

GSA Phone Bridge Service Manual

Table of Contents

Introduction

Oral History

Phone Bridge

Phone Bridge Intergroup (s)

Establishment of Current Intergroup

Establishment of Non-Profit Corporation

Establishment of Trustees

Structure

Inverted Triangle

Member

Group

Intergroup

Trustees

Service Positions

Meeting Positions:

Secretary/Leader

Booker

Treasurer

Timer

Moderator

GSR

Intergroup Positions:

Chair (Alternate Chair)

Secretary (Alternate Secretary)

Receiving Treasurer

Reporting Treasurer

Trustee Positions:

Chair (Alternate Chair)

Website Committee Chair

Finance Committee Chair

Moderator Liaison

Marathon Liaison

Policies and Procedures:

Our Current Understanding of GreySheet Abstinence

Rotation of Service

Group Level

Intergroup Level

Trustee Level

Maintaining an Accurate Record of Group Conscience

Group Level

Intergroup Level

Trustee Level

Approach to Handling Controversy

Adding/Removing Meetings on the Phone Bridge

Policies and Procedures for Specific Positions/Groups

Treasurers

Group Treasurers

Intergroup Treasurers

Receiving Treasurer

Reporting Treasurer

Business Meetings

Group

Intergroup

Trustees

Appendices:

12 Steps

12 Traditions

12 Concepts

AA Sharing Session Format

Revised Roberts Rules of Orders for Intergroup Business Meetings

GSA Phone Bridge Intergroup Bylaws

GSA Phone Bridge Trustee Meeting Rotating Agendas

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GSA Phone Bridge Service Manual

Introduction

As the phone bridge grows, and the number of service positions increase, we want to explain how we do service, so that all are able serve, if they wish to do so. In addition, we want to include our history, our existing policies and procedures for specific positions, as well as our current informed group conscience (especially regarding groups, Intergroup, and Trustees).

“The AA Group... Where it all begins”

“The group conscience is the collective conscience of the group membership and thus represents substantial unanimity on an issue before definitive action is taken. This is achieved by the group members through the sharing of full information, individual points of view, and the practice of A.A. principles. To be fully informed requires a willingness to listen to minority opinions with an open mind.

On sensitive issues, the group works slowly - discouraging formal motions until a clear sense of its collective view emerges. Placing principles before personalities, the membership is wary of dominant opinions. Its voice is heard when a well-informed group arrives at a decision. The result rests on more than a “yes” or “no” count - precisely because it is the spiritual expression of the group conscience. The term “informed group conscience” implies that pertinent information has been studied and all views have been heard before the group votes.”

We begin with a brief oral history. If you have any additional information that will add to or change this section, please contact us. Some of you have been around longer than those on this committee.

We then move on to our structure, the inverted triangle; the members on the top, followed by the groups, the Intergroup, and the Trustees. We also want to clarify our connection to the broader community of GSA as a whole (describing how we are currently connected to GSA World Service and the World Service Conference).

Lastly, we address specific service positions and our current understanding of how they are intended to function. We describe: qualifications; responsibilities; and our experience, strength and hope about how trusted servants serve the Phone Bridge members, groups, and intergroup. To be

clear, everything in this manual is wisdom gained over time. Each member and each group are welcome to take what is helpful, and leave the rest. We are confident, however, that what we have shared will work if it is applied to our service positions. Thank you for your interest in participating in serving the GSA Phone Bridge.

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Intergroup Inverted Triangle Structure

