

Hello WSO Service Volunteers,

You are being asked to sign the Slack and Zoom Chat User Guidelines Agreement. Just as User Agreements are often required by other organizations to help promote a safe environment, this ACA WSO Agreement is meant to do the same: help promote healthy and safe communications within the online communication platforms WSO provides volunteers, such as Slack and Zoom Chat.

There may be times you feel triggered by something you read or receive through written communication, we suggest you do not reply immediately, especially if you find yourself in a reactive state. Remember, the solution is to become your own loving parent. Take a pause, breathe, and perhaps contact a Fellow Traveler or Sponsor/Service Sponsor. By working your program and using recovery tools, you will be able to process your feelings and know you are not alone.

Thank you for supporting a healthy and safe environment in our communications with each other.

In Service,
The ACA WSO Board of Trustees

ACA Slack and Zoom Chat User Guidelines Agreement

The intention of the ACA Slack and Zoom Chat User Guidelines 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 allows for positive global communication.

Practice everyday etiquette guidelines on Slack and Zoom Chat; remember 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 if you disagree
- Is this something you would say if you were face to face with the person?

Be respectful of others

- Consider the reader's time
- State your point quickly and concisely
- Proofread your message
- Be sure your message is clear and says what you intend to say
- Consider taking a pause before sending your message

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 helpful and stay in the Solution
- Try to remain as objective as possible
- Be careful with humor and sarcasm. It can be misinterpreted
- Be forgiving and compassionate of yourself and others
- Allow your Loving Parent to guide you in what you say and don't say.

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

ACA Slack and Chat 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.

Finally, courteous and respectful communication is supported by the 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 on Slack/Chat could chase newcomers (and old-timers) away from ACA World Service.
- The Tradition Nine meditation reminds us that volunteers are not our family of origin.
- Tradition Twelve stresses placing principles before personalities.

Any ACA member who has concerns about a Slack post or Chat that is not following the ACA Slack and Chat Guidelines, may submit a comment on a webform. *[LINK to be ADDED]*

Failure to follow the ACA Slack and Chat Guidelines may lead to:

1. A written warning from ACA WSO Safety Resources Committee.
2. Temporary suspension from Slack with a minimum of 30 days to a maximum of six months.
3. Temporary suspension of WSO Committee service work.
4. Egregious behavior could lead to permanent removal from ACA Slack and/or WSO service work.

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

Signature

Date

Print Name