online voting.



