



Adult Children of Alcoholics® World Service Organization

ACA WSO Communication Platforms User Guidelines Agreement

First Name:

Last Name:

Email:

Type:

Terms and Conditions

The intention of the WSO Communication Platforms User Guidelines Agreement is to create a healthy and safe environment for Fellow Travelers to share comments, ideas, and announcements. By following these guidelines, our Fellowship practices the ACA Traditions and Principles, which allow for positive global communication.

These guidelines apply to WSO Communication Platforms, including Slack, Zoom and Zoom Chat, and any other ACA WSO communication platforms currently in use or adopted in the future. This agreement also applies if you are speaking in a committee meeting, at an Annual Business Conference (ABC), Conference Business Meeting (CBM), Board Meeting with the Fellowship (BMF), or other ACAWSO function, such as a Town Hall.

Everyday Etiquette on WSO Communication Platforms

When communicating on WSO Communication Platforms, please remember that you are talking to other Fellow Travelers.

We are a global community, and English is not everyone's first language. Treat others as you would like to be treated. Remain friendly, considerate, and respectful, even when you disagree. Before sending a message, consider whether it is something you would say if you were face-to-face with the person.

Respectful Communication

Be respectful of others. Consider the reader's time, state your point quickly and concisely, and proofread your message. Be sure it is clear and says what you intend to say. Consider taking a pause before sending your message, and show your best side.

Choose curiosity over criticism. Be careful that you are not taking another person's inventory. Refrain from giving unsolicited advice. Refrain from insulting, provoking, threatening, shaming, or blaming others. Be careful with humor and sarcasm, as they can be misinterpreted. Be helpful and stay in The Solution. Try to remain as objective as possible.

Be forgiving and compassionate of yourself and others. Allow your Loving Parent to guide you in what you say and do not say.

Exercising courtesy on WSO Communication Platforms is a healthy practice. Many of us experienced chronic anger and verbal abuse as children. Allowing unacceptable communication on WSO Communication Platforms creates a divisive environment that risks alienating ACA volunteers.

Confidentiality of Platform Communications

Communications conducted through ACA WSO platforms, including Slack, Zoom and Zoom Chat, are intended for the audience to whom they are directed. Messages, screenshots, files, recordings, transcripts, discussions, or other content may not be copied, shared, forwarded, published, or otherwise distributed beyond the intended audience without prior authorization.

Some communications are meant for all adult children such as public events and announcements. Other communications may be limited to a specific Slack channel, Zoom meeting, committee, workgroup, or designated participants, and may not be shared outside that group without appropriate permission. Permission to share communications must come from the person, group, or body with authority over the communication or the setting in which it occurred.

Participants are expected to use good judgment and respect the context of each communication. When it is unclear whether information may be shared, or who may authorize sharing, participants should seek clarification from the General Manager, or WSO Board.

Alignment with ACA Principles, Traditions, and Concepts

WSO Communication Platform User Guidelines align with ACA's Flip Side of The Other Laundry List:

#3. With our renewed sense of self-worth and self-esteem, we realize it is no longer necessary to protect ourselves by intimidating others with contempt, ridicule, and anger.

#11. In accepting we were powerless as children to “save” our family, we are able to . . . stop punishing ourselves and others for not being enough.

Courteous and respectful communication is also supported by the ACA Traditions:

- Tradition One stresses “common welfare” and “unity.”
- Tradition Two speaks of a group conscience. Punitive language inhibits honest sharing of views.
- Tradition Five speaks of carrying the message to newcomers. Verbal hostility could discourage newcomers and long-time members from participating in ACA World Service.
- Tradition Six reminds us that we don’t endorse outside enterprises.
- The Tradition Nine meditation reminds us that volunteers are not our family of origin.
- Tradition Twelve stresses placing principles before personalities.

Submitting a Concern

Any ACA member who has concerns about a communication that is not following the WSO Communication Platforms User Guidelines may submit a comment using this webform:

<https://acawso.org/wso-slack-chat-concern-form/>

Failure to Follow These Guidelines

Failure to follow the WSO Communication Platforms User Guidelines Agreement may lead to the following actions:

#1 First offense: The ACA WSO Safety Resources Committee (SRC) will have a conversation with the individual to determine the nature of the incident. Written documentation will follow.

#2 Second offense: The member may be suspended from WSO communication platforms for a minimum of 30 days and up to 3 months. The length of suspension will be at the discretion of the SRC.

#3 Third offense: The member may be suspended from WSO communication platforms for up to 12 months. The length of suspension will be at the discretion of the SRC. Depending on the severity and/or repetitive nature of any offense, a longer exclusion from WSO communication platforms may be warranted.

#4 Reinstatement: Upon reinstatement, if the individual completes a two-year period without further incident, all prior violations will be considered resolved, and the member’s standing will be reset.

#5 Permanent Removal from a WSO Communication Platform: Continued offenses or severe offenses may result in permanent removal from some or all of WSO Communication Platforms

Notes:

1. Severe offenses may result in more substantial consequences regardless of whether it is a first offense or a repeat offense.
2. Removal of problematic communications may happen before or after a conversation with the individual, depending on the context of that communication.

Agreement

I have read and understand the importance of the WSO Communication Platforms User Guidelines Agreement. I agree to follow these guidelines in order to support healthy, interactive, and positive communication among volunteers on online global communication platforms provided by WSO.

Signature:

Date: