

Ottawa Area Intergroup of Alcoholics Anonymous®

Policies and Procedures: Intergroup Purpose, Structure,
Membership and Roles and Responsibilities of Directors

V1.5 - April 25, 2021 – Approved by Membership June 9, 2021

*Note: This document is only one part of the overall policies and procedures document. Other sections will be provided for review and approval by the membership as they become available.

Revision Log

Revision Number	Revision Date (mm/dd/yyyy)	Nature of Revision	Date Approved (Membership)
.95	02-03-2020	Initial Draft	
1.0	02-23-2020	Updates recommended from Intergroup Board	
1.1	03-05-2020	Updates recommended from Intergroup Board	
1.2	03-29-2020	Updates recommended from Intergroup Board and Beacon Hill	
1.3	05-31-2020	Updates recommended from Literature Coordinator, Beacon Hill and Secretary, and Policies and Procedures Committee.	
1.4	05-10-2020	Various editorial changes suggested by member. Area/Intergroup diagram mirrored on the Intergroup side.	
1.5	04-25-2021	Update for information on Officer Roles and Responsibilities.	June 9, 2021

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About Ottawa Area Intergroup

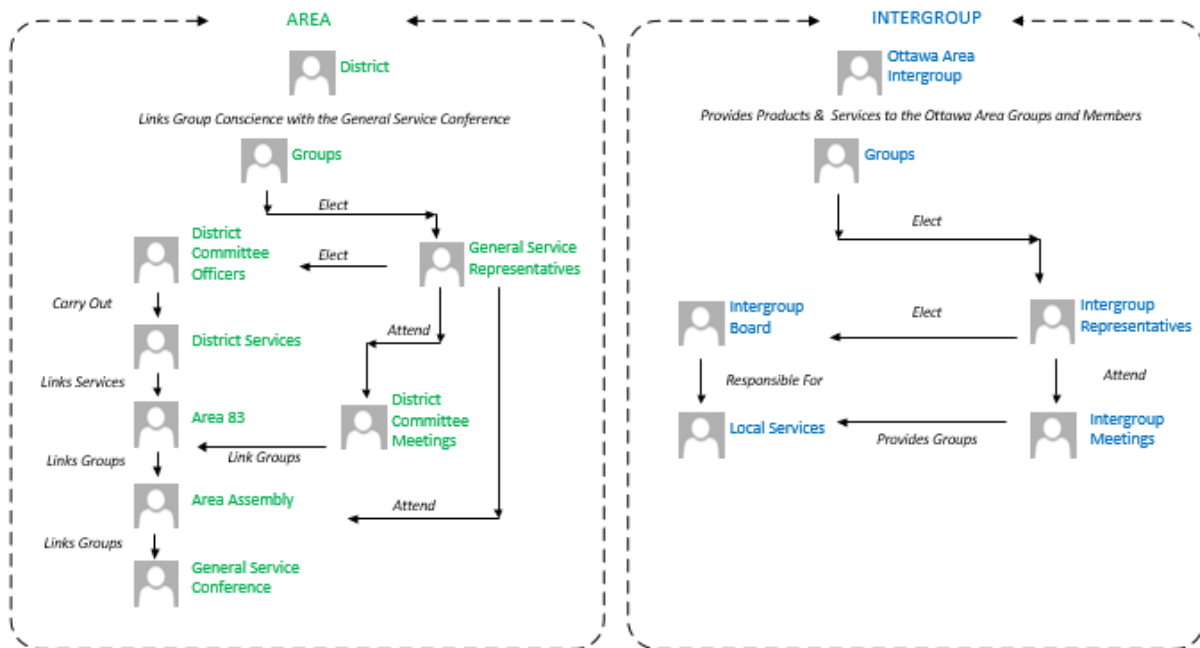
1. Purpose

Intergroup is a service committee established pursuant to the Ninth Tradition of Alcoholics Anonymous to operate on behalf of the participating individual groups of Alcoholics Anonymous in the Ottawa area in accordance with the Twelve Traditions and Twelve Concepts of Alcoholics Anonymous. It exists to aid the groups in their common purpose of carrying the A.A. message to the alcoholic who still suffers.

2. Structure

Relationship to General Service Structure (A83/Districts)

Intergroup primarily services groups in three Area 83 Districts; District 54 (Bytown), District 58 (East Ottawa) and District 62 (West Ottawa). While the districts are responsible for linking group conscience with the General Service Structure and providing information and services about AA to and through the Professional Community, it is Intergroup’s responsibility to help groups carry the AA message to the still suffering alcoholic. It does this through a service center in Ottawa, known as the Ottawa Area Intergroup Office of Alcoholics Anonymous.



Primary Purpose:
Linking group conscience with the General Service Conference.

District Services:
Information about AA to the Professional Community, Treatment and Detention Centers; Grapevine Literature, and Local Archives services.

Primary Purpose:
To help groups carry the AA message to the still suffering Alcoholic

Intergroup Services:
Intergroup Office, Telephone Answering Service, 12-Step Services, Website, Meeting List, Newsletter, AA Literature, Conferences.

Image 1

The Ottawa Area Intergroup Office of Alcoholics Anonymous provides products and services including but not limited to; a Telephone Answering Service; a 12-Step Call List; a Local Website; a Meeting List; a Newsletter; events including the Eastern Ontario Conference and the Spring Conference; and a large selection of AA Approved Literature.

The Ottawa Area Intergroup Office of Alcoholics Anonymous is open to all, and is self-supporting primarily through voluntary contributions from participating groups, individual members and proceeds received through literature sales.

3. Members

Intergroup Representatives

Intergroup Representatives are AA members elected by their respective groups to participate in the operations of Intergroup, on behalf of the group.

It is desirable that group representatives have at least one year of continuous sobriety, be active members of the group they represent and be willing to become familiar with the services offered by Alcoholics Anonymous.

An Alcoholics Anonymous group may signify its intention to join Intergroup by registering the following information with the Intergroup Secretary: Group Name, Location, Type, Day(s), Time(s), Elected Representative and Alternate Elected Representatives, Name, Email Address, Phone Number.

Intergroup Officers

There are eleven Intergroup officers.

Nine of the officers are Directors in accordance with the Ontario Corporations Act. The Intergroup Board of Directors serves as an Operating Committee for the Intergroup. Directors of the Intergroup Board are considered members. The offices associated with those seats are chair, vice-chair, secretary, treasurer, telephone answering coordinator, webmaster, newsletter coordinator, literature coordinator and 12-step coordinator.

The 2 additional officers are the Spring Conference chair and the Eastern Ontario Regional Conference chair, who are considered members of Intergroup but do not have the same responsibility as the directors. Other officers may be elected in accordance with the by-laws.

Officers are elected by vote in December of each year or at a membership meeting during the year, should a vacancy occur. Should a vacancy occur in the final three

months of a term, the remaining members shall continue with the reduced number so long as requirements for a quorum can be met.

Should a vacancy occur in the office of the chair, the vice-chair becomes the chairperson. Should a vacancy occur in the office of the vice-chair, the vacancy shall be temporarily filled by a currently serving member of the board, as chosen by the board. The same holds true for sub-committee vacancies. Such temporary appointments will be subject to ratification at the first Intergroup meeting after the vacancy until the position can be filled permanently by election.

Board of director meetings shall be held monthly. Four members including the chair or the vice-chair, shall constitute a quorum. Directors have an equal voice and vote at board meetings.

If any director has a perceived conflict of interest, they shall recuse themselves from the discussion and from the vote pertaining to the matter.

No officer may serve as an Intergroup representative or sub-committee chair unless otherwise agreed to by the membership with substantial unanimity.

Officers shall hold office for a two-year term.

No officer shall be eligible for re-election to the same position upon expiration of their term until 24 months have lapsed.

Following elections in December, the rotation of the newly elected officers will take place at the conclusion of the Intergroup meeting in January.

4. Roles and Responsibilities of Directors

Below is description of the role, responsibility, suggested qualifications, and duties for each position.

All directors are required to operate in accordance with the Corporate By-Laws as amended from time to time by the members. The policies and procedures describe in further detail how the operations of Intergroup are conducted. All directors should have legal capacity to sit on the board under the applicable legislation.

Directors shall be guided by the 12 Traditions and 12 Concepts of AA.

Chairperson

This is a position of responsibility ensuring the smooth functioning of the Ottawa Area Intergroup Office of Alcoholics Anonymous, the board of directors for Alcoholics Anonymous in Ottawa, its sub-committees and membership. By virtue of election to the position, the chairperson is the president of the non-profit corporation known as Ottawa Area Intergroup. The chairperson shall ensure to the best of their ability, that the operations of Ottawa Area Intergroup are carried out in accordance with applicable legislation. If the need arises, the chairperson shall appoint a governance advisor with knowledge of applicable legislation to aid in carrying out related duties.

Qualifications:

A chairperson should generally have at least 5 years of continuous sobriety.

The outgoing vice-chairperson is generally appointed as the chairperson.

If for whatever reason the vice-chairperson is not appointed as chairperson, the qualifications of the vice-chairperson position shall apply.

The chairperson needs to have the time and energy to serve Intergroup well.

Duties:

As determined by the group conscience of Intergroup, the chairperson shall:

- Preside at monthly membership meetings of Intergroup.
- Preside at Intergroup board meetings.
- Sit as a member of the Policy and Procedures Committee.
- Familiarize themselves with the day-to-day functioning of the Intergroup office.
- Act as a signing officer for the Intergroup.
- Review the bank statement, bank reconciliation and related documentation each month.
- Be responsible for the general management, supervision and coordination of the affairs and operations of Intergroup between meetings including the supervision of all employees and daytime volunteers who will report to the chairperson or other board member that may be appointed by the chairperson from time to time.
- Act as an ex officio member of all committees of Intergroup. May appoint a delegate to sit on certain committees.
- Sign all by-laws and other documents requiring execution on behalf of Intergroup with the secretary or other officer appointed by the board of directors for that purpose.
- Oversee the general management of the McNabb meeting.

- Arrange an annual review of financial statements in accordance with generally accepted standards for review engagements.
- Respond to, or manage correspondence directed to the Ottawa Area Intergroup general email address.

Vice-chairperson

This is a position of responsibility as this person takes on the duties of the chairperson in his/her absence. The vice-chairperson will also perform such duties as may be delegated to him/her by the chairperson.

Qualifications:

A vice-chairperson should generally have at least 4 or 5 years of continuous sobriety.

A vice-chairperson should generally have served as an Intergroup Representative on behalf of a home group.

The vice-chairperson needs to have the time and energy to serve Intergroup well.

Duties:

As determined by the group conscience of the Intergroup body, the vice-chairperson shall:

- Act as a signing officer for Intergroup.
- Attend monthly meeting of Intergroup and Intergroup board meetings.
- Act as a liaison officer between Intergroup and its subcommittees as the chairperson may designate
- Report subcommittee activities to the Intergroup board.
- Fill vacancy of chair on such Intergroup subcommittees in a non-voting, interim capacity.
- Encourage members to respect the principles expressed in the Twelve Traditions, Twelve Concepts and the Intergroup Operating Policies and Procedures and Guidelines.
- Familiarize themselves with the Intergroup staff and their duties.
- Encourage unity and participation of the groups in the Intergroup service area.

Secretary

The secretary is responsible for keeping accurate records of facts, minutes of all meetings, and names of all represented groups and members (voting and non-voting) attending the meetings.

Qualifications:

A secretary should generally have at least 3 to 5 years of continuous sobriety.
Should have general computer skills, preferably with Microsoft Office (Word, Excel).
Should have previous Intergroup service experience.

Duties:

As determined by the group conscience of Intergroup, the secretary shall:

- Attend monthly meeting of Intergroup and Intergroup board meetings.
- Keep complete and accurate record of facts and minutes of all meetings.
- Keep a current list of the names of all groups and members (voting and non-voting) attending meetings.
- Distribute minutes to group representatives and directors as soon as possible after each meeting of members.
- Maintain an up-to-date list of groups participating as members of Intergroup together with the contact information of the group representatives, their alternates and the officer members of Intergroup.
- As required, share email or other correspondence received by Intergroup in a timely manner and when appropriate, seek the guidance and direction of Intergroup officers on the preparation of appropriate responses to such correspondence.
- Give all required notices to members (Intergroup representatives, their alternates and officers).
- Be the custodian of the seal of Intergroup and of all books, papers, records, correspondence, contracts and other documents belonging to Intergroup which will be kept at the Intergroup offices and may be produced only when authorized by a resolution of the members or the board of directors.
- Be responsible for maintaining and updating the lists of motions of continuing effect for the regular Intergroup meeting and also executive meetings.
- Post membership minutes to website.

Treasurer

The treasurer is responsible for maintaining accurate and complete books and records for Intergroup activities and preparing financial statements in accordance with generally accepted accounting principles (GAAP).

Qualifications:

Should generally have at least 3 to 5 years of continuous sobriety and a knowledge of bookkeeping and financial reporting.

Should have general computer skills, preferably with Microsoft Office (Word, Excel) and accounting software.

Should have previous Intergroup service experience.

Duties:

As determined by the group conscience of Intergroup, the treasurer shall:

- Keep full and accurate accounts of all receipts and disbursements of Intergroup in proper books of account and will prepare financial statements.
- Deposit all moneys or other valuable effects in the name and to the credit of Intergroup in such bank or banks as may from time to time be designated by the board of directors.
- Establish proper bank accounts.
- Disburse the funds of Intergroup under the direction of the board of directors.
- Attend monthly meeting of Intergroup and Intergroup board meetings.
- Provide to the Intergroup Membership for approval at its monthly meetings financial statements (statement of financial position, statement of operations) for the previous month's operations.
- Act as a signing officer for Intergroup.
- Submit an annual budget forecast to the board for review and approval prior to presentation to the Intergroup Membership for approval.
- Ensure appropriate banking and security measures are in place, including access to appropriate passwords.
- Present to Intergroup an annual statement of financial position and statement of operations which have been subject to 3rd party review in accordance with generally accepted standards for review engagements, and as determined by the membership.
- Oversee all bookkeeping, leases, contracts, etc. on behalf of Intergroup.
- Represent Intergroup in discussions with our insurance representative and oversee the general management of i) Office Insurance ii) Directors' and Officers' Liability Insurance iii) Master Policy for Insurance for member groups.
- Keep any and all sensitive information secure and in strict confidence.

- Act as a financial advisor to all committees and perform such other duties as may from time to time be determined by Intergroup or the board of directors.

Telephone Answering Coordinator

The telephone answering coordinator is responsible for the maintenance of a telephone answering service on behalf of Intergroup which will operate twenty-four (24) hours each day and respond to all "Twelve Step" calls for assistance.

Qualifications:

Should generally have at least 3 to 5 years of continuous sobriety with good organizational and communication skills.

Should have general computer skills, preferably with Microsoft Office (Word, Excel).

Should have previous Intergroup service experience.

Duties:

As determined by the group conscience of Intergroup, the telephone answering coordinator shall:

- Post and maintain an online telephone answering schedule.
- Recruit volunteer members to answer the phone at the Intergroup Office from 10:00 am to 10:00 pm Monday through Sunday.
- Develop and maintain training literature on how to answer incoming calls at the Intergroup Office.
- Provide in-house and off-site telephone answering system training to volunteers.
- Assist in the development and maintenance of policies, procedures and guidelines related to answering and responding to incoming calls at the Intergroup Office.
- Ensure VOIP modem is functioning 24 hours a day and advise the board when the system goes down so corrective action can be taken.
- Ensure procedures are in place that all calls that go to voice mail are responded to within a reasonable time.
- Ensure process is in place that 12-Step calls are forwarded to the 12-Step volunteers.
- Encourage telephone answering service volunteers to follow the Twelve Traditions and the Policies, Procedures and Guidelines related to their position as published by Intergroup.
- Attend monthly membership meetings of Intergroup and Intergroup board meetings and report the number of 12 step calls coordinated as recorded in the daily log (online or in office). Report the number of incoming calls and TAS positions filled for the month.

- Organize a telephone answering system display table at Intergroup events where possible.
- Liaise and coordinate activities with 12-step coordinator.
- Provide annual statistics to the board including but not limited to: the number of incoming calls; calls answered by location (remote or not); calls not answered; shifts filled; shifts not filled; number of volunteers.

Literature Coordinator

The literature coordinator is responsible for maintaining literature inventory and making literature available to members.

Qualifications:

Should generally have at least 3 to 5 years continuous sobriety, detail oriented with good organizational and communication skills.

Should have general computer skills, preferably with Microsoft Office (Word, Excel).

Should have previous Intergroup service experience.

Duties:

As determined by the group conscience of Intergroup, the literature coordinator shall:

- Assist the Intergroup chair in managing the intergroup office upkeep and maintenance.
- Monitor inventory levels to ensure an adequate supply.
- Advise the board and membership of new publications available from AAWS and the Grapevine.
- Communicate AA approved literature and other approved supply (medallions, chips, slogans, steps, traditions, concepts blinds) order requirements to Office Administrator.
- Reconcile inventory received against orders placed.
- Request the office administrator to report and resolve order discrepancies with the supplier.
- Forward all invoices and packing slips for goods received to Office administrator for processing.
- Mark price and book code on inside cover of all books for sale.
- Request the office administrator set up new inventory items in QuickBooks.
- Request the office administrator and webmaster update all price lists.
- Take mid-year and year-end inventory.
- Recruit volunteers to help take inventory.
- Report any inventory adjustment(s) to the treasurer and the office administrator.

- Train office volunteers on literature order transactions and related telephone answering techniques.
- Organize a literature table at Ottawa area AA events whenever possible.
- Recruit volunteers to help with the literature table at Ottawa area AA events.
- Label inventory shelving accurately and keep shelves neat and orderly.
- Provide annual statistics including but not limited to: The number of pamphlets provided, meeting lists provided, books provided.
- Update and produce price lists for use by the front-desk volunteers.
- Liaise with webmaster to ensure the on-line ordering system accurately reflects inventory availability.

Newsletter Coordinator

The newsletter coordinator is responsible for the publication of *Our Primary Purpose* in accordance with the Twelve Steps, Twelve Traditions and Twelve Concepts of AA.

Qualifications:

Should generally have at least 3 to 5 years continuous sobriety with good organizational and communication skills.

Should have strong English grammar and writing skills and copyright/licensing awareness and compliance.

Should have general computer skills, preferably with Microsoft Office (Word, Excel).

Should have previous Intergroup service experience.

Should have clear understanding of AA Steps, Traditions and Concepts and how to apply them in publishing AA material.

Should be able to establish and chair the Primary Purpose Committee to include individuals with basic graphic editing skills and a working knowledge of Adobe Acrobat.

Should be able to engage the membership to provide articles for print in *Our Primary Purpose*.

Duties:

As determined by the group conscience of Intergroup, the newsletter coordinator shall:

- Prepare and publish *Our Primary Purpose* in accordance with the Twelve Steps, Twelve Traditions and Twelve Concepts of AA as often as Intergroup may determine necessary.
- Engage a newsletter committee.
- Plan, design and approve layout and content for *Our Primary Purpose*.
- Liaise and coordinate with *Our Primary Purpose* service providers i.e., printer.

- Liaise with other AA service arms providing content for publication.
- Engage AA members to provide content for the newsletter.
- Chair *Our Primary Purpose* committee meetings as required.
- Create and obtain AA content for *Our Primary Purpose*.
- Edit submissions as required.
- Edit and approve *Our Primary Purpose* for submission to the board for final approval before publishing.
- Provide annual statistics on the number of newsletters distributed and the number of on-line subscribers/viewers.

Website / Email Coordinator (Webmaster)

The website/email coordinator is primarily responsible for development and maintenance of the Ottawa Area Intergroup website.

Qualifications:

- Should generally have at least 3 to 5 years continuous sobriety with good organizational and communication skills.
- Should have strong grammar and writing skills and copyright/licensing awareness and compliance.
- Should have strong general IT skills.
- Should have general computer skills, preferably with Microsoft Office (Word, Excel).
- Should have previous Intergroup service experience.
- Should have clear understanding of AA Steps, Traditions and Concepts and how to apply them in publishing AA material.
- Should be able to establish and chair the Website Committee to include individuals with required skills.

Duties:

As determined by the group conscience of Intergroup, the website/email coordinator shall:

- Develop and maintain Ottawa Area Intergroup website(s).
- Maintain and ensure Intergroup office electronic and/or computer equipment and software are in good working order.
- Update and publish (with local printer) a printed directory of AA groups and meetings in Ottawa and surrounding area as needed.
- Keep Intergroup online meeting list synchronized with GSO Meeting Guide App.
- Facilitate the posting of board-approved AA content to website including board and membership minutes.
- Liaise with other AA service arms providing content for online publication.

- Respond to website issues as they arise in a timely manner.
- Recommend technology upgrades and/or updates to website and office and telephone equipment for intergroup board and/or membership approval.
- Provide annual statistics on website activity including: total unique website visits per year, average unique page visits per month; percentage mobile visits; number of visits by page.
- Post minutes from board of director meetings online.
- Provide annual statistics on the volume of email correspondence that flows through the office.

12-Step Coordinator

The 12-step coordinator is responsible for

Engaging members and providing training for members willing and able to carryout Intergroup 12-step calls.

Qualifications:

Should generally have at least 3 to 5 years continuous sobriety with good organizational and communication skills.

Should have general computer skills, preferably with Microsoft Office (Word, Excel).

Should have previous Intergroup service experience.

Duties:

As determined by the group conscience of Intergroup, the 12-step coordinator shall:

- Provide programs and services to recruit members for the twelve-step call list.
- Provide training to members performing 12-step calls.
- Maintain 12-step call procedures.
- Recommend 12-step call program updates for Intergroup board and/or membership approval.
- Liaise with other AA service arms providing content for online publication.
- Liaise and coordinate activities with TAS Coordinator.
- Train for and act as back-up for TAS Coordinator.
- Provide annual statistics on twelve-step activity including but not limited to: number of 12-step call requests, number of 12-step calls carried out; number of currently active 12-step resources, by district and gender.