Dear Friends,

As the holiday season nears, the mail at G.S.O. increases with expressions of gratitude from A.A. members and groups all over the world.

A former inmate, turned Conference delegate from Colorado, gave a presentation on A.A. in prisons at the 1982 General Service Conference. He said, "Because someone cared enough to show regularly, to share honestly, and to be there my first night out, my sponsor's promise to me is a reality: I have not had to go back. It has been 12½ years free and 14 years sober now."

At the Seventh World Service Meeting, the chairperson of the Mexican General Service Board stated in the closing talk, "Alcoholics Anonymous is an instrument of God, as each of us understands Him, to restore the most marvelous work of the universe, the human being. All members of A.A. work as instruments of God. They are privileged in seeing clearly and in perspective a remarkable duality: on the one hand, to be restored to again project the light of improvement and love to people around them; and on the other hand, simultaneously to be the anonymous artists helping others to restore their own lives."

And an Internationalist recently wrote us from on board ship: "Today, my sobriety depends on my letters. Oh, I might still be sober without them, but it is so much richer with good A.A. mail. Thank you for keeping me sober one more 24 hours. Hope I can return the favor someday. I'll try! God bless you. I love you all!"

So it is that our hearts are filled with gratitude to each of you for your continued support of the work done here to carry A.A.'s message of hope to all alcoholics who still suffer, wherever in the world they may be. In the words of our co-founder, "We salute you, and thank you for your lives."

with A.A. love,

Nell Wing Retires With A Headful and Heartful Of A.A. History

In March 1947, Nell Wing was passing through New York City, on her way to Mexico to study art. A little short of cash, she took a temporary job at the office of the Alcoholic Foundation (forerunner of the General Service Office). In December 1982, Nell will retire from G.S.O. after more than 35 years of service to A.A., most recently as A.A.'s nonalcoholic archivist.

What does she plan to do? Among other things, go back to school and resume her interrupted training in...
sulpture. Another top priority is working as a volunteer at Sloan-Kettering Memorial Hospital, where she had successful surgery for cancer in April 1982. Any spare time (and no one who knows Nell can imagine her having any) will be filled with catching up on reading, museum visits, needlepoint (she's already halfway through one "retirement" project)—and sleeping late.

Nell has done just about everything at G.S.O. She served as co-founder Bill W.'s secretary for years and, on the side, acted as receptionist/clerk/stenographer/switchboard operator, librarian, editor and designer of various publications (including Box 4-5-9 for many years), and Conference "bouncer" in 1951 (stationed at the door to make sure that only those engaged in Conference business came in). Finally, she was the prime mover in setting up, organizing, and overseeing the A.A. archives.

Each of these jobs was a form of service for Nell, and she speaks lovingly of every kind of A.A. service from answering phones to her long involvement in the General Service Conference. Her introduction to the Conference took place the first time she met Bill W., when our co-founder, in place of the expected small talk, launched into an explanation of the Conference and the trouble he was having in persuading A.A.'s to go along with the then-radical idea.

By 1973, the archives claimed Nell's full time. The seed of the archives (which now burst the bounds of four rooms on the fifth floor at 468 Park Avenue South) began germinating in the early 1950's, when Bill started collecting oral histories from pioneer members. A short time later, old group records were taken out of storage—"moths and all"—and Nell began the exacting job of sorting, organizing, and preserving them. In addition to obtaining many more oral histories, her task included acquiring and processing data from local groups, indexing, microfilming, preserving co-founders' letters and records, putting together scrapbooks of A.A. memorabilia—etc.!

And the archives at G.S.O. were not all; Nell worked hard encouraging areas to begin collecting and preserving their own histories. To aid in that process, she compiled a handbook of guidelines for area archives and inaugurated the newsletter Markings: Your Archives Interchange. Today, largely as a result of her enthusiasm and determination to preserve the lessons of the past and help ensure A.A.'s future, about 60 areas in the U.S. and Canada and ten overseas have archives.

Nell has spread the archives message in recent years by speaking at A.A. events, sharing with spellbound members her 35-year love and knowledge of A.A. (She also admits, rather modestly, to a 1973 appearance on the Dick Cavett show, where the first question she was asked was: "What's all this about anonymity?")

It's hard to imagine G.S.O. without Nell's bubbling enthusiasm and endless fund of information. Luckily for us all, she plans to stay in the New York area and keep in touch. So it's not goodbye, but au revoir to Nell, as she moves on—but never away.

How A.A. Is Reaching The Hearing-Impaired

Since you're reading Box 4-5-9, you have very likely spent some time in A.A. meeting rooms and done some communicating with your fellow alcoholics. It's easy; you need only have the willingness to stop drinking, walk through a door, go up or down a flight of stairs possibly, walk into a room, sit in a chair, and listen.

It is not so easy for the blind alcoholic, who needs to be guided to early meetings, or the crippled alcoholic, who can't negotiate the stairs up or down to the meeting room—and it is even more difficult for the deaf alcoholic. The message must in some way be "heard" if it's to be successfully shared.

As we reported in the August-September Box 4-5-9, G.S.O. is now equipped to receive calls from deaf alcoholics. Our TDD machine consists of an ordinary telephone attached to a keyboard. When the phone rings, it is placed in a cradle next to the keyboard. The incoming message then appears in typed form, and G.S.O. types the answers on the keyboard. Of course, the same equipment is required at the other end, and TDDs are installed in many clinics and other agencies around the country.

The first call to our TDD number—1 (212) 686-5454—was placed by Robin Y. in Corpus Christi, Tex. While it actually took only a few minutes, we received a fairly thorough education in a new area. The facts are: (1) Robin placed the call to try out the new TDD number and to obtain for the newsletter of the Deaf Council in Corpus Christi information on material that G.S.O. offers to the deaf alcoholic; (2) Robin attends three meetings a week but has an interpreter for only one, and that meeting is truly "wonderful"; (3) she has worked on rephrasing the Twelve Steps in less abstract terms, so the deaf can com-

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prehend them more readily, and has sent the result to G.S.O.; (4) through her participation in A.A., she has stopped being "mad" about being deaf and is instead grateful and happy.

Not long after our "talk" with Robin, the TDD phone rang with our first Twelfth Step call. Marilyn S., just out of treatment in Seattle, Wash., was eager to attend A.A. meetings, as recommended, but was unable to find any with an interpreter present. Our letter of inquiry to Seattle Intergroup brought forth encouraging news: (1) That office had just arranged for interpreters at two weekly meetings; (2) its newsletter had asked for members "who would be willing to 'sign' their own home-group meetings when needed"; (3) a list of deaf members willing to twelfth-step deaf newcomers was being compiled; (4) and Marilyn herself was hard at work setting up an A.A. meeting for deaf alcoholics at a local hospital.

The use of interpreters can sometimes create dilemmas, such as whether or not a non-A.A. interpreter may "sign" a closed meeting. A simpler problem was targeted in the Salt River (Ariz.) Intergroup newsletter, which relayed a plea from the local meeting for the hearing- and vision-impaired: wanted — one "tall stool for the interpreter," so that her eloquent hands could be seen all over the room.

Now that the great need is more widely recognized, various means of helping the deaf are being explored across the continent. A.A. offices ready with TDDs include those in Pittsburgh, Pa., San Jose and Los Angeles, Calif., and Houston, Tex. From Boston, Mass., Margaret A. writes that the A.A. group for the deaf in Cambridge celebrated its first anniversary this year.

Hearing-impaired members, Margaret notes, are also taking part in A.A. activities beyond the group level, such as the 1982 Western Massachusetts Roundup. It was a "bilingual" (voice and sign) event; around 17 deaf A.A.'s attended (one was also blind); and enough interpreters were available to make it a real success. The roundup was a two-way learning experience, Margaret says—"Hearing and deaf A.A. members learned from each other and about each other."

### Spanish-Speaking A.A.'s Report Rapid Progress

"Aquí no se habla español." That seemed to be the word the first Spanish-speaking members got from A.A.: "Spanish is not spoken here." Meetings were conducted in English, and all available A.A. literature was written in that language. But "the language of the heart" has no nationality. Those pioneer members heard the A.A. message, began to translate the literature, and formed the early Spanish-speaking groups.

Ricardo (Dick) P., reported to be the first Spanish-speaking A.A. member, came into Cleveland's Orchard Grove Group in 1940. Dick had difficulty reaching out to fellow Mexicans who he felt needed the program, so he encouraged his wife to translate parts of the Big Book into Spanish. By 1946, she had translated the entire book, and Dick delivered it to co-founder Bill W. in New York.

At approximately the same time, the first Spanish-speaking group in New York City, Grupo Hispano, was formed. Its meetings started on a bench in the park opposite the site where Lincoln Center now stands. The three founders, Maria, David, and Frank, soon moved to a church on West 156th Street (where the Grupo Desper- tar meets today), and Frank also did a translation of the Big Book.

This desk at New York Intergroup is ready with books of twelfth-stepper lists and literature like "El Sendero de Vida" ("As Bill Sees It"),

A letter to the old Alcoholic Foundation office from the despairing wife of an alcoholic in Mexico eventually brought about the first Spanish pamphlet. The office sent the woman copies of "This Is A.A." and the Twelve Steps. The husband got sober, had the pamphlet translated, and started an A.A. group in Mexico. Of the 25 copies of "Esto Es A.A." that he had printed, 12 were sent to the New York office.

That handful of Spanish-speaking pioneers has now grown to approximately 400 groups in the U.S. and Canada listed with the General Service Office. In 1965,
New York Intergroup listed two Spanish groups with three meetings a week; today, there are 33 groups holding 79 meetings a week. Among the separate Spanish intergroups, central offices, or service committees are those in New York, Chicago, Washington (D.C.), Los Angeles, San Francisco, and San Antonio.

As well as carrying the message to the still-suffering Hispanic alcoholic — often in treatment centers and places of employment — members participate with the A.A. community as a whole. Many Hispanics also go to and are active in English-speaking meetings; some English-speaking A.A.’s go to Spanish meetings to share their stories and to learn the language.

Andres S., of New York, recently came to G.S.O. to talk with the general manager and deliver a copy of the proceedings of the tenth Convención Nacional de Alcohólicos Anónimos de Habla Hispana de U.S.A., Canadá y Puerto Rico, which was held in Denver in early September. The Spanish-speaking A.A. groups in our service structure would like to work more closely with G.S.O., and the G.S.O. staff is anxious to participate in an exchange of information and services.

On the international level, the Seventh World Service Meeting (see story below) was the first W.S.M. to offer simultaneous translation—English and Spanish.

In the archives at G.S.O. are the first copies of the early translations of A.A. literature into Spanish—rough-typed, mimeographed, some hand-bound. Today, a shaking newcomer who reads only Spanish can be handed one or more of seven Conference-approved A.A. books, 26 pamphlets, and five flyers, or a wallet card in Spanish. The complete Spanish Order Form — new this year—may be obtained by writing to the General Service Office.

And the bulletin you are reading has been available in a Spanish edition for exactly 15 years now—this year, in the same format as the English edition. Aquí sí se habla español!

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1982 World Service Meeting: Business Plus Spirituality

The Seventh World Service Meeting, held October 14-18 in San Juan del Río, Mexico, proved once again that A.A.’s tested principles of service can be effective worldwide. Coming from 22 nations, the 38 delegates represented A.A. in Australia, Belgium, Brazil, Central America (Northern Zone), Finland, French-speaking Europe, German-speaking Europe, Great Britain, Holland, Ice-land, Ireland, Italy, Mexico, New Zealand, Norway, South Africa, Sweden, Trinidad/Tobago, U.S./Canada, and Uruguay.

Discussions at the Hotel La Mansion, in the countryside about 90 minutes’ drive from Mexico City, often centered on problems and challenges familiar where our Fellowship has had more experience and growth. And answers were often found in the pages of Bill W.’s accurately titled “Twelve Concepts for World Service.”

The Concepts were the topic for one of the workshops at the W.S.M., and it became clear that these principles are cherished wherever an A.A. service structure has become strong enough to participate in the W.S.M. In Mexico, the Concepts are sometimes displayed right up on the walls of A.A. meeting rooms, alongside the Steps and the Traditions.

The biennial sessions of the W.S.M. are patterned after the annual general service conferences of U.S./Canada and other countries. They include: presentations followed by floor discussions; special reports; workshops; brief service talks by delegates serving for the first time; committee meetings; and consideration of the committees’ reports.

Because the W.S.M.—so far—has fewer delegates and shorter sessions than the Conference, it has only four committees: Agenda, Literature/Publishing, Policy/Admissions/Finance, and Working With Others. (The last combines cooperation with the professional community, correctional facilities, public information, and treatment facilities.) The kinds of subjects considered at the Meeting are indicated by this sampling of 1982 committee opinions:

- Countries selling only A.A. literature were experiencing little or no difficulties; countries selling more non-A.A. literature were having problems.
- Sometimes, Conference-approved literature is too “American” to fill the needs of other countries; they might obtain permission from A.A.W.S. to make necessary adaptations.
- Since more women are coming to A.A., countries might consider “degenderizing” literature other than
the Big Book and "Twelve and Twelve," so that women might more readily identify. (A.A.W.S. began that process with pamphlets and booklets five years ago.)

- "The World Service Meeting Takes Its Inventory" is suggested as the theme for the 1984 W.S.M.
- Countries are encouraged to invite W.S.M. delegates from other countries to attend their general service conferences as nonvoting observers, to gain more knowledge of "working with others" in various ways.

Each W.S.M. is definitely a working occasion, concentrating on service business. But throughout all its sessions, there is the exhilarating sense that it is also a spiritual enterprise, with "one primary purpose." It's A.A., after all. And there is often the light touch, the little gesture of friendship across thousands of miles.

At the Seventh, one of the waiters at the hotel spoke a quiet aside to one of the delegates: "You A.A.?" The delegate allowed as how he was — almost all of them were. The waiter grinned and jabbed himself in the chest. "Me, too!" he said.

And that's not all. Another waiter confided his worries about his own drinking problem to another delegate — who promptly put him in touch with the first waiter. Presto — an A.A. meeting! It takes just two.

First Friend of Prison A.A. Dies

As warden of San Quentin Prison in California, Clinton T. Duffy welcomed the very first A.A. group behind bars, in 1944 (see pages 89-90 in "A.A. Comes of Age"). His death on October 11, at age 84, recalled the debt we owe him for his faith in our then-young Fellowship.

A fitting memorial would be the involvement of still more "outside" members in helping A.A. "inside." Especially, the Institutions Correspondence Service needs more volunteers to exchange letters with inmates. If you're interested, just ask Susan D. (on the correctional facilities assignment at G.S.O.) to add your name to the list of twelfth-steppers-by-mail.

Countdown to Directory Deadline Begins

Or perhaps "countup" is the better word. In this Fellowship, it's a rare day that a count goes down. For instance, our last annual checkup on the number of groups in the U.S. and Canada showed a net gain (allowing for disbanded or merged groups) of 2,281—in just one year.

Trying to keep up with changes is a daily job for district and area committees and G.S.O., but the autumn of the year is checkup time. That's when each of the 91 area delegates receives a bundle of computer printouts—one for each group in his or her area. And that's when trusted servants from Point Barrow to the Florida Keys put on their snowshoes or roll up their sleeves in a massive effort to get the records straight. It's a sharing time when G.S.O. asks the Fellowship to count the groups' noses,
particularly those noses that have disappeared into the limbo that the post office terms "Unable to Deliver."

In these weeks before Christmas, the first phase of this yearly project is almost at an end, and the second phase is in progress. Since early October, corrected printouts have been returning here telling us of new G.S.R.'s, new addresses, new meeting times, new membership numbers. Computer operators have been recording changes as fast as they arrive. As 1982 gives way to 1983, the night lights will be the norm, so that by the end of January, G.S.O.'s records will be as correct and up-to-date as this vast effort can make them. (You can easily see why we need a lot of help from our friends.) In late January, G.S.O.'s computer goes into the directory business, and all that input from all those trusted servants begins to be translated into the 1983 Eastern U.S., Western U.S., and Canada Directories. The deadline for including information in the directories is January 14, 1983.

One count at G.S.O. is going down, and it is a delight to tell you about it. Two years ago, Box 4-5-9 reported an average of 2,000 copies of each issue as being undeliverable. This figure has gone down by 85 percent, and that's quite a few quarters we don't have to dish out to the post office every two months. Best of all, it's solid proof of all the good footwork, phone work, and homework being done by some 2,800 area and district committees.

Out of the Mailbag...

Happy 25th anniversary to A.A. in India! Captain A. (Tony) N. of Bombay writes that he and the Fellowship are thriving there. A.A. originally started in India through newspaper ads placed by Charlie M., a Canadian from Vancouver, B.C. They reached Harry M. in Bombay. Harry put in ten sober years spreading the message and is thought of in India as the local founder. Now, there are groups in Delhi, Madras, Bangalore, Poona, and many other cities—46 groups in Bombay alone.

This year, as part of its jubilee celebration, every Bombay zone is having special open meetings, with a view toward reaching even more active alcoholics. Trevor K., whose story is in the Big Book (third edition, p. 342), celebrated his 25th anniversary at a special jubilee meeting in Bangalore in October. Congratulations to all, and our thanks to Tony for keeping us up-to-date.

Our thanks also—for her thanks to us—to Patsy in New Smyrna Beach, Fla. Her letter, which included news of her 29 years and her husband's 34 in the program, also recalled wonderful travels and A.A. visits in England, Switzerland, Belgium, West Germany, Holland, and France. After so many years of sobriety, it's encouraging to hear that they still attend at least three meetings a week and have just returned from one more Florida state convention of more than 2,500 people. They have warm memories of the first, which was attended by 300 A.A.'s, of their trips to New York, and of their visits with A.A. co-founder Bill W. Patsy ended with: "You keep up all the good work going on up there in N.Y., and we will try to see to it that the drunks here in Florida have the same shot at the program and a new way of life that was given to us a long time ago by another drunk."

Bill M. of Fredericton, N.B., wrote us a follow-up on our article about group inventories (August-September issue), in which he said that his group's first effort left its members both "dismayed" and "encouraged." Now, they've done a second inventory to check on the effects of the first. "Our group is becoming more responsible in several ways. We implemented a group sponsorship of newcomers and increased our telephone contact with them and each other. We not only listened to our district public information chairperson but found ways to help the effort of that committee. In general, we found that criticisms and suggestions, once unearthed, were acted upon. Inventory-taking does spark up a group, and this new spirit has been translated into action, all to the benefit of the newcomer."

1982-83 Manual/Concepts Ready

Popularity has its penalties! The booklet including both "The A.A. Service Manual" and "Twelve Concepts for World Service" (combined at Conference request) sold out by summer's end, and the 1982-83 edition had to be rushed into production earlier than usual. It became available in October. Anyone who'd like to learn both the "how" and the "why" of our service structure may order a copy from G.S.O. for $2.
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 cannot 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.

Planning a February, March, or April Event?

Please be sure to send your information on February, March, or April events for A.A.’s 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).

Naturally, G.S.O. cannot check on all the information submitted. We must rely on local A.A.’s to describe the events accurately.

Calendar of Events

December


3-5—Sikeston, Missouri. Second Annual Five Corners Roundup. Write: Coord., P.O. Box 285, Gideon, MO 63848

3-5—Del Rio, Texas. Border Conf. Write: Ch., P.O. Box 1442, Del Rio, TX 78840


Flip up this end of page—many more events, Grapevine topics listed on reverse side
December continued

24-25—Chatham, Ontario, Canada. Christmas Talkathon. Write: Ch., 1001-89 Riverview Dr., Chatham, Ont. N7M 6A4

24-25—Minneapolis, Minnesota. Alkathon. Write: Ch., P.O. Box 35551, Edina, MN 55435

24-Jan. 1—Dubuque, Iowa. Alkathon. Write: Ch., P.O. Box 2, Dubuque, IA 52001

30-Jan. 2—Detroit, Michigan. Alkathon. Write: Ch., P.O. Box 35551, Edina, MN 55435

31-Jan. 1—Chatham, Ontario, Canada. New Year's Talkathon. Write: Ch., 1001-89 Riverview Dr., Chatham, Ont. N7M 6A4

31-Jan. 1—Deer Park, New York. Alkathon. Write: Ch., P.O. Box 155, Deer Park, NY 11729

31-Jan. 1—Charleston, South Carolina. Alkathon IV. Write: Ch., 1370 Remount Rd., Charleston, SC 29405

January

7-9—South Padre Island, Texas. Ninth Annual Lower Rio Grande Valley Jamboree. Write: Ch., P.O. Box 5453, Brownsville, TX 78520

7-9—Dodge City, Kansas. 13th Annual S.W. Kans. Conf. Write: Ch., P.O. Box 657, Hugoton, KS 67951

7-9—Clarksburg, West Virginia. Jackson's Mill Winter Roundup. Write: Ch., P.O. Box 825, Clarksburg, WV 26301

14-16—Beaumont, Texas. 21st Area Gen. Serv. Conf. Write: Treas., P.O. Box 2211, Nederland, TX 77627

14-16—Vancouver, British Columbia, Canada. 11th Annual North Shore Roundup. Write: Ch., P.O. Box 91953, West Vancouver, B.C. V7V 4S4

20-23—Winnipeg, Manitoba, Canada. Winter Conf. Write: Ch., P.O. Box 236, Winnipeg, Man. R3C 2G9

21-23—Las Vegas, Nevada. Young People's Roundup. Write: Ch., P.O. Box 85125, Las Vegas, NV 89185

21-23—Lincoln, Montana. Fifth Wilderness Agape Weekend. Write: Coorl., 23 Konley Dr., Kalispell, MT 59901

February

3-6—Ocean City, Maryland. Second Annual Seaside Winter Conf. Write: Ch., P.O. Box 182, Cambridge, MD 21613

4-6—Overland Park, Kansas. First Sunflower Roundup. Write: Ch., P.O. Box 1281, Mission, KS 66222

4-6—North Hollywood, California. Eighth Annual San Fernando Valley Conf. Write: Ch., P.O. Box 35213, Granada Hills, CA 91344

5-6—Imperial Valley, California. First Annual San Diego-Imperial Area Ass'. Weekend. Write: Com., P.O. Box 153, Calipatria, CA 92233

11-13—Greeley, Colorado. 32nd Annual Greeley Stampede. Write: Ch., P.O. Box 1725 5th St., Greeley, CO 80631

18-20—Montgomery, Alabama. Second Annual Heart of Dixie Fellowship; 39th Anniv. of A.A. in Montgomery. Write: Ch., P.O. Box 601, Montgomery, AL 36100

18-20—El Paso, Texas. 21st Annual Jamboree. Write: Secy., P.O. Box 1405, El Paso, TX 79948

18-20—Phoenix, Arizona. 19th Annual Nat. Women's Conf. Write: Ch., P.O. Box 16252, Phoenix, AZ 85011

Closed Meeting Topics From The Grapevine

December: The opening article suggests a meeting on meetings — their value for staying truly sober, not just dry; five articles on holiday ups and downs offer a basis for discussions of seasonal joys and stresses; three on Steps Four and Five can inspire members to share still other ways of working these vital action Steps.

January: Read “When We Were Wrong” for an enlightening new approach in discussing Step Ten — and many other Steps; use “Compulsion” and “Goody Two-Shoes” for a session on seeking release from character defects; find in “An Eight-Hour Twelfth Step Call” rich material for exploring both the spirit of that Step and the “mechanics” of twelfth-stepping.