

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

Monthly Report for August 2021

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

Next Meeting: 9/18/2021

Join Zoom Meeting

Meeting ID: 871 9129 5855

Passcode: 671534

e-mail: [service.norm@acawso.org](mailto:service.norm@acawso.org)

Co-chairs: Rich R., Karin S.

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

**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.

### **Service Norms Subcommittee, Goals:**

1. **[rev. 4.3.2021] 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? Distinguish btw. safety & comfort
  - 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
  
2. **[rev. 5.15.2021] Develop Educational Materials for Promotion of Best Practices to Deal with Problematic Behaviors.**
  - guidelines to help service bodies to not let Laundry List traits derail service efforts;
  - how to deal with domineering behavior, lack of leadership, lack of understanding about 12-step organizations with people in service positions

Update on Subcommittee activities:

- Continuing to work on review of service norms document, including development of norms for communication via Slack
- Clarification was obtained that Service Norms are intended for inclusion in the OPPM and in the Service Manual