Moves Toward Better Global Service Result From Discussions at the Fifth World Service Meeting

"Probably epoch-marking in at least two ways" — so one experienced observer described the Fifth World Service Meeting (W.S.M.) of Alcoholics Anonymous, in Helsinki, Finland, Oct. 5-7, 1978.

One outcome is that European A.A. is establishing a kind of rudimentary "European Service Office," with an address in London. Such a clearinghouse could help A.A.'s in European nations communicate with one another and help A.A. develop in other countries between the biennial meetings of the W.S.M., our informant said.

The feasibility of global "zone" gatherings in alternate years (when W.S.M. does not meet) is to be discussed at the 1980 session in New York, in accordance with a recommendation of the Policy/Admissions/Finance Committee in Helsinki. This would enable A.A.'s from many more small countries to participate in the "zone" A.A. service forums, according to the observer.

As the W.S.M. is now set up, each nation that has its own general service board (or counterpart) and wishes to participate sends two delegates to the biennial session, (continued on p. 2)

SURVEY SHOWS 90% HAPPY WITH SHIPPING SERVICE

Each January, G.S.O. Shipping and Receiving Department takes its own inventory. Shipping clerks enclose a questionnaire with every package of literature that goes out, asking questions like "Was this order received in good condition?" and "How long did it take?"

Shipping literature is at the very heart of G.S.O.'s service to groups. A.A. saves lives — and the men in Shipping are acutely conscious that if a Big Book doesn't get there, or gets there too late, it might make all the difference on a Twelfth Step call.

This year, 675 of you returned the questionnaires. Ninety-eight percent said their order was received in good condition. Nearly 90% replied they were satisfied with G.S.O.'s shipping service, and (continued on p. 4)

A.A.W.S.
Dear Committee,

I am writing this letter to thank you for helping the alcoholics around the world. As my father is a sober member of A.A. I was only a small child when my father found A.A. and I am just so grateful that there was someone who cared for dad. Just before dad found A.A. the doctors told him he only had six months to live and now he has his whole life ahead of him. Dad has been in A.A. for over six years. I love him very very much we get along fantastically. My mother is an active member of Alateen. My sister and brother are both in Alateen. And in three weeks I am able to go to Alateen. God has been very good to this family.

Keep doing what your doing.

With much love,

C R

P.S. I am eleven and nearly twelve.

Letter to G.S.O. expresses the ultimate purpose of all A.A. service.
HELEN T. WELCOME
G.S.O. STAFF ADDITION

Our newest General Service Office (G.S.O.) staff member is Helen T., a Chicago native who now lives in Manhattan, where she joined a Greenwich Village A.A. group almost five years ago. She fills the vacancy created by Mary Ellen W.'s retirement.

Helen has held many group “trusted servant” positions, including a G.S.R. term. In addition, she has had another special interest—in alcoholism. It began during her own recovery, while she was working as a staff nurse in surgery at a large New York medical center, from which she was graduated in 1959. (She holds nursing licenses in both California and New York.)

Helen had professional training in alcoholism and has worked at alcoholism treatment facilities of two widely different kinds. She recently participated in a national forum on “The Alcoholic Nurse” given for hospital directors throughout the United States, and has been interviewed by professional journals about counseling alcoholics.

She has assisted three physicians in private practice and has supervised nursing in a large labor and delivery room.

Her current assignments at G.S.O. are Loners/Internationalists and correspondence with the East Central U.S. Welcome to our “468 group,” Helen!

WORLD SERVICE MEETING (continued from p. 1)

paying delegates’ fees and making contributions to help defray costs of the meeting.

If sending two delegates is not financially practicable, a country may send just one. But A.A. in some lands is not far enough advanced and lacks sufficient money to do even this much. In these cases, perhaps such countries could join in the smaller, nearby “zone” forums. In effect, this would amount to the present W.S.M. members “sponsoring” A.A. in nations where the Fellowship has only begun to get going, as longer-sober A.A. members sponsor individual newcomers.

Under a banner proclaiming the theme, “Recovery, Unity, and Service—Worldwide,” 1978 delegates met at a beautiful island retreat just outside Helsinki. They represented A.A. in Australia, Belgium, Brazil, Central America/Northern Zone (El Salvador and Honduras), Central America/Southern Zone (Nicaragua), Colombia, Finland, French-speaking Europe (France and Belgium), Holland, Ireland, Mexico, New Zealand, Norway, South Africa, Sweden, the United Kingdom, the United States/Canada, and West Germany.

Finland’s Veikko K. welcomed visitors with a statement entitled “God Has Plans Which We Don’t Know.” David P. (Colombia) then delivered the keynote talk.

Presentations on the Traditions were made by Paul S. (Belgium), Anne O. (Australia), and Uzziel M. (El Salvador). “Money in A.A.—the Spiritual Value of Giving” was the title of presentations by Joaquim V. (Brazil), Valter L. (Finland), and Pat M. (New Zealand).

Delegates also heard John L. (“Dr. Jack”) Norris, M.D., nonalcoholic chairperson emeritus of the U.S./Canada General Service Board, report on the first world survey of A.A. membership (see Oct.-Nov. ’78 issue of Box 4-5-9), and Mary Ellen W., former G.S.O. staff member, tell of plans for the 1980 International A.A. Convention.

“Sponsorship” was the topic for presentations by Bill S. (England), Roberto M. (Mexico), and Annie C. (France). Then Juan P. (Nicaragua), Frank M. (Ireland), and Mac C. (Canada) spoke on “A.A. and Alcoholics.”

John B. (South Africa) and Bob V. (Belgium) spoke on “Young People and A.A.” “Contact Centers, Central or Intergroup Offices” was discussed by Ferdinand B. (West Germany), Virginia H. (U.S.), and Oskar H. (Norway).

In addition, each delegate delivered a brief Personal Service Highlight, and workshops were held on the Traditions and on “Communications Between Countries.” Test footage of the new A.A. film, now being produced by the U.S./Canada G.S. Board, and the filmstrip “Circles of Love and Service” were (continued on p. 4)
Delegate Corner

‘LET US CARRY THE MESSAGE’

Excerpts from the presentation by Jim D. (Nev.) at the 1978 Conference delegates’ meeting conclude:

If I go to a facility to carry the message, I’m not there to tell them how to run the place. I am guided by Twelve Traditions; they are not. I am there for one purpose: to carry the message of A.A.

If I go to a detox to help start a meeting, I go there for one purpose. I’m not there to tell them they shouldn’t give pills. I’m not there to tell them each patient should have “one tablespoon of honey each hour” or “plenty of vitamins.” I’m there to carry the message.

If they get paid for taking care of the alcoholic, that is not my problem. In most cases, the alcoholic is better off staying with them than staying alone in a room. Perhaps the facility can keep the alcoholic alive long enough to get our message.

Let us stop being concerned about how treatment facilities or professionals do their work for the alcoholic. Let us be concerned with one thing. Let us carry the message. Let us try.

One Typical Day At A Time

Excerpts, in the last issue and this, from Sun-Dry, bulletin of the El Paso (Tex.) Central Office, show what front-line Twelfth Step action is like in A.A. central and intergroup offices.

10:10 Older member drops in, immediately takes over twelfth-stepping Harry. Harry’s gonna be all right.

10:25 Salvation Army chaplain calls about meeting-schedule changes there.

10:30 Treatment facility wants discounts on A.A. literature.

10:35 Woman calls about her friend (?) who needs help, wants us to call friend.

11:15 Member comes in to buy literature for group. Four of us hold mini-meeting.

12:00 Line up speakers for breakfast meeting.

1:00 Man calls for help for wife. Al-Anon suggested. He says he wants to go.

1:15 Preacher comes in to buy Big Book.

3:15 Mary calls again, says she gave us wrong number. Correct number relayed to twelfth-stepper.

5:05 Dial in member on night watch. Bid good night to C.O. for today.

Central Office Corner

Trustee Corner

First Pacific Regional Forum

“Most notable to me was the essentially positive attitude on the part of everyone from the outset,” said George D., Pacific U.S. regional trustee, about the Pacific Regional Forum held in Sacramento, Calif., Sept. 15-17. “The 500 or 600 present were clearly prepared to work and to learn – and they did.” By far the most popular workshops were those on institutions and for G.S.R.’s and D.C.M.’s. Only a handful of those attending had participated in such a gathering before.

At these forum sessions, General Service Board trustees and G.S.O. staff members meet with all service workers and other interested A.A.’s in the region who want to attend, and all questions are welcomed and fully answered. For example, in Sacramento, queries were raised about anonymity, service structure, A.A. literature, G.S.O. finances, and “The A.A. Service Manual,” among other topics.

Institutions workers were particularly glad to get to share with nonalcoholic trustee Jim Estelle, chairperson of the board’s Committee on Correctional Facilities, and Vinnie M., staff member currently on that assignment, George reported. And the board’s (continued on next page)

What Materials Do You Truly Need?

Is there any new material that can be helpful to new general service representatives (G.S.R.’s)?

Paul C., St. Charles, Mo., asked that recently. We now pass the question on to you. What specific materials from the General Service Office (G.S.O.) would really help a G.S.R. – especially one new at the job?

When a new G.S.R. writes us now about taking office, the following items are sent immediately: a letter welcoming the new Third Legacy worker and offering all the assistance G.S.O. can give; “The A.A. Service Manual”; three leaflets – “G.S.R. May Be the Most Important Job in A.A.,” “Your A.A. General Service Office,” and “Circles of Love and Service.” Of course, the G.S.R. is put on the mailing list for Box 4-5-9 and for the appropriate regional directory.

Now . . . what else do you think a G.S.R. should get? We’d love to hear from many G.S.R.’s about this, both experienced ones and new hands.

G.S.R. Corner
TRUSTEE CORNER
(continued)

new nonalcoholic chairperson, Milton Maxwell, Ph.D., received a standing ovation upon being introduced. Sample footage of the A.A. film being produced by the board (to be distributed only after Conference approval) was shown Saturday night. Some members expressed concern over use of the film medium to carry the A.A. message, while others voiced approval. The Ask-It Basket was jammed, and despite long hours, the entire audience remained good-humored, George said.

WORLD SERVICE MEETING
(continued from p. 2)

shown to the delegates. Four committees handled much of the formal W.S.M. work: Agenda, Literature/Publishing, Policy/Admissions/Finance, and Working with Others. Delegates also attended the 30th Anniversary Convention of A.A. in Finland after the W.S.M.

Bob P., manager of G.S.O. in New York, chaired the meeting, at the request of the host country. Staff assistance from New York was furnished by June R., W.S.M. secretary, Phyllis M., General Service Conference secretary in New York, and Mary Ellen W. Dotty McGinity, nonalcoholic assistant to Phyllis, was also present to help.

But most of those attending declared much of the best of the W.S.M. happened, as is usual in A.A., informally over coffee.

CONFERENCE CHARTER GUIDES AREA ASSEMBLIES

The purpose of A.A. area assemblies and the way these bodies choose area committee members (and delegates to the General Service Conference) are very simply spelled out in Articles 6 and 7 of the Conference Charter (p. 24 in “The A.A. Service Manual”).

Almost bluntly, Article 6 warns that area assemblies should not meddle in local A.A. affairs – of, say, a central office or intergroup – or in the business of local groups. The assembly is concerned “only with the world service affairs” of A.A.

This ruggedly protects each A.A. entity’s right to handle its own business free of interference, just as every individual member is independent of any A.A. bossing. And Article 7 helps each assembly avoid the hard feelings that could come with elections of area committee members, officers, and the Conference delegate.

If each state and province saw long, intensive campaigning by and for certain members to get into various niches of A.A. service, there would probably be a large bunch of unhappy A.A.’s every two years, and where would our lifesaving, cherished unity be then?

But that does not have to happen in our Fellowship. Article 7 suggests avoidance of personal nominations, and use of written ballots to assure that no one knows how anyone else votes.

But there’s even more good sense here if we look further. Delegates, the charter, can be chosen by “the Third Legacy electoral procedure,” the no-politics system used for choosing regional trustees (pp. 98-99 of the manual).

In brief, its principles are those of “written ballots, two-thirds vote, or the drawing of lots if voting fails.” As a result, winners either are overwhelming favorites or are named by the luck of the draw.

For 28 years now, the system has worked beautifully. If all A.A. elections went so smoothly . . . Maybe that idea is worth exploring. (This is the seventh in a series of articles on the charter.)

MANUAL, DIRECTORIES, NEW SIGN AVAILABLE

The 1978 edition of “The A.A. Service Manual” is off the press, incorporating changes recommended by this year’s General Service Conference. It may be ordered from G.S.O. ($1.50 per copy).

Also available are two updated A.A. directories, for Canada and Western U.S. Each group listed has been sent the appropriate directory, and additional copies may be ordered for 75¢ each. The Eastern U.S. A.A. Directory will soon be ready, too (same price).

As a service to groups, G.S.O. has a brand-new entry on the list of special items: a sign to be hung outside meeting rooms. It’s a disc of light metal, 8½” in diameter, with “AA” inside the triangle and circle, all in silver on a background of Big Book blue. Price: $3.00.

SHIPPING SERVICE
(continued from p. 1)

another 8% did not answer that question, leaving only 2% who said they were not satisfied.

As to the time the order took, the answers to the questionnaire were: less than two weeks – 35%; two to four weeks – 50%; over four weeks – 12%; no response – 3%. So 85% of all shipments reached the orderer within four weeks. (continued on p. 5)
A literature package (yours, perhaps?) is seen being processed by several of the nonalcoholic employees in G.S.O.'s Shipping and Receiving Department. Frank Giorgio assembles it; John Williams, assistant supervisor, checks contents; Eddie Talley packs carton; Bob Hughie, supervisor, seals it; Ronnie Shelton puts it on conveyor.

SHIPPING SERVICE
(continued from p. 4)

It was not always that good. Some years ago, it might have taken more than two months to receive a literature order! But in the last two years, the shipping operation has been reorganized from the ground up, including new methods and procedures (no more "mummy-wrapped" packages, but cartons instead), new equipment (specially designed packing tables and a roller-conveyor), and new management under Bob Hughie (nonalcoholic), supervisor.

The result? All literature orders are shipped within 24 hours of the time they are received in this department at G.S.O. (unless, of course, a weekend intervenes or the order is held up because an item is temporarily out-of-stock).

Among the respondents to the 1978 shipping survey, 30 people complained about slow service, but many of these realized the problem was in the mails; and about 50 others wrote other complaints in detail. On the other hand, 292 respondents took the trouble to write words of praise or appreciation, many commenting on the improvement in service.

"Very happy with the delivery service. Much faster now than two years ago." . . . "Fastest delivery in 22 years!" . . . "Our literature always arrives in excellent condition. Your way of packing is marvelous."

"Frankly," said Bob P., general manager of G.S.O., "we don't believe we're as good as the survey says. A.A. members tend to be overtolerant and overforgiving.

"And any goofs are too many goofs, so we are constantly striving to improve," Bob continued. "For example, all packages now go out by United Parcel Service — unless the delivery is to a post office box or is very large and must go by truck. U.P.S. is a tremendous improvement over parcel post.

“We know we are doing better today,” he concluded, “than in January when the survey was made. And I’ll be very surprised if the next survey won’t show this.”

In ordering literature, groups should allow sufficient time before they expect to receive the order. With today's mail service, it may take four or five days for the order to get from the group to G.S.O. in New York. About two days are required for the Accounting Department to check quantities ordered against money remitted, to make sure that proper discounts have been taken, and to record and prepare the label for the order. The order then goes to Shipping, where it should be filled and packed and sent out the same day, or the next day at the latest. However, the shipment may then take from a few days to as much as two weeks to reach its destination, depending on the method used and the distance involved.

(continued on p. 6)
Therefore, it is unrealistic to expect delivery of any order in less than three to four weeks after the order form is mailed in. Many orders are received within a few days of the time they are sent, but it is simply not realistic to depend on this kind of service. Better order well in advance of the anticipated need, so no newcomer will be without literature.

Above all, if you are worried about an order, or have questions about it, or have a problem — just pick up the phone and call G.S.O. collect. (The office does not accept collect calls to place literature orders, but does accept collect calls relating to problems.)

A complete record is kept of every order, so it can be traced. If an order seems to be inordinately delayed, or is lost in transit, it is promptly reprocessed.

Don’t be like the member in the Midwest who has carried a dog-eared copy of an order form in his pocket for the past two years, showing it to anyone who will look, saying, “See? I ordered this stuff from New York two years ago, and I still haven’t received it.”

“Did you ever write them about it?” someone asked him. No.

“Did you ever call them?” No, he hadn’t done that, either. He had just nursed his resentment and anger for two whole years. We alcoholics are strange people!

NO MINIMUM OR HANDLING CHARGE FOR CASH ORDERS

The Literature Order Form says, “No charge orders for less than $10 can be accepted,” adding that a handling charge is made on charge orders.

These apply only to charge orders.

If you send a check along with your order, there is no minimum and no handling charge.

SHARING SOME OF OUR MAIL

‘Christmas means giving’

“I could never be more fortunate,” writes Cathy S. (no address). “Fate chose me to be born into a family with an alcoholic father, then chose to have us stumble into the open arms of A.A.

“You are friends in the true sense. You bring Christmas every day, since Christmas means giving, and you give of yourselves. You give a program of recovery, and you gave me a father.

“My dad and I have much to learn about each other. It has not been easy these past months, but thanks to A.A. friends, it has not been lonely, either.

“I haven’t got enough strength to tell my dad, for the first time ever, that I am proud and I love him. But I will. Meantime, thank you, A.A., for so much good living, and Merry Christmas every day, for you and Dad.”

Tradition break?

“Some fellows started a new group here. We purchased the Big Book and other A.A. books for the local library — not as promotion, just as a source of information. Did we do anything wrong?” — C. O., Minnesota

From the Traditions standpoint, there is certainly nothing wrong. Putting our literature on library shelves is simply another effective way of carrying the message. Many groups and committees do that.

An inspiring visit

“After leaving you folks at G.S.O., I headed for Quebec. Quite by chance, I took a highway off the road map, hoping it might not be too busy.

“About 4:00 p.m., looking for a trailer court, I noticed a road sign that said ‘East Dorset.’ That seemed to ring some bell, but didn’t wholly register. We parked at a lovely trailer court, and after supper, I wandered around and suddenly saw the hotel and the railway tracks — the picture I had seen in the A.A. archives, showing where Bill and Lois used to walk together!” — Don C., Saskatoon, Sask.

Yes, Don, both Bill W. and Dr. Bob were Vermon ters. We’re glad you found such warm A.A. there.

Who ‘runs’ the group?

“My name’s Gary and I’m an alcoholic, secretary for the Mountain Group. I have been busy finding out the things a secretary does for the group. I was given the responsibility at a very early age in A.A.

“It is one of the reasons I stayed around the program long enough to get into it. I can’t overemphasize the importance of service to staying sober. I sure made a lot of mistakes — including a big ego trip over ‘running’ my group.

“If things didn’t go the way I wanted, I really got mad. Then my sponsor suggested I ask the group what kind of meeting they would like, and if any of them would like to serve the group.

“After I ate humble pie and asked, things really got going. I learned the hard way this is a ‘we’ program. Ours is a hospital group, so there are always newcomers to remind us of what we were. To see them grow is a joy!” — G. W., Fort Bliss, Tex.

Hooray for you, Gary! Have you looked up the secretary’s job in the pamphlet “The A.A. Group”? 
Twelve Tips on Keeping Your Holiday Season Sober and Joyous

Holiday parties without liquid spirits may still seem a dreary prospect to new A.A.'s. But many of us have enjoyed the happiest holidays of our lives sober — an idea we would never have dreamed of, wanted, or believed possible when drinking.

Here are some tips for having an all-round ball without a drop of alcohol.

1. Line up extra A.A. activities for the holiday season. Arrange to take newcomers to meetings, answer the phones at a clubhouse or central office, speak, help with dishes, or visit the alcoholic ward at a hospital.

2. Be host to A.A. friends, especially newcomers. If you don't have a place where you can throw a formal party, take one person to a diner and spring for the coffee.

3. Keep your A.A. telephone list with you all the time. If a drinking urge or panic comes — postpone everything else until you've called an A.A.

4. Find out about the special holiday parties, meetings, or other celebrations given by groups in your area, and go. If you're timid, take someone newer than you are.

5. Skip any drinking occasion you are nervous about. Remember how clever you were at excuses when drinking? Now put the talent to good use. No office party is as important as saving your life.

6. If you have to go to a drinking party and can't take an A.A. with you, keep some candy handy.

7. Don't think you have to stay late. Plan in advance an "important date" you have to keep.


9. Don't sit around brooding. Catch up on those books, museums, walks, and letters.

10. Don't start now getting worked up about all those holiday temptations. Remember — "one day at a time."

11. Enjoy the true beauty of holiday love and joy. Maybe you can't give material gifts — but this year, you can give love.

12. "Having had a .... No need to spell out the Twelfth Step here, since you already know it.

The holiday season is a time of love — a time when our thoughts focus on giving and sharing. For us in A.A., it is vital to practice these principles throughout the year lest we deprive ourselves of the nourishment we need to grow emotionally and spiritually.

Let us remember the thoughts of one who, like us, survived emotional chaos and, as he came through the painful experience, shared what he had learned — that it is better to comfort than to be comforted; better to understand than to be understood; better to love than to be loved.

Because we are so grateful for the special gift that has been given to the members of our Fellowship, we at your General Service Office want to express our love and gratitude to you and for you. And to all our dear friends, wherever they may be, a holiday season full of joy and peace.

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A.A. CALENDAR OF EVENTS

DECEMBER

1-3 - Hershey, Pennsylvania. N.E. Regional Forum. Write: Regional Forum Secy., Box 459, Grand Central Station, New York, NY 10017

1-3 - Jacksonville Beach, Florida. Third Annual Gratitude Weekend. Write: Ch., 1808 6th Ave. N., Jacksonville Beach, FL 32250

1-3 - Huron, Ohio. Second Annual Sawmill Creek Conf. Write: Conf. Com., P.O. Box 17105, Euclid, OH 44117

1-3 - Del Rio, Texas. Border Conf. Write: Conf. Ch., P.O. Box 1442, Del Rio, TX 78840

30-Jan. 1 - Detroit, Michigan. Fifth Alkathon. Write: Ch., 634 Lakewood Blvd., Detroit, MI 48215

JANUARY

5-7 - Hartland, Michigan. Great Lakes Agape VIII. Write: Secy., P.O. Box 1314A, Detroit, MI 48232

12-14 - Houston, Texas. 17th Annual S.E. Tex. Area Conf. Write: Conf. Ch., 5208 Mimosa, Bellaire, TX 77401

(continued)
JANUARY (continued)
12-14 — Winston-Salem, North Carolina. 12th Tar Heel Midwinter Conf. Write: Conf. Ch., P.O. Box 18412, Raleigh, NC 27619
19-22 — Lakeland, Florida. S. Fla. Conf. Write: Conf. Ch., 211 Bluebird Ave., Lakeland, FL 33801
26-28 — Hamilton, Bermuda. Third Annual Bermuda Regional Conv. Write: Conv. Ch., P.O. Box 178, Warwick 7, Bermuda
26-28 — Kindersley, Saskatchewan, Canada. Family Roundup. Write: Publicity Ch., P.O. Box 207, Kindersley, Sask. S0L 1S0
26-27 — Blytheville, Arkansas. 22nd Annual Tri-State Coon Supper. Write: Ch., P.O. Box 401, Blytheville, AR 72315
26-28 — Victoria, British Columbia, Canada. 28th Annual Rally. Write: Rally Ch., P.O. Box 1, Victoria, B.C.
26-28 — Brainerd, Minnesota. First Annual Paul Bunyan Roundup. Write: Roundup Ch., P.O. Box 341, Ironton, MN 56455

PLANNING AN A.A. EVENT IN FEBRUARY OR MARCH?

Please be sure to send your information on February or March A.A. events in time to reach G.S.O. by December 15. This is the calendar deadline for the February-March issue of Box 4-5-9 (to be mailed January 15).

CLOSED MEETING TOPICS FROM THE GRAPEVINE

December: Three articles about Christmas (pp. 5, 19, 33) suggest sharing new and old experiences of giving and receiving; "Losing the Desire to Drink" examines attitudes early in sobriety and changes effected by the Steps; "Tough Love" asks what approach is most helpful to newcomers; "Are We Letting Others Do Our Work?" points to a discussion of A.A. responsibilities today.

January: For an Eleventh Step meeting, "To Improve Our Conscious Contact" offers four words with deep personal meanings; "My 'MYOB' File" takes a searching look at "Live and Let Live"; "We Could Blow the Whole Thing" can give urgency to a discussion of the Traditions.