



C.A. ONLINE SERVICE AREA MANUAL

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Table of Contents

The Twelve Steps, Twelve Traditions, and Twelve Concepts.....	2
Service - Its Role in Our Society of Sobriety & Conscience	6
Specific Requirements & Duties of Each Service Commitment.....	8
Home Group & Service Commitments	8
Area Service Positions.....	10
WSC Delegate/Alternate & Election Procedure.....	12
OSA Delegate/Alternate Delegate Requirements & Responsibilities:	13
Area Standing Committees	14
Area Committee Service Positions	14
Public Information	14
Fundraising & Special Events	15
Structures & By-laws.....	16
Helpline	16
Unity	16
Hospitals & Institutions.....	18
Meeting Services.....	18
Archives.....	19
Information Technology.....	19
General Guidelines.....	20
OSA Business Meeting Guidelines.....	20
OSA Financial Guidelines.....	21
OSA Standing Rules	23

*added for OSA specific group service positions



The Twelve Steps, Twelve Traditions, and Twelve Concepts

The Twelve Steps of Cocaine Anonymous

1. We admitted we were powerless over cocaine and all other mind-altering substances—that our lives had become unmanageable.
2. Came to believe that a Power greater than ourselves could restore us to sanity.
3. Made a decision to turn our will and our lives over to the care of God as we understood Him.
4. Made a searching and fearless moral inventory of ourselves.
5. Admitted to God, to ourselves, and to another human being the exact nature of our wrongs.
6. Were entirely ready to have God remove all these defects of character.
7. Humbly asked Him to remove our shortcomings.
8. Made a list of all persons we had harmed, and became willing to make amends to them all.
9. Made direct amends to such people wherever possible, except when to do so would injure them or others
10. Continued to take personal inventory and when we were wrong promptly admitted it.
11. Sought through prayer and meditation to improve our conscious contact with God, as we understood Him, praying only for the knowledge of His will for us and the power to carry that out.
12. Having had a spiritual awakening as the result of these Steps, we tried to carry this message to Addicts, and to practice these principles

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The Twelve Traditions of Cocaine Anonymous

1. Our common welfare should come first; personal recovery depends upon C.A. 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 C.A. membership is a desire to stop using cocaine and all other mind-altering substances.
4. Each group should be autonomous except in matters affecting other groups or C.A. as a whole.
5. Each group has but one primary purpose — to carry its message to the addict who still suffers.
6. A C.A. group ought never endorse, finance or lend the C.A. name to any related facility or outside enterprise, lest problems of money, property or prestige divert us from our primary purpose.
7. Every C.A. group ought to be fully self-supporting, declining outside contributions.
8. Cocaine Anonymous should remain forever non-professional, but our service centers may employ special workers.
9. C.A., as such, ought never be organized; but we may create service boards or committees directly responsible to those they serve.
10. Cocaine Anonymous has no opinion on outside issues; hence the C.A. 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, television and films.
12. Anonymity is the spiritual foundation of all our traditions, ever reminding us to place principles before personalities.

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The Twelve Concepts of Cocaine Anonymous

1. The final responsibility and the ultimate authority for C.A. world services should always reside in the collective conscience of our whole Fellowship.
2. The C.A. Groups delegate to the World Service Conference the complete authority for the active maintenance of our world services and thereby make the Conference — excepting for any change in the Twelve Traditions — the actual voice and the effective conscience for our whole Fellowship.
3. As a traditional means of creating and maintaining a clearly defined working relation between the Groups, the Conference, the World Service Board of Trustees and its service corporation, staffs, and committees, and of thus insuring their effective leadership, it is here suggested that we endow each of these elements of World Service with a traditional “Right of Decision.”
4. Throughout our Conference structure, we ought to maintain at all responsible levels a traditional “Right of Participation,” taking care that each classification or group of our world servants shall be allowed a voting representation in reasonable proportion to the responsibility that each must discharge.
5. Throughout our World Service structure, a traditional “Right of Appeal” ought to prevail, thus assuring us that minority opinion will be heard and that petitions for the redress of personal grievances will be carefully considered.
6. On behalf of C.A. as a whole, our World Service Conference has the principal responsibility for the maintenance of our world services, and it traditionally has the final decision respecting large matters of general policy and finance. But the Conference also recognizes that the chief initiative and the active responsibility in most of these matters should be exercised primarily by the Trustee members of the Conference when they act among themselves as the World Service Board of Cocaine Anonymous.
7. The Conference recognizes that the Charter and the Bylaws of the World Service Board are legal instruments; that the Trustees are thereby fully empowered to manage and conduct all of the world service affairs of Cocaine Anonymous. It is further understood that the Conference Charter itself is not a legal document; that it relies instead upon the force of tradition and the power of the C.A. purse for its final effectiveness.
8. The Trustees of the World Service Board act in two primary capacities: (a) With respect to the larger matters of overall policy and finance, they are the principal planners and administrators. They and their primary committees directly manage these affairs. (b) But with respect to our separately incorporated and constantly active services, the relation of the Trustees is mainly that of custodial oversight which they exercise through their ability to elect all Directors of these entities.
9. Good service leaders, together with sound and appropriate methods of choosing them are at all levels indispensable for our future functioning and safety.
10. Every service responsibility should be matched by an equal service authority — the scope of such authority to be always well defined, whether by tradition, by resolution, by specific job description or by appropriate charters and bylaws.
11. While the Trustees hold final responsibility for C.A.'s world service administration, they should always have the assistance of the best possible standing committees and service boards, staffs and consultants. Therefore, the composition of these underlying committees and service boards, the personal qualifications of their members, the manner of their induction into service, the system of their rotation, the way in which they are related to each other, the special rights and duties of our staffs and consultants, together with a proper basis for the financial compensation of these special workers will always be matters for serious care and concern.
12. General Warranties of the Conference: In all its proceedings, the World Service Conference shall observe the spirit of the C.A. Tradition, taking great care that the Conference never becomes the seat of perilous wealth or power; that the sufficient operating funds, plus an ample reserve, be its prudent financial principle; that none of the Conference members shall ever be placed in a position of unqualified authority over any of the others; that all important decisions be reached by discussion, vote, and whenever possible, by substantial unanimity; that no Conference action ever be personally punitive or an incitement to public controversy; that though the Conference may act for the service of Cocaine Anonymous, it shall never perform any acts of government; and that, like the Fellowship of



Cocaine Anonymous which it serves, the Conference itself will always remain democratic in thought and action.

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Service – Its Role in Our Society of Sobriety & Conscience

Whether we are newcomers or old-timer's, we are somewhere together in the Twelve Steps of C.A., helping each other, serving each other's needs to help maintain our sobriety. When we meet in C.A.-Online, there arises the opportunity to bond and attain a daily reprieve from the misery of active addiction by sharing common solutions to common problems. Our primary purpose is to stay free from cocaine and all other mind-altering substances and to help another addict achieve the same freedom. We do this through the 12 steps of Cocaine Anonymous. "WE'RE HERE AND WE'RE FREE".

The Unity Reading

Unity is a common bond that transcends all differences. We've discovered no matter how different our circumstances or the paths that brought us here, we all suffer from the same disease: addiction. We admitted our lack of power and accepted that we could not recover alone. The strength and direction of our recovery is found in our unity. We are people who might never have mixed. Addiction and recovery are the threads that bind us. We relate to such feelings as grandiosity, insecurity, jealousy, and false pride and are reminded we are all alike. By sharing our experience with other addicts and working the Twelve Steps of C.A., we come to know humility, security, acceptance, and self-worth. Through applying the Twelve Steps and the Twelve Traditions, we grow in love, tolerance, and respect for each other. This spiritual growth allows us to rise above prejudice, regardless of religion, ethnicity, economic status, age, gender, or sexual orientation, to carry the C.A. message. Though we are different, we are the same. Regardless of the author, we share the same story. Recovery is possible—together. Unity preserves our C.A. Fellowship. Unity preserves our legacy of Hope, Faith, and Courage. Unity preserves our personal recovery, our reunited families, and our rediscovered dreams

Informed Group Conscience

- The group conscience is the group membership's collective conscience. It represents substantial unanimity on an issue before taking definitive action.
- Group conscience is arrived at by the group members through the sharing of their experience, strength and hope with each other and the practice of C.A. principles.
- The membership is wary of dominant opinions and places principles before personalities,
- To be fully informed requires a willingness to read minority opinions with tolerance and open-mindedness. Its voice is heard when a well-informed group arrives at a decision.
- The term "informed group conscience" implies that relevant information has been studied and all views have become known before the group votes.
- It is suggested that the chairperson recognize each member in turn, allowing a few minutes for each to express themselves.



Rotation of Service Commitments

The concept *Spirit of Rotation* is an important one. Many positions have a term of one year. This is, however, just a guideline, as some members may take on a duty for considerably longer if no one else steps forward, or if that is the common practice of the Group. There is no hard and fast “rule” per se, just a suggestion, as to the best practice to follow for best mutual outcome!



Specific Requirements & Duties of Each Service Commitment

Home Group & Service Commitments

THE C.A. HOME GROUP

A Home Group may be defined as a meeting a member regularly attends. The Home Group provides an opportunity to begin to be of service. Experience shows a Home Group is one of the vital components to continuous sobriety. In a Home Group, members' can participate in the business meeting and are able to cast their vote as a part of the group conscience.

OSA Group Conscience Meeting

Each C.A. group should hold a regularly scheduled monthly business meeting or at other intervals to discuss such items as: group finances, distribution of 7th Tradition, meeting format, election of trusted servants, etc. It is suggested that records be kept of group business meeting decisions. Use of the "[Suggested Group Business Meeting Format](https://ca.org)" from <https://ca.org> for conducting the group conscience is suggested. Each group is autonomous, and the group conscience decides how business meetings ought to be conducted.

GROUP SERVANTS

"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." – Tradition Two

C.A. groups may create such service positions as they deem necessary to carry on the group functions with such job duties and sobriety requirements, as they feel appropriate. Such positions by way of illustration might include: Chairperson, Vice Chairperson, Host*, Screen Sharer*, Greeter, etc. The suggested business positions of groups are, but not limited to; due to the nature of the Online Service Area:

GROUP SERVICE REPRESENTATIVE (GSR)

Suggested sobriety time: One year

Term: One year

The GSR position is a very important service position for which a member can be elected. Great care should be taken with this choice; the quality of the District/Area Services and ultimately World Services can only be as good as those choices the individual Groups make. As with the Secretaries, GSR candidates should only accept positions for those Groups that they regularly attend. Regular attendance is to be defined by the groups. They are the ones who will carry the information back to the Group as to what is going on in our Fellowship on a District/ Area level as well as the World level.

It should be understood that a GSR does not require Group approval to vote on matters affecting the Group or C.A. as a whole, although it is the GSR responsibility to vote mindful of the group conscience. (See Concept 3). A good GSR is familiar with the C.A. World Service Manual and the Twelve Concepts of World Services. If the GSR cannot attend, an Alternate should attend. The person elected GSR should be trusted with the Group vote. Before accepting a nomination for GSR, the nominee must consider the level of commitment as well as the sacrifice of time involved.

Duties and Responsibilities:

- Sees that the Traditions are followed within the Group.
- Attends all appropriate business meetings.



- Conducts communication between the Group, District and Area.
- Reads/reviews communications from the District, Area and World Service.

ALTERNATE GSR

The purpose and responsibility of the Alternate GSR is to assist the GSR and to assume the responsibilities of the GSR when necessary.

Suggested requirements and qualifications are the same as those for GSR.

SECRETARY / CHAIR

Suggested sobriety time: Six Months

Term: One year

The Secretary is a trusted servant whose responsibility is to provide the Group with the leadership best suited to assist the recovery of the members through utilization of the C.A. Program.

Duties and Responsibilities:

- See that the Traditions are being followed within the Group.
- Follow the format in accordance with the group conscience.
- See that the responsibilities of the other Group servants are met.
- See that Seventh Tradition contributions of the members are collected and that a record is kept of the Group's income and expenses.
- See that the Group is represented at the District or Area Service Meeting.
- See that rent for the meeting space is paid and that the Group's monthly contribution is forwarded to the District, Area and/or World Service Office.
- Keep an accurate, up-to-date record of changes of the group conscience.
- Keep a record of each officer's election date.
- Display C.A. literature and schedules.

GROUP TREASURER QUALIFICATIONS

Suggested sobriety time: One Year

Suggested prior service time: Six Months

Term: One Year

Gainfully employed and/or financially solvent.

Duties and Responsibilities:

- Keeps an accurate bookkeeping system. (See the "Group Treasurer's Record" form located in the Financial Guidelines for Groups, Districts & Areas of Cocaine Anonymous. Pages 6-8)
- When applicable, maintains Group bank account(s) with checks requiring two signatures.
- Gives financial reports to the Group regularly.
- Pays all Group expenses.
- Passes on contributions to the District/Area and/or the World Service Office.
- Collects and documents 7th Tradition money.
- Collects and documents the H&I money (if H&I cans are passed at that meeting), and passes the H&I money onto the District or Area Treasurer, distinguished as H&I money



Area Service Positions

Chairperson:

- Two years of continuous sobriety.
- Two-year commitment
- One year of active service in C.A. Online Service Area
- Presides over (monthly/quarterly) meetings and arranges agenda
- Encourages trusted servants to Chair various Standing Committees.
- Only votes in case of a tie.
- To have all delegates attending WSC credentialed at minimum 30 days prior to the WSC

Vice Chair /Parliamentarian:

- One year of continuous sobriety.
- Two Year commitment
- Six months of active service in C.A. Online Service Area
- In the absence of the Chairperson performs those duties of Chairperson.
- Coordinates Committee activities
- Chairperson of one Standing committee and willing to vacate when a committee member wishes to step up

Secretary:

- One year of continuous sobriety.
- Two-year commitment
- Six months of active service in C.A. Online Service Area
- Keeps accurate minutes of each meeting.
- General communications throughout the Area.
- Records the number and location of each meeting in the Area. Archives all relevant online service documents.
- Provides safe storage and retrieves information as needed.

Treasurer:

- Two years of continuous sobriety.
- Two-year commitment
- One year of active service in C.A. Online Service Area
- Gainfully employed and/or financially stable.
- Receives and deposits contributions from meetings and fundraising activities.
- Keeps an accurate bookkeeping system and maintains bank account(s).
- Provides a copy of the account bank statements to the CAOSA Chairperson on a monthly basis for accountability purposes. Gives monthly financial report.
- Timely filings with regulatory agencies at State and Federal level (e.g. state and local taxes, nonprofit corporation forms,etc.).
- Pays all expenses as authorized by CAOSA.
- Passes on contributions to the PS Region and World Service as authorized by CAOSA.



Web Servant: **not an area officer

- Two years of continuous sobriety.
- Two-year commitment
- Web design skills made evident through a documented history of created websites, and an ability to demonstrate relevant and appropriate technical knowledge.
- To be the primary person responsible for the design and maintenance of the CAOSA website.
- To keep the website information current, to adjust the website as directed by the CAOSA, to track website activity and provide reports as requested by the CAOSA, and to be accountable to the CAOSA for all web activity.
- To serve on and be advised by the CAOSA IT Committee and will provide monthly reports to be incorporated within the IT Committee's monthly reports to the CAOSA. With the exception of basic site maintenance, any proposed changes, design revisions, and/or additions to the CAOSA website will be reviewed and approved by the CAOSA IT Committee. Upon IT Committee approval, the Web Servant will obtain the approval of the entire CAOSA prior to posting any revisions or additions to the CAOSA website.
- The webmaster will collaborate with meeting services committee for meeting schedule and event updates, but not limited to.



WSC Delegate/Alternate & Election Procedure

World Service Conference Delegate

The Delegates' Job is a Spiritual One!

Currently the OSA can have three (3) Delegates and three (3) Alternate Delegates. Per our by-laws one (1) Delegate and one (1) Alternate Delegate shall reside in the Pacific South Region (PSR) of Cocaine Anonymous. This is for attendance purposes at the Pacific South Regional Assembly and/or Caucus. The number of votes the Online Service Area carries at Conference is defined below.

1. Conference Delegates are required to have a working knowledge of the Twelve Steps, the Twelve Traditions, the Twelve Concepts of Service and the World Services Conference Charter.
2. Prior to the Conference, the Delegate transmits SR-14 material to his or her Area through Area and District Meetings as well as to individual groups. It is important that the information about the WSO and WSC be passed on with enthusiasm, encouraging the continued health and growth of C.A.
3. Attend the World Service Conference (WSC) prepared, in order to be able to vote knowledgeably. Conference Delegates should be present during all voting times until the end of Conference. Every Conference Delegate, after his or her election, will notify the World Service Office (WSO) in order to be placed on the mailing list and to receive all Conference materials, which require several hours of study.
4. After the Conference, the Delegate transmits the information back to his or her Area through Area and District Meetings as well as to individual Groups. It is important that the information about the WSO and WSC be passed on with enthusiasm, encouraging the continued health and growth of C.A.
5. Delegates shall encourage their Areas to generate funds to help support World Services.
6. Delegates must be prepared to attend District, Area and Regional service meetings. They must understand the issues in their Areas to be better able to present them to the Conference.
7. Delegates cooperate with WSO by providing local meeting schedules and local C.A. information numbers.
8. Delegates provide C.A. leadership by helping to solve local problems involving the C.A. Traditions. In the spirit of this leadership need, it is suggested that, if possible, Delegates and Alternate Delegates not hold any other service commitments at the District or Area level. Further, in the spirit of rotation, wherever possible, Delegates should only serve one term and not consecutive terms.
9. Delegates visit Groups in their Districts/Areas and are sensitive to their needs and reactions. They should learn how the Groups have reacted to Conference reports. Delegates know communication is a two-way street, with information moving in both directions.
10. Delegates serve on a World Service Conference Committee and work closely with Committee members throughout the year. It is the Delegate's responsibility to work closely with other members of their WSC committee to ensure that it is in action throughout the year.
11. Delegates keep Alternate Delegates fully informed so that the Alternate can replace the Delegate in an emergency.
12. Delegates shall help all newly elected WSC Delegates from their Areas by passing on knowledge of WSC procedures.
13. They are also responsible for contacting the Regional Trustee at least once per quarter to provide the Trustee with Area reports and updates.



PROCEDURES FOR DELEGATE/ALTERNATE ELECTION
TO THE COCAINE ANONYMOUS WORLD SERVICE CONFERENCE

1. Delegates and Alternate Delegates are to be elected to the WSC by each Area. Each Area shall have three (3) votes which may be carried by up to three (3) Area Delegates or Alternate Delegate(s), in person or by proxy, as set forth in the Standing Rules for the Cocaine Anonymous World Service Conference. If an Area has more than 75 meetings per week of its groups (excluding H&I), then that Area will be entitled to one additional vote for every fifty (50) meetings per week of its groups (or portion thereof). If an Area has any question concerning the number of votes to which it is entitled, that Area should contact its Regional Trustee or the WSO.
2. The purpose of the Alternate Delegate is to assist the Delegate and to assume the responsibilities of the Delegate when necessary. Suggested requirements and qualifications are the same as those for Delegates. Any Alternate who replaces the Delegate at the WSC will remain on the WSC and Regional mailing list as that Area's delegate for the balance of the unexpired portion of the original Delegate's term until the WSO and the Regional Trustee is informed otherwise by the Area Chairperson. Such an Alternate Delegate succeeding to a Delegate position is eligible to run for election to a full Delegate term.
3. The Area must decide at the Delegate election who is eligible to be a Delegate and who is eligible to vote for the Delegate. It is suggested that the GSR, District Officers, Service Committee Chairpersons, Area Officers, and other members who are involved in C.A. service qualify for election. It is further suggested that Delegates have four years of continuous sobriety.
4. The Delegates and Alternate Delegates are to be elected for a term of four (4) Conferences, within a period of four (4) consecutive years. It is suggested that the spirit of rotation be followed.
5. When necessary, Delegate elections are to be held 120 days prior to the World Service Conference. It is recommended that all new Delegates for the current WSC be elected prior to the Regional Service Assembly.

OSA Delegate/Alternate Delegate Requirements & Responsibilities:

- Attend Monthly Delegate and OSA Area Meeting
- Monthly delegate meetings should include monthly traditions and /or concepts studies.
- It is suggested to have served as an OSA Officer (Chair, Vice Chair, Secretary, Treasurer) or on an OSA standing committee for the full term.
- Delegates shall not hold any other service commitments at other Area(s) and/or District(s) level.
- Delegates / Alternate Delegates are expected to participate at any event(s) that require Delegate participation unless written notification is given.
- Delegates / Alt Delegates are allowed only three (3) absences a calendar year of either the Monthly Delegate or OSA Area Meeting
- In the event of more than three (3) allowed absences, the Area may decide by a group conscience to keep that individual in the position depending on the circumstances of the absence.
- Notification of the absence is to be posted in the Groups.io main CAOSA biz email prior to its occurrence.



Area Standing Committees

Standing committees may be formed by the OSA to serve the needs of the Area and the groups they serve. These committees are established by 2/3 majority vote of the CAOSA. All committee chairs are elected at Area by a simple majority vote of the CAOSA. It's suggested that standing committees meet on the second or third week of every month. Each committee will maintain regular minutes of their respective meetings to be available to the CAOSA and group members upon request; committee reports will be given to CAOSA by the committee chair 1 week prior to the monthly Area meeting.

Standing committees include:

Public Information (PI)
Fundraising & Special Events (F&SE)
Structure & Bylaws (S&B)
Helpline (HL)
Unity (U)
Hospitals and Institutions (H&I)
Meeting Services (MS)
Archives (A)
Information Technology (IT)

The Committees are responsible for creating, updating or maintaining their operating structure and guidelines. Once approved within Committee, they will be presented to Area for ratification. It is suggested that Committee business meetings take place the second (2nd) or third (3) week of each month. Committees are responsible for archiving their content within groups.io on a monthly basis.

Area Committee Service Positions

Public Information

Chairperson:

- 1-year commitment
- 1-year continuous sobriety
- 90 days active service on a PI Committee
- 6 months of service on a PI Committee
- Familiar with World PI Handbook, World Service Manual (WSM), OSA Service Manual and By-laws, and C.A. Brand Guide
- Conducts PI Committee meetings and keeps track of World PI activities
- Liaises with World PI Committee
- Works with PI Secretary to create Committee agenda and Area reports
- Requests funds for PI projects

Vice Chairperson:

- 1-year commitment
- 1-year continuous sobriety
- 6 months active service in OSA PI
- Familiar with World PI Handbook, World Service Manual (WSM), OSA Service Manual and By-laws, and C.A. Brand Guide
- Conducts one or more monthly Outreach Committee meetings



Secretary:

- 1-year commitment
- 6 months continuous sobriety
- Works with Chairperson to create agenda and reports
- Responsible for archiving minutes and reports for both main PI and sub-committees
- Use standard business meeting format

Project Lead:

- 1-year commitment
- 6 months continuous sobriety
- Willing to become familiar with World PI handbook, OSA service manual & By-laws, and C.A. brand guide
- Sets meeting times for project work
- Recruits project members
- Makes sure minutes are taken and provides copies to the PI Secretary and Outreach Chair

IT Advisor:

- 1-year commitment
- Can be OSA IT Chairperson or appointed by OSA IT Committee
- 6 months continuous sobriety
- 3 months active service on OSA IT Committee
- Familiar with World PI Handbook, World Service Manual (WSM), OSA Service Manual and By-laws, and C.A. Brand Guide

Fundraising & Special Events**Chairperson:**

- 1-year commitment
- 2-years continuous sobriety
- Assumes the responsibilities of coordinating all Fundraising & Special Event activities with the committee
- Keeps the Fundraising & Special Events calendar & flow chart

Vice Chairperson:

- 1-year commitment
- 1-year continuous sobriety
- Assist with coordinating Fundraising & Special Event activities within the committee
- In absence of Chairperson, performs the duties of Chairperson

Secretary:

- 1-year commitment
- 6 months continuous sobriety
- Keeps accurate minutes of each meeting
- Handles correspondence and maintains the groups.io file of business records and reports

Treasurer:

- 1-year commitment
- 1-year continuous sobriety
- Gainfully employed and/or financially solvent
- Account for all monies of the committee
- Keeps accurate accounting of monies received and distributed
- Prepares profit & loss statement



- Coordinates with the OSA Treasurer on planned/projected costs of fundraising
- Assist committee with project budget proposals and projected income goals

Fundraising Project Lead:

- 1-year continuous sobriety
- Single project commitment. Committee members are welcome to step up to lead a specific project with group approval
- 6 months continuous prior committee service
- Submits reports to Secretary & Treasurer
- Gathers committee members to serve as project secretary and additional support from the committee and elsewhere

Special Event Project Lead:

- 1-year continuous sobriety
- Single project commitment. Committee members are welcome to step up to lead a specific project with group approval
- Submits reports to Secretary & Treasurer
- Gathers committee members to serve as project secretary and additional support from the committee and elsewhere

Merchandise Lead:

- 1-year commitment
- 1-year continuous sobriety
- Service experience of online meetings
- Head up Merchandise for the OSA store and liaises with webmaster to upload items to store

Structures & By-laws

Helpline

Unity

Chairperson:

- 2-year commitment
- 2-continuous sobriety
- 6 months active online service experience in C.A.
- Working knowledge of 12 steps and 12 traditions
- Only votes in case of a tie
- Teaches the role and responsibilities required of the Unity chair position to the Alt Chair
- The Chair works in cooperation with the Alt chair to fulfill the duties listed below:
 - Provides a report at each OSA meeting
 - Responsible for the communication and outreach among the diverse elements within the C.A. fellowship at all levels in the interest of carrying the C.A. message

Alternative Chairperson:

- 1-year commitment
- 2-year continuous sobriety
- 6 months active online service experience in C.A.
- Responsible for filling in for the Chair in their absence
- The Alt Chair works in cooperation with the Chair to fulfill the duties listed below
 - Provides a report at each OSA meeting



- Responsible for the communication and outreach among the diverse elements within the C.A. fellowship at all levels in the interest of carrying the C.A. message

Secretary:

- 1-year commitment
- 6 months of continuous sobriety
- 3 months active online service in C.A.
- Willingness to serve
- The Secretary works in cooperation with the Alternative Secretary to fulfill the following responsibilities
 - Keeps accurate minutes of each OSA Unity meeting and distributes an electronic copy of said minutes to all members in a timely manner as indicated on the current OSA Unity mailing list (updated at each OSA unity meeting)
 - General communications throughout OSA Unity
 - Maintains contact list of all OSA Unity positions and the start/end of their term

Alternative Secretary:

- 1-year commitment
- 6 months continuous sobriety
- 3 months active service in C.A.
- Willingness to serve
- Fulfills the role of the Secretary in their absence
- The Alternative Secretary works in cooperation with the Secretary to fulfill the following responsibilities
 - Keeps accurate minutes of each OSA Unity meeting and distributes an electronic copy of said minutes to all members in a timely manner as indicated on the current OSA Unity mailing list (updated at each OSA unity meeting)
 - General communication throughout OSA Unity
 - Maintains contact list of all OSA Unity positions and the start/end of their term

Outreach Chair

- 1-year commitment
- 3 months continuous sobriety
- Has held a group level service position
- Responsible for:
 - Shares and communicates information of the OSA Unity committee to the groups within the Area
 - Gives a report at the OSA Unity business meeting

Artwork/Visuals Chair

- 1-year commitment
- 3 months continuous sobriety
- Has held a group level service position
- Responsible for:
 - Creating artwork/flyers for OSA Unity events, using the OSA flyer approval guidelines
 - Familiarize yourself with the OSA flyer approval guidelines
 - Submit artwork to the committee for approval prior to sending to the OSA for approval



Hospitals & Institutions

Meeting Services

Chairperson:

- 1-year commitment
- 2 years continuous sobriety
- 1-year active online service experience in the OSA
- Has worked the 12 steps
- Working knowledge of the 12 Traditions and 12 Concepts, the World Service Manual, OSA Service Manual and By-laws
- Only Votes in case of tie
- Schedules all OSA meetings and area and events on OSA platforms
- Is the primary custodian, along with 2 Area Officers, of all platforms logins/passwords
- Monthly checks, at minimum, of account settings to make sure everything is in order
- Teaches the roles and responsibilities required of the Chair position to the Vice Chair
- The Chair works in cooperation with the Vice Chair to fulfill the duties listed below
- Provides a report at each OSA business meeting

Vice Chairperson:

- One (1) year continuous sobriety
- Six (6) months of active online service experience in the Online Service Area (OSA)
- One (1) year commitment
- Has worked the 12 steps
- Working knowledge of the 12 steps and 12 Traditions, The WSM, OSA bylaws and service manual
- Responsible for filling in for the Chair position if it becomes unexpectedly vacated with the exception of the oversight of the OSA platforms, passwords and logins. These would default to the other area officers until a new chair can be elected.
- Responsible for staying up to date on current committee business
- Stays up to date on current committee business

Secretary:

- Six (6) months continuous sobriety
- Three (3) months of active online service in C.A.
- One (1) year commitment
- Keeps accurate minutes of each OSA meeting services committee meeting, files and distributes an electronic copy of said minutes to all committee members in a timely manner in official OSA platform (currently groups.io)
- General communications throughout OSA Meeting Services
- Maintains contact list of all OSA meeting services positions and the start/end date of their term
- Maintains and distributes a current meeting list for use by all OSA members, including OSA Webmaster, committee chairs, delegates, GSR's and Board members through OSA platform(s)



Archives

Chairperson:

- 2-year commitment
- 2-year continuous sobriety
- 1-year active service within online meetings
- Organizes and presides over all committee meetings
- Coordinates all committee / sub-committee functions

Vice Chairperson:

- 2-years commitment
- 2-years continuous sobriety
- 6 months active service within online meetings
- Assists Chair when required and stands in when Chair is unavailable

Secretary:

- 6 months continuous sobriety
- 6 months active service within online meetings
- Keep minutes of meeting
- Keep a record of minutes

Information Technology

Chairperson:

- 2-year continuous sobriety
- 1-year commitment
- 1-year active service in C.A.
- Presides over the meetings, and arranges agenda
- Encourage being of service in the committee
- Interact with groups, other committees and the Area Officers
- Coordinates tasks of the committee
- Only votes in case of a tie
- Represents the committee on the Area meetings
- Responsible for the administration of the Area Zoom accounts and related email accounts, including updating the access information whenever necessary
- Helps out with administration of groups.io

Vice Chairperson:

- The same qualifications as Chairperson
- In absence of Chairperson performs the duties of the Chairperson, except for the administration of the Area Zoom accounts and groups.io
- Coordinates tasks of the committee
- Becomes Chairperson, and assumes all Chairperson responsibilities in event of Chairperson vacancy

Secretary:

- 1-year Commitment
- 1-year continuous sobriety
- 6 months of active service in C.A.
- Keeps accurate minutes of each meeting
- Keeps a record of minutes
- Maintains contact list of all committee service positions and the start/end date of their term



General Guidelines

OSA Business Meeting Guidelines

The Online Service Area (OSA) shall hold a monthly meeting on Zoom. The meetings will be held on the first Sunday of the month @12:30 pm EST /5:30 pm U.K. Other regular Area meetings may be scheduled by a group conscience or Area Chair by determining the meeting date, and time at least 30-days prior to said meeting. The order of business may include: electing new officers, delegates, alt delegates and committee chairs, receiving and discussing the treasurer's monthly financial reports; hearing reports from the Committee Chair's and Group Service Representatives and apportioning excess funds among the Area and World treasuries.

- All Officers, Delegates, Alternate Delegates and Committee Chairs at the Area level are allowed only three (3) absences per calendar year. In the event of more than allowed absences the Area may decide by a group conscience to keep that individual in the position depending on the circumstances of the absence.
- Notification of the absence is to be given to the Area Chair prior to its occurrence through groups.io main biz email.
- All Committee Reports should be submitted one week prior to the scheduled Area meeting. If a committee report is turned in late (see bylaws) the Chair may choose not to recognize the report at the monthly area meeting.
- If three (3) committee reports are not given in a calendar year then the area may address it by removing the Committee Chair through a vote of no confidence.
- Agenda Items are ordered at the discretion of the Chairperson. The Chair does not create the agenda but orders it. It is suggested that the vast majority of Agenda items derive from the floor, in order to preserve the "inverted pyramid" nature of our Service Structure.
- The Chair is not considered a voting member (voting only in case of a tie), and cannot make nor amend motions.
- Points of Order take precedence over other discussion and should be addressed immediately. A "Point of Information" is a request for information about a motion or the suspected impact of a motion being considered.
- The Area has delegated, for the time being, the approval of the C.A. Name, block letters, the logo and "WE'RE HERE AND WE'RE FREE" motto to the Delegates for their use thereof in accordance with the Policy Statement of the WSM.

AREA AGENDA

- Open with Prayer
- Quorum
- Secretary Minutes
- Treasure Report
- Committee Reports
 - See Standing Committee's for full list
- GSR Reports
- Delegate Report (if anything)
- Old Business
- New Business
- Elections if Warranted
- Closing Prayer



OSA Financial Guidelines

1. Money Handling Techniques:

- Do not borrow funds from the treasury: There is no reason for anyone to borrow the Online Service Area (OSA) funds.
- There will be NO commingling of funds. Personal monies and OSA monies shall NEVER be combined or co-mingled.

2. Prudent Reserve:

- The Online Service Area (OSA) shall keep a prudent reserve of \$1,200.
- This amount may be changed with approval of a 2/3 majority group conscience vote of OSA
- In the event that the 7th tradition funds are depleted; the order of spending from other area funds are to be as follows: 1) Public Information, 2) H&I, 3) F&SE, 4) C.A.T.W, 5) Prudent Reserve
- The order of fund replacement will be as follows unless otherwise determined by 2/3 majority vote: 1) Operating Expenses, 2) F&SE, 3) H&I, 4) C.A.T.W 5) Public Information, 6) Prudent Reserve
- Delegate reserve fund is set at \$3500, and after conference the Delegate fund is automatically replenished if there are appropriate funds. Otherwise, the fund is replenished in monthly increments

3. Bank Deposit Procedure:

- The OSA treasurer should keep the receipt that is given by the bank in a safe place and reconcile with the bank statement at the end of the month.

4. Area Fundraisers and Other Events:

- Every Online Service Area (OSA) event should have a treasurer. This individual is responsible to the event committee and the OSA Treasurer for timely financial reports. The OSA treasurer can also serve if necessary in this capacity.
- At the end of the event a reconciliation of income and expenses needs to be forwarded to the OSA Treasurer along with any donations from that event to the Area. A copy of this reconciliation should be available to all members of the OSA committee.

5. Bank Account Maintenance:

- Those authorized to sign consist of Online Service Area (OSA) Officers (Chair, Vice Chair and Treasurer) should have access to the OSA account.
- The OSA Treasurer is a required signer in order to facilitate the proper conducting of OSA Service business.
- The Area Treasurer shall maintain the PayPal account.
- The Area Officers shall be on the PayPal account or any other area bank account.
- The Chair and/or Vice Chair will be responsible for adding and removing names from the PayPal account and assigning permissions, user IDs, passwords, and assisting with shopping cart setups for smart devices.



6. Request for Funds:

- All requests for funds from OSA must have written verification i.e. receipts, quotes, invoices, etc. A receipt should accompany all requests for reimbursements.
- For expenditures over \$300, there must be a three (3) bid process to verify that the Area is getting the best deal possible.

7. Treasurer Replacement:

- Upon resignation / or election of a new Treasurer, a new bank signature card shall go into effect in no later than 3 business days.
- The current treasurer shall go to the bank, get signature cards, have them signed and return them to the bank immediately. This is done so that the new treasurer can take over their newly assigned duties.
- When a Treasurer is elected all records need to be turned over to the new treasurer. The former treasurer should be available to assist the new treasurer in continuing a successful financial statement for the Area by the next reporting period following the new treasurer's election.

8. Financial Review:

- A financial review of OSA financial records should take place at least once a year by the OSA Chairperson, Vice Chairperson, Secretary and Treasurer, or third-party accountant.



OSA Standing Rules

1. The Chair and Vice-Chair, in handing off the gavel to one another, must make an announcement to the floor.
2. The Vice-Chair shall not vote upon any matter over which they have the gavel.
3. Conflict of interest: No one shall vote upon a matter which they, as distinct from the rest of the general voting membership, shall particularly benefit or have had their own performance at issue.
4. A vote of No Confidence in an Officer shall be considered the same as any request, that they immediately resign from office. The voting members shall then be entitled to elect a new officer for that office or position. In the interim, the agenda and other duties of the Chair, if need be, shall be conducted by another officer selected for this purpose by the voting membership.
5. Due to the nature of the Online Service Area (OSA) not having boundaries; Area Officers and Delegates shall not hold any other service commitments at any other Area(s) and/or District(s) level.
6. Every motion made at the Online Service Area Meeting shall be numbered with the corresponding month, year and then motion in order.
7. Area meeting minutes are published no later than two weeks after the meeting adjourns
8. Observe a 5-minute recess after Committee Reports
9. An Area Officer, Delegates, Alternate Delegates, Committee Chairs will be removed by the Area in the event of any of the following reasons:
 1. Violent Behavior
 2. Relapse
 3. Stealing
 4. Any other behavior deemed inappropriate by a 2/3 majority OSA group conscience vote

