

DAA SOUTHEAST INTERGROUP

# SERVICE MANUAL

FEBRUARY 2019



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## The 12 Traditions of Drug Addicts Anonymous

1. Our common welfare should come first; personal recovery depends upon DAA unity.
2. For our group purpose there is but one ultimate authority - a loving God as He may express Himself in our group conscience. Our leaders are but trusted servants; they do not govern.
3. The only requirement for DAA membership is a desire to stop using narcotics and all other mind-altering substances.
4. Each group should be autonomous except in matters affecting other groups or DAA as a whole.
5. Each group has but one primary purpose - to carry its message to the drug addict who still suffers.
6. A DAA group ought never endorse, finance or lend the DAA name to any related facility or outside enterprise, lest problems of money, property and prestige divert us from our primary purpose.
7. Every DAA group ought to be fully self-supporting, declining outside contributions.
8. Drug Addicts Anonymous should remain forever nonprofessional, but our service centres may employ special workers.
9. DAA, as such, ought never be organized; but we may create service boards or committees directly responsible to those they serve.
10. Drug Addicts Anonymous has no opinion on outside issues; hence the DAA name ought never be drawn into public controversy.
11. Our public relations policy is based on attraction rather than promotion; we need always maintain personal anonymity at the level of press, radio and films.
12. Anonymity is the spiritual foundation of all our Traditions, ever reminding us to place principles before personalities.

## 2. Guiding Principles

### SEIG Guiding Principles – Recommendations from Group Inventory 2016

#### Resources

- SEIG pools resources, both in terms of manpower - jobs are clearly delegated and distributed, and media resources - these are shared in a Google Drive accessible to all SEIG members.
- Outgoing SEIG members are asked to review their job descriptions as a matter of course and check they are updated.

#### Accessibility

- In order for all members to be able to participate fully at SEIG, outgoing GSRs ensure that new GSRs are appropriately sponsored into the role.
- All members are asked to be mindful of throwaway comments that newer members may not be aware of the background of, don't use acronyms and make the effort to explain the background of a topic under discussion.
- SEIG is committed to promoting diversity and enabling access to DAA for all. To aid this, DAA shares are uploaded regularly online by SEIG reflecting the diverse voices of our members. Some meetings have an option to access remotely via phone call – this is arranged at group level, with support from SEIG where required.
- Outreach is important to DAA, and H&I committees in London and around our regional meetings target services drug addicts may be using through contact with professionals and distribution of literature. SEIG funds and supports this work as well as overseeing its ongoing delivery.

#### Environment

- To ensure a safe, welcoming environment for all, the Chair makes space for new or less vocal members - e.g. by assertively asking a member to stop for a moment or if they have gone on, and then pausing for a few seconds and asking others (perhaps specifically) if they have a view on this.
- Each meeting begins with a prayer where we express gratitude for the opportunity to be of service at the Intergroup to encourage people in meetings to contribute in the spirit of cooperation.

- We suggest each member takes a moment for prayer and meditation on issues discussed, to ensure our contributions are in the spirit of helpfulness and harmony.

### **Finances**

- SEIG is transparent around finances, with books audited annually at year-end. Sub committees provide a breakdown of spending and projected spending in their monthly reports.

### **Communication**

- GSRs feedback about their groups' activities each month – in the spirit of opening a dialogue and sharing best practice. Intergroup helps GSRs to bring their experience and questions into their update.
- All subcommittees have a main point of contact (typically, the Chair), to ensure clear lines of communication between the subcommittee and SEIG.
- GSRs feedback about their groups' activities each month – in the spirit of opening a dialogue and sharing best practice. Intergroup helps GSRs to bring their experience and questions into their update.
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### 3. Policies and Procedures

*(Dates in brackets denote the date a policy was adopted by SEIG.)*

#### Voting

1. The Intergroup will be quorate if 6 voting members are present. *(07/03/2016)*
2. For a motion to be carried, two-thirds of votes cast must be in favour. Abstentions do not count as votes. *(07/03/2016)*
3. When a change has already been mandated/enforced and results in the need to choose between two or more options, a simple plurality vote will suffice (option with the most votes wins). *(07/03/2016)*
4. When attendance in person is not possible, a member may attend 'remotely' (Skype call or similar), by prior arrangement with the Chair. *(07/03/2016)*
5. Each group is entitled to one vote. If a group's GSR is unable to attend, a deputy may represent (and vote on behalf of) that group instead. *(07/03/2016)*
6. In addition to GSRs, the IG Secretary, Treasurer and all service reps are each entitled to a vote *(07/03/2016)*
7. The Chair may vote, but to maintain the appearance of impartiality, the Chair is encouraged to minimise his/her participation in debate, and to vote only after the results are known and (s)he wants his/her vote to affect the outcome. *(07/03/2016)*

Votes cast	5	6	7	8	9	10	11	12	13	14	15	16	17	18
'Yes' votes required to pass a motion (2/3 rounded up to nearest whole)	4	4	5	6	6	7	8	8	9	10	10	11	12	12

#### SEIG (Voting) Service Positions

Position	Recommended Cleantime	Duration
Chair	6 months <i>(03/02/2014)</i>	1 year <i>(07/09/2015)</i>
Secretary	6 months <i>(03/02/2014)</i>	18 months <i>(07/09/2015)</i>
Treasurer	2 years <i>(03/02/2014)</i>	2 years <i>(07/09/2015)</i>
Helpline Co-ordinator	1 year <i>(03/06/2013)</i>	1 year <i>(09/09/2013)</i>
London PI/H&I Chair	6 months <i>(04/02/2019)</i>	1 year <i>(14/05/2018)</i>
Literature	1 year <i>(06/03/2017)</i> [and financially solvent] <i>(06/03/2017)</i>	18 months <i>(06/03/2017)</i>

1. Intergroup service positions are elected by the Intergroup. Service coordinators are nominated by their sub-committee and ratified by the Intergroup. The chair and the treasurer of a sub-committee must be ratified by the Intergroup. *(07/06/2010)*
2. Convention ad hoc subcommittee chair will have a vote on the Intergroup and submit a monthly report. *(05/12/2011)*
3. Each PI/H&I subcommittee Chair (London and Oxford) carries a vote at SEIG. *(14/05/2018)*
4. The same person may not chair more than one sub-committee. *(06/02/2017)*

### Scheduling

1. On bank holidays that fall on the first week of the month, the Intergroup meeting will be held on the following Monday. *(01/03/2010)*

### Agenda/Reports/Minutes

1. Secretary will email draft agenda (without service reports) on Wednesday prior to Intergroup; reports and new agenda items should be submitted by email to the Secretary no later than Saturday night. Secretary to send out final agenda the day before Intergroup (Sunday). *(14/05/2018)*
2. GSRs should report monthly, confirming full committee and fully solvent as well as any other group news. *(07/12/2009)* Group donations do not need to be declared. *(01/02/2010)*
3. Minutes should be published within two weeks of the Intergroup meeting. *(07/12/2009)*

### Finances

1. If requests for money are approved an arrangement must be made with the Treasurer w/r/t payment. It must be remembered that cash is not available at Intergroup meetings unless previously arranged. *(07/12/2009)*
2. A vote must be taken before requests for money can be approved. *(04/01/2010)*
3. The Intergroup will maintain a prudent reserve £350. *(07/11/2011)*
4. Intergroup members are entitled, upon production of a ticket or receipt, to travel expenses via public transport, or by car at 20p per mile, which can be waived. This policy can be suspended at any time at the request of the treasurer. *(10/05/2010)* GSRs' expenses are funded by their own groups. *(01/09/2014)*
5. Service coordinators are entitled to vote for a request for money by their own subcommittee. *(10/05/2010)*
6. DAA funds should be held in the Intergroup bank account and distributed to subcommittees as and when required. Subcommittees may retain money in their accounts if an amount is left over following the completion of a project. No upper limit has been set, but subcommittees should not sit on significant amounts of DAA money. *(10/05/2010)*
7. Service coordinators are required to report back to the Intergroup, giving a full breakdown of spending on any given project. *(10/05/2010)*

8. PI and H&I subcommittees and Helpline coordinator are provided with a float, to be topped up by the Treasurer upon request. Service coordinators should include a balance and note significant expenditure in their monthly reports. PI float set @ £100, H&I and Helpline both @ £30 – these sums can be renegotiated upon request. *(09/05/2011)*
9. Sub-committees without a ratified treasurer are *not* eligible for ‘monthly stipend’ (float that is topped up on request, no vote required). Instead, their requests for money must be voted on by SEIG. *(02/07/2018)*
10. Monthly budget for refreshments at IG meetings is £8. *(05/09/2016)*

### Literature

1. Literature orders include those for group use as well as for PI/H&I work. There is a cost price charge for group literature. *(09/05/2011)*

### Helpline

1. Responders recommended clean-time requirement is 6 months. *(14/05/2018)*



## 4. Job Descriptions

### Chairperson

1. Has a good familiarity with the traditions.
2. Should have a good understanding of the workings, history and current issues of the SEIG.
3. Is a member of a DAA group within the SEIG area

### Chair Duties

1. Presides over all IG meetings - and is looking to encourage the creativity in the room. To do this the chair should:
  - Keep their opinions to a minimum - ideally the chair should only speak to add clarity or to move discussions on. However this will be driven by context and the chair maybe called upon to share experience if it will help avoid repeated discussion
  - Ensure all who want to speak get the opportunity - but also keep an eye on those who go on and on...
  - Maintain order
  - Keep the agenda running to time
  - Generally, will not vote - If a split decision is likely, the chair will move that a new vote is taken after members have had the opportunity to speak to other members of their group or committee if required.
2. Works closely with the secretary/minute taker - Will not rush proceedings, so as to insure that adequate minutes are taken
3. Ideally should be a signatory of the SEIG bank account
4. Maintains a good working relationship with other IG chairs in DAA
5. Should be familiar with past minutes and present agenda
6. Maintains good working relationships with all SEIG members
7. Will perform all duties required by the SEIG in a timely fashion
8. Will insure regular attendance of the SEIG
9. Ensures that any agreed policy additions/changes are reflected in the Policies & Procedures document.

## Treasurer

Manages IG funds.

Attend IG. Provide report (itemised incomings/outgoings, and resulting opening/closing balance).

Receive incomings (eg. group donations), providing receipts.

Issue monies as required (eg. Pay rent, IG-sanctioned requests from sub-committees, helpline co-ordinator, literature secretary)

Provide IG with the information necessary to make prudent spending decisions.

Ensure all incomings/outgoings are recorded systematically. When reimbursing expenses, always try to get proof of purchase (eg. receipt, train ticket, invoice).

Prepare for annual audit of IG finances. Get an experienced IG member, preferably a previous IG treasurer, to check the books are in order. They should be asked to report their findings to IG.

Ensure that, at any given time, the SEIG bank account has its full complement of authorised signatories who are current DAA members. Treasurer should be one of the signatories. Treasurer should be the account's correspondence address (where statements, etc. are sent).

## Secretary

The secretary's job is to:

1. Prepare and circulate an agenda in advance of monthly intergroup meetings.
2. Provide printed copies of agenda at IG.
3. Take notes during monthly intergroup meetings.
4. Prepare and circulate minutes following monthly intergroup meetings
5. Assist Chair in keeping IG documents up-to-date.

## PI/H&I Chair

1. Presides over all PI/H&I committee meetings - and is looking to encourage the creativity in the room. To do this the chair should:

- Keep their opinions to a minimum - ideally the chair should only speak to add clarity or to move discussions on. However this will be driven by context and the chair maybe called upon to share experience if it will help avoid repeated discussion
- Insure all who want to speak get the opportunity - but also keep an eye on those who go on and on...
- Maintain order

- Keep the agenda running to time
  - Will not vote - If a split decision is likely, the chair will move that a new vote is taken after members have had the opportunity to speak to other members of their group or committee if required.
2. Works closely with the secretary. Will not rush proceedings, so as to insure that adequate minutes are taken
  3. Ideally should be a signatory of the PI/H&I bank account
  4. Maintains a good working relationship with other IG officers
  5. Should be familiar with past minutes and present agenda of the IG and PI/H&I committee
  6. Maintains good working relationships with all PI/H&I committee members
  7. Will perform all duties required by the SEIG and PI/H&I committee in a timely fashion
  8. Will insure regular attendance of the SEIG and PI/H&I committee
  9. Presenting report (inc. balance) at IG, and fielding resulting questions
  10. Requesting and receiving monies from IG, as needed

## Literature Coordinator

*Responsible for stocking and distribution of DAA literature for all groups, primarily in the South East (including for PI/H&I work).*

- Maintain minimum reserve of stocks. Order reprints as necessary.
- Keep accurate records of stocks and orders. Periodically check this against actual stock to ensure items are not going missing.
- Attend monthly IG, providing a report in advance, summarising your activities. Report should include: Current stocks, orders placed/fulfilled, postage/packing costs incurred.
- Respond to queries and orders sent to literature@daa-uk.org. Fulfil orders in person (at SEIG), or by post.

## Helpline Coordinator

- Responsible for the south east helpline.
- Produces rota of willing responders.
- Ensures the phone is passed between each responder every month.
- Ensures that each responder is properly inducted into answering and acting on calls made, using literature provided.
- Ensures that accurate records are kept by the responder and compiles these into a report for the intergroup's secretary each month.
- Ensures that the phone has enough credit, and gets reimbursement for intergroup treasurer.
- Manages payment for call forwarding to TTNC, and gets reimbursement from intergroup treasurer.

## 5. Experience, Strength and Hope – GSR Roles

### Eva – DAA A New Freedom - London

As GSR of ANF, I feel my key role has been to act as a link between my home group and SEIG. During SEIG, I pay particular attention to issues that are relevant to my home group and report back to them either at our business meetings, or through announcements at the end of our meeting. It is also my responsibility to circulate the SEIG minutes to my group via email and keep a hard copy in our group folder located on our literature table to ensure availability to members during meetings.

As the group's link to SEIG, it is also my role to take any issues raised by my home group to SEIG and to ensure the home group is adequately represented there. There are often questions that arise at SEIG which require a vote to be taken and, in such instances, it is my responsibility to vote on behalf of my group, trying to eliminate my own personal views and think about what my group would want. In some instances, I will have the opportunity to take a question back to my group first, take a vote from them and then vote at SEIG based on the outcome of my group's own vote.

GSR has always been the service commitment that I least wanted to do but since being voted into it, my experience has been that it sounded a lot worse than it actually is! Prior to taking on this role, I had some awareness that behind the scenes people were doing lots of service outside of their home groups to enable our fellowship to function as it does but was never clear about what it actually involved and largely viewed it as stuff other people do! Since taking on this role, however, I've learned a lot about how the wider fellowship works and have found that I now feel more informed and more involved in the issues affecting the Southeast and DAA as a whole. As a result, I not only feel more a part of DAA but the insight it has given me has also enabled me to truly value the contribution of all those who work hard to keep our fellowship alive.

## **Ashley M – DAA Gratitude In Action – Oxford**

### **Oxford GSR role at IG:**

- Attend SEIG on the first Monday of each month unless bank holiday then the following Monday.
- If unable to attend in person then arrange with IG Chair remote access to the meeting, prior to the meeting.
- Carry GIA group conscience and vote on their behalf.
- To complete any actions as and when called for and relay information back to GIA.
- Provide IG Secretary GIA report the Saturday before IG meeting so can be added to the agenda.
- Take donations to IG and obtain receipt from IG treasurer to give GIA treasurers for their records.

### **Overview:**

Overall I really enjoy being part of the IG. However, at times, the discussions can get quite overwhelming and unclear and as I have only recently completed the traditions I think it would really help to have a copy of them hung up somewhere in the meeting.

I feel I have grown in confidence and feel very supported and encouraged to ask questions. I find that it really helps to thoroughly read minutes/agenda and speak to my sponsor to clarify any issues (thankfully she's the secretary!)

I have struggled with attending for various reasons including travel, work and family but have now taken the action to make it a priority.

## Appendix 1 – Change Log

Feb 2019	Amended cleantime requirement for PI Chair; duration of Chair position; Oxford PI position removed. Removed policy that stated tea person does not carry a vote (tea position abolished Jan 2019)