

Service Norms Subcommittee (Meeting and Service Safety Ad-hoc Committee)

Monthly Report for March 2021

Regular Meeting Time: 1st and 3rd Saturday of the month, 3 pm Eastern

Next Meeting: 3/20/2021

Join Zoom Meeting

Meeting ID: 871 9129 5855

Passcode: 671534

Co-chairs: Rich R., Karin S.

Active subcommittee members: Josh W., Kathy T., Erin D., Julianne V., Kelle J., Alaska

Update on Subcommittee activities:

- Inventory of 5 issues completed that subcommittee is aiming to address in its work; the subcommittee is open to conducting a survey targeted to service members, should the need for this become apparent:
 1. Behavior of fellowship members in positions of service at all levels of the fellowship, including local meetings, Intergroup, Region, WSO and the Board. What recourse do members have if affected by a member who is not part of their local meeting?
 2. Domineering Behavior
 3. Crosstalk
 4. Misunderstanding of how to use Group Conscience
 5. Safety in nontraditional Environments
- **Service Norms Subcommittee, Purpose Statement [rev. 03.20.2021]:** The subcommittee aims to develop and promote norms and best practices to cultivate unity, safety, and healthy communication at all levels of service, including strategies for conflict resolution.
- **Primary goal for subcommittee work in 2021 [rev. 04.03.2021]:** Review of existing service norms and dispute resolution documents developed at Board level with the intention of adaptation and modification for use across the fellowship.
 - Areas not covered by the board documents include email, Slack communications
 - service norms & conflict resolution as solution oriented approach
 - focus should be on safety - how can service members feel safe?
 - empower ACA members to speak up directly in problem situations
 - clarify if and when it is appropriate to name names when addressing problem situations
 - avoid adjudicating conflicts within this subcommittee
- Trusted Servant Recovery Lounge launched in March
- Next steps: start review of service norms document
- Meetings on 4/17 and 5/1 will be skipped due to ABC and AWC commitments; next meeting 5/15, additional meeting added on 5/29 to maintain momentum of subcommittee work.