

SEVENTH
INTERNATIONAL
AL-ANON
GENERAL SERVICES
MEETING

Theme: IAGSM—The Path to Unity

August 21-25, 1992
Radisson Tara Hotel
Stamford, Connecticut

Table of Contents

Twelve Concepts of Service and the General Warranties	2
Statement of Purpose	3
Attendance	4
Opening Session	
Breakfast	5
Invocation	5
Keynote Speakers	5
General Sessions	
Participation: The Key to Harmony	7
Standing Committees	10
Purpose	10
Relationship to the Board	10
Dealing with Difficulties	11
Admissions Committee Reportback	13
Proposed Plan for Attending Structures	13
Al-Anon & AA: Cooperation without Dependence	15
Carrying the Message Worldwide	17
Countries Sponsoring Countries	17
Creating Original Material	19
Looking at Finances	20
The Concepts: Bringing Harmony into Service	22
Site of the 1994 IAGSM	24
Adult Children Groups	24
IAGSM: Benefits and Reporting Back	27
Unfinished Business	29
Luncheon for Spanish-speaking Structures	30
Workshops/Reportbacks	
Cooperating with Outside Agencies	31
Deriving Income from Literature Sales	31
Alateen	32
General Service Conference	33
The Traditions	33
Enlisting Volunteers	34
Motions	35
Spiritual Meeting	35
General Service Offices	38

Twelve Concepts of Service

1. The ultimate responsibility and authority for Al-Anon world services belongs to the Al-Anon groups.
2. The Al-Anon Family Groups have delegated complete administrative and operational authority to their Conference and its service arms.
3. The Right of Decision makes effective leadership possible.
4. Participation is the key to harmony.
5. The Rights of Appeal and Petition protect minorities and assure that they be heard.
6. The Conference acknowledges the primary administrative responsibility of the Trustees.
7. The Trustees have legal rights while the rights of the Conference are traditional.
8. The Board of Trustees delegates full authority for routine management of the Al-Anon Headquarters to its Executive Committees.
9. Good personal leadership at all service levels is a necessity. In the field of world service, the Board of Trustees assumes the primary leadership.
10. Service responsibility is balanced by carefully defined service authority and double-headed management is avoided.
11. The World Service Office is composed of Standing Committees, Executives and Staff Members.
12. The spiritual foundation for Al-Anon's world services is contained in the General Warranties of the Conference, Article 12 of the Charter.

General Warranties

In order that the Conference shall never become the seat of perilous wealth or power, the General Warranties of the Conference read: "In all its proceedings the World Service Conference of Al-Anon shall observe the spirit of the Traditions":

- (1) that only sufficient operating funds, including an ample reserve, be its prudent financial principle;
- (2) that no Conference member shall be placed in unqualified authority over other members;
- (3) that all decisions be reached by discussion, vote, and whenever possible, by unanimity.
- (4) that no Conference action ever be personally punitive or an incitement to public controversy;
- (5) that though the Conference serves Al-Anon, it shall never perform any act of government, and that, like the fellowship of Al-Anon Family Groups which it serves, it shall always remain democratic in thought and action.

Statement of Purpose

The purpose of the International Al-Anon General Services Meeting is to share the experience of Al-Anon national services around the world through its Delegates. It will attempt to encourage the growth of a sound service structure while maintaining worldwide unity through the application of Al-Anon Traditions. It can also represent an expression of a worldwide group conscience.

Ultimately, this leads to the primary purpose of Al-Anon as a whole—to seek the best way to carry the Al-Anon message of recovery to families and friends of alcoholics amidst cultural and language differences.

Attendance

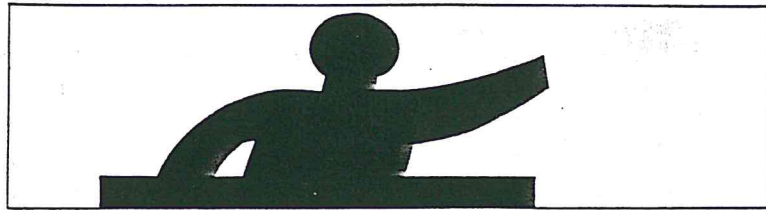
The following structures were represented at the 1992 International Al-Anon General Services Meeting:

Argentina	Cecilia G. Alberto S.	Netherlands	Diny K. Clemens H.
Australia	Mary O'K. Hilda May R.	New Zealand	Alice G. Margaret W.
Belgium (Flemish)	Francine G. Hubert Van V.	Norway	Asta S. Siri R.
Belgium (French)	Monique C.	South Africa	Helen S. Josie J.
Brazil	Eraides R. Ana Flora R.	Spain	Maria Carmen C. Maria-Luisa B.
Costa Rica	Marielos C. Herminia de F.	Sweden	Vivan A. Vera I.
Finland	Liisa L. Sirkka S.	Switzerland (German)	Monica S. Erika H.
France	Patricia S. Simone L.	U.K. & Eire	Joan P.
Germany	Corinna W. Erna R.	U.S. & Canada	Lorril W. John B.
Iceland	Anna N. Stefania V.	International Coordination Committee	Louise B. Myrna H. Margaret G. Bob V. Mary Ann K.
Italy	Franco G.		
Japan	Masako Maria S.		

The following structures were unable to send representatives:

Colombia	Paraguay
Denmark	Switzerland (French)
El Salvador	Uruguay
Guatemala	Venezuela
Mexico	

OPENING SESSION



Breakfast

The Seventh International Al-Anon General Services Meeting (IAGSM) brought together 38 Delegates from 22 countries around the globe and included five members of the International Coordination Committee (ICC). Stressful financial situations throughout the world prevented some structures from sending two representatives to this meeting. Differences of nationality, language and politics were set aside on the morning of Saturday, August 22, 1992, during the opening breakfast as the path to unity began.

Invocation

*Bob V.,
International Coordination Committee*

As we gather together today from the far reaches of the world to begin the Seventh International Al-Anon General Services Meeting, with its theme, IAGSM: The Path to Unity, let us be mindful of God's presence here and trust that in His wisdom He will guide each of us in making just and wise decisions.

Let us bring our minds and hearts together and united in purpose, find the common ground that reaches beyond cultural, racial and religious bounds to that God-given path to recovery each of us enjoys in Al-Anon.

And finally, let us give thanks to the God of our understanding for the privilege of having been chosen to carry out these challenging duties, ever mindful of the trusted servant role entrusted in us. Amen.

After a delicious breakfast, Louise B., Chairperson of the IAGSM, welcomed everyone and asked each Delegate to introduce themselves and their guests during a worldwide

roll call. Love and prayers were extended to our Al-Anon friends around the world who were not able to send representation to this IAGSM.

Keynote Speakers

Vera L., Sweden

Sweden is home, and my language is Swedish. I hope you will understand my Swenglish!

Years ago, I was lonely, frustrated, angry, worried and scared. I had no one to talk to or cry with or escape to. Isolated with my problems, I struggled to survive.

Then my husband joined AA and I found myself "dancing on stars." Life would be just as wonderful as I thought—my way. However, when he didn't catch the message and slipped, I slipped off my stars. I fell to the ground like Humpty Dumpty. I was once again into self-pity, hopelessness and loneliness. He got help, but "all the king's horses and all the king's men couldn't put *me* back together again!" I was in despair; nobody seemed to understand or care about me and my problems.

Finally, I got help by following my husband to an open AA meeting. Several other wives had done the same. The two Finnish ladies who had Al-Anon experience arranged an Al-Anon meeting. I thought Al-Anon was a title for the wife of an alcoholic. Once I caught on to this gorgeous life of recovery, I had to share this new way of life with others who were in the same situation. Looking around for Al-Anon meetings, I found the nearest one was 130 km from where I lived, and another, over 500 km away.

On the other hand, finding suffering relatives and friends of alcoholics was easy. With some help from the closest group, the

third Al-Anon group in Sweden was born to my hometown, and again, some people had started on the path to unity and recovery.

There was one problem though: People came, stayed a while, then dropped out, or they came and just dropped out. We asked ourselves, "Why do they leave us? What did we do that was wrong? Are we interpreting the Steps in a faulty way? Is it because we have very little literature translated? Or, God forbid, is it my fault?" We guessed and guessed, but got no answers. There was nobody to ask with much more experience than we had. We had come to a standstill and needed help.

Once again the help was found at an open AA meeting. This time there were many more spouses who came to the AA meeting with their alcoholics. We got together and tried to have a service meeting like the ones AA had, to discuss how to make our groups function better. One of the members had been to New York and the WSO and told us about WSO's recommendation to build up a structure of our own, seeking to become future members of the IAGSM. In time we could become part of a bigger worldwide unit. To some of us this recommendation was an interesting possibility.

Today we have an Al-Anon Family Group structure in Sweden and two International Delegates! We have had two National Service Conferences. The joy and the problems, the love and the frustration—we are now able to share in unity with more members and it has made us grow as individuals as well as in national unity. More and more people are staying and growing in the program and taking responsibility in and for their groups. And we now understand the necessity of unity for a successful progress.

My personal experience of unity—group unity and national unity—isn't unique, of course. All of us in Al-Anon have learned that unity is one of our cornerstones. And so the logical consequence should really be to pull down the borders and hold hands all over the world! We have a great and wonderful responsibility to keep Al-Anon united.

I had a dream that I was sitting on a cloud just above the United Nations build-

ing, and all who went in there to work were recovering from alcoholism. They were all using the Twelve-Step program in their daily lives and they all used the Twelve Traditions for unity. They also took help from the Twelve Concepts when they were in doubt on how they could best serve all mankind.

All the world was recovering and the badge with the world map and olive sprays was replaced with an emblem of bright blue skies and white fluffy clouds and a dazzling yellow sun over the Al-Anon triangle. On behalf of Al-Anon in Sweden, I would like to present this embroidered emblem, which depicts that image—the World Service Office. (Under the emblem was this inscription: "Al-Anon is the sunshine in my heart. Of course, there are clouds in my sky, but the sun is always behind.")

So, let our spirit light up the path to unity through the IAGSM and out to the groups all over the world, because an IAGSM is an Irresistible And Gorgeous Solution with Motivation.

Clemens H., Netherlands

Last night at the Al-Anon meeting at Stepping Stones, I was too moved to bring out a word. But after a night's rest, I hope to be in better condition.

With Diny, also a Delegate from the Netherlands, we went on Wednesday by train to New York to see the sights of the metropolis we have never seen before. We went to Liberty Island first. Going up Miss Liberty was not easy to do because hundreds of people were waiting in front of us. We were patient and after an hour's wait, we were in the elevator and reached the pedestal. We could enjoy the lovely and unique sight of the harbour and Manhattan. We felt happy and grateful and privileged to be on that spot, seen so many times on film and TV.

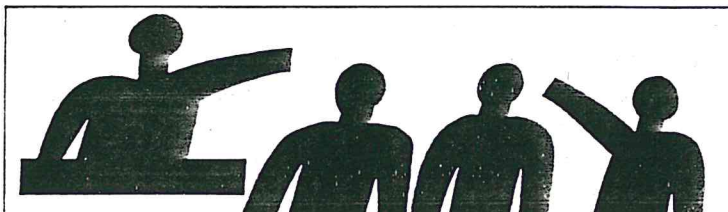
When we were silently walking outside and looking around, Diny said, "Isn't it strange that we are walking here now? We who have suffered much from alcoholism—and this caused quite a change in our lives. Because of alcoholism we met Al-Anon and that's why we are now in the United States

and on this monument: the symbol of freedom for many people. In spite of all that happened in our lives, we, too, feel free physically and mentally. We are able to enjoy."

The theme of the meeting, IAGSM: The Path to Unity, is possible because of the fact that we feel united by the experiences and sufferings in our lives. Group wide, District wide, nationwide and worldwide, we share

all this because together we are stronger, not only in number and quantity, but also in quality. When there is unity at each level, we are able to prepare a good resting place, a good harbour for all those people in our countries in the world who need the support, understanding and love from Al-Anon members. Our path to unity will be successful when we do it in unity. There is so much to unite us and so little to divide us.

GENERAL SESSIONS



Each morning during the IAGSM, Louise B. greeted the worldwide representatives with a special message to guide them through their work. "The best and most beautiful things in the world cannot be seen or touched, but are felt in the heart."

Each day a Delegate continued down the path to unity by reciting the Serenity Prayer in their native language. No matter the dialect, the message of recovery through Al-Anon was shared by all.

Topics for discussion were submitted by the Delegates. Following the presentations, each member was invited to share their experience, strength and hope during an open discussion period.

IAGSM participants agreed, by a show of hands, on the voting procedure to be used for the 1992 IAGSM. A two-thirds majority would be required for a motion to pass. Abstentions would be removed from the total voting count prior to a two-thirds majority being determined. Motions will be presented in written format, read by the Chairperson and the floor will be opened for discussion. Following discussion, the motion will be re-read by the motion recorder and voting members will vote on a written ballot.

Participation: The Key to Harmony

Franco G., Italy

The series of themes at previous IAGSMs reveal a plan to make structures effective. The Fourth IAGSM's theme, "Working Together in Service," underlined the absolute necessity for cooperation. The Fifth, "Voicing the Language of the Heart," favoured the will, but with an emphasis on the heart. The Sixth, "Let the Concepts Be Our Guide," encouraged us to follow through service the already reliable, effective and proven method put forward in the Concepts.

This Seventh meeting, "IAGSM: The Path to Unity," will help us understand how unity springs forth after having understood the need to work together, the need to love one another and the need to follow the Concepts of Service.

To participate means: to take part in something; to share something with somebody; to divide, to distribute; to have something in common; to communicate—idioms that imply and have something in common with the idea of *giving*. To participate in something means: to become part of something; to have your part, to play your role; to take part in the sharing—idioms that imply and have something in common with the idea of *having*. Two meanings—one ac-

tive, the other passive. The idea to exchange and share is clear.

As our programme is one of spiritual development, we exchange experiences, feelings and ideas. We communicate anxieties, sufferings, joys, tears and smiles. This type of exchange should be profitable, convenient and effective; a way of sharing and exchanging is the one done in harmony, without conflict.

To achieve harmony, participation may develop both in the direction of giving and in the one of receiving. The key to harmony or the means of this method is participating.

If we do not share, take part, participate, there is no harmony. We can link this point to the Fourth Warranty. If we do not follow the Steps we will not be capable of participation; we will not be capable of sharing what we have with other people. Harmony is a consequence of the respect for the Steps and Traditions and a profitable, convenient and effective consequence of the Fourth Concept.

As a servant, taking part means giving the others part of the authority I was given by the groups that trust me. I trust my friends, not in the sense of freeing myself of my responsibility, but of being able, with their help, to fulfill my service better without overcharging my work and setting my limits, which allows me to be authoritative.

Participation is the key to harmony. This idea is quite simple. Is it an order? No. Is it a scientific remark? Yes. Is it a statement of experience? Yes. Is it possible to achieve? Yes. Is it possible to progress without participating? No. Are the Traditions respected without carrying out the message? No. Can we say that Al-Anon as a whole progresses without conveying the message, which is participating in our programme, and without respecting the Traditions? No. If Al-Anon as a whole doesn't progress, can this affect the group? Yes. If the group is affected by this, might my own recovery be compromised? Yes, it might be.

Other Concepts are about the Conference, Trustees, Committees, the Right of Appeal and Petition, and the Warranties—practical issues. The Fourth Concept synthesizes their spirit. How beautiful it is to be together, to

work together where nobody teaches and everybody learns; in which everybody is the owner of all the shares; in which people with limitations, finite people, try to keep alive an infinite programme; in which nobody rules and everybody is equal.

Participating in harmony allows us to carry into effect the uniqueness of our programme in a unity of groups and structures whose language, race, religion and culture differ, yet who are equal—the same as far as their inner behaviours, their ways of facing up to problems, their spiritual language are concerned. Once again the evidence is that I was lucky to meet you.

*Margaret G.,
International Coordination Committee*

On page 13 of Al-Anon's Twelve Concepts of Service it states, "Participation also responds to our spiritual needs. All of us deeply desire to belong. This is perhaps the main reason we have struggled to achieve participation at every level." I would like to share with you one Area World Service Committee's struggle to achieve harmony, one on which I served as District Representative, Alternate Delegate, Delegate, and Chairperson.

The Committee represented a huge state with one large city in the east and another in the west. The rest of the state consisted of small towns and country areas. The usual elements of rivalry (e.g., sports and politics) existed between the two cities. Unfortunately, this was also reflected at the Committee meetings.

Each member of the Committee loved Al-Anon and shared a common goal. However, problems arose when each disagreed on ways to achieve this goal. The members became confused and disorganized and soon there was no harmony at the meetings.

It was a very frustrating and painful time for everyone. As a result of personalities being placed above principles, a struggle for power and control had started. The Committee divided and each side tried to force its solution. Everyone talked: no one listened. What should have been "we" became "them." The situation became so bad that

one part of the Area wanted to petition the World Service Conference for permission to separate into two Areas. This was never done, because we couldn't agree on that either.

Where would the line be drawn? No one had an answer. Only a Higher Power could help get the Committee back on track. Not all members were willing to participate in changing the things that needed to be changed. Some of us were certain we were right and the rest were convinced everyone was wrong. The only thing we had in common was our love of Al-Anon and our determination not to hurt the fellowship. However, change cannot be forced. It must happen only with the love and guidance of a Higher Power.

Because of the size of the Area, many members traveled five hours each way to attend a four-hour meeting. After much debate, the Committee decided to hold an overnight meeting. This gave us twelve hours of meeting time, which proved to be the turning point for the Committee. With the extension of meeting time came a release of pressure. Now there was time for everyone to participate.

After the officers and coordinators gave their reports, each District Representative gave a brief report of activities in their Districts. While these reports were being given, change was taking place on the Committee. Shy and timid members learned to use their voices, while the more vocal members learned to be still and listen. Everyone was participating; barriers were disappearing. Was it possible the Area World Service Committee could learn to work together in harmony?

Mutual respect slowly replaced the bitter arguments. Meals were eaten together and members became better acquainted on a personal level. No longer was the feeling of "them" dominating every discussion. Now the Committee could think of themselves as "we." Principles were replacing personalities. The Committee was in recovery.

With calm being restored at the Committee meetings, the members could take an inventory of its role as trusted servants. How could we serve the groups better? We needed

to develop an informed group conscience. The Twelve Concepts of Service were added to the agenda, and at each meeting, a short period of time was allocated to discuss one Concept.

How are Committee meetings in the Area now? Just fine, thank you. Are they dull and boring? No way! I have not heard the mention of dividing the Area for a long time. This Committee is truly made up of trusted servants, attentive to the groups it serves. Participation is the key to harmony.

Discussion

Members were invited to share their thoughts and experiences on "Participation, the Key to Harmony." Common expressions of hope were shared as Delegates relayed how harmony could be and would be achieved.

"Disharmony" in Flemish Belgium resulted in two structures. Communications with the WSO and working the Traditions and Concepts gave hope. They spend more time in special meetings to discuss the country's problems. Finally, only one structure operates. It took a lot of patience and love to work through the problems, but with participation, Flemish Belgium was able to overcome disharmony.

The Netherlands is currently experiencing the same kind of difficulties as Flemish Belgium; however, their problems have not yet been solved. A tremendous amount of time and energy was spent, but the support from Flemish Belgium, the Service Handbook and Twelve Concepts of Service were instrumental. Maybe in a few months or longer their problems will be over, as members continue to participate to work toward a common goal.

Participation, as it relates to the WSO Staff, was discussed. The Executive Director shared her experience while attending a seminar of associations that have similar structures, but remain different. She explained to a group of attendees that the WSO Staff participates, with voice and vote, at the World Service Conference. Many felt this should be changed since it was not proper business procedure. Myrna told them that it works. It is

extremely democratic, and it brings our Staff Administrators into the Al-Anon policy-making process. We are very fortunate we took the lead from AA and included the Staff so that all levels of service are represented at our World Service Conference.

Japan has held Twelve-Step Seminars and Twelve Traditions Workshops every year since their beginning, and last year, the Twelve Concepts were introduced and published. The Delegate shared that the Japanese have to study each thought and Concept, because it is difficult to understand (as they have a different culture, different thoughts and customs). The theme for this year is to be a wholesome member of international unity. Its purpose, of course, is for our service and committee activities to extend unity. We are pieces of a puzzle. There is no one the same shape, and the picture isn't completed if a piece disappears. Attending is for speaking one's own opinions. Attending is for learning to listen to another's opinions.

STANDING COMMITTEES

Purpose

*Mary Ann K.,
WSO International Coordination
Administrator*

It has been said that a camel is a horse created by a committee. Maybe in your country there's a saying that conveys the same idea: that a committee complicates and causes chaos. I am certain, and this is no joke, that whoever thinks badly about committees has never had any Al-Anon experience with them. Committees are as vital to our success as the Steps, Traditions and Concepts, because they reflect principles *above* personalities. Shared committee responsibilities respond to the spiritual sense of belonging in Al-Anon.

For our purpose today, we are speaking of Standing Committees. These committees have an ongoing long-term purpose. The

other committee type is an ad-hoc committee, which is formed for one purpose; and when that purpose is completed, the committee is dissolved. At the WSO, Standing Committees do the following:

1. Suggest projects and help in their development.
2. Make adjustments along the way to completion as they oversee paid staffs' ongoing work.
3. Evaluate the effectiveness of their projects.
4. Keep the WSO a volunteer-driven organization (i.e.: The Staff could make all decisions, but we need the volunteers' new ideas).
5. The Conference and the Board are in a position to see the needs of the fellowship as a whole. Standing Committees are used to get the work done to fulfill those needs (e.g.: The International Coordination Committee was formed by the Conference in 1978. Before that, there was no need for a Standing Committee).
6. Working on an Al-Anon committee is really group conscience in action.

Personally, I feel the same way about the International Coordination Committee as I do about my home group. They're the greatest! Backup material used at the World Service Office when forming new committees or resolving differences within the current structure was given to Delegates.

Relationship to the Board

John B., U.S. & Canada

One of the responsibilities of the Chairperson of the Board of Trustees is to select or appoint Chairpersons of Standing Committees. Each Board Chairperson must decide how to accomplish this task. During my three years, I personally consulted with each Staff Administrator prior to selection to review how the chairperson and committee were functioning. Are there any problems? What would the Staff Administrator's preference be if the chairperson could continue as chair to that committee?

After those contacts, it is then my job to familiarize myself with the qualifications and talents of the people eligible to serve. During the selection process, I discuss the assignments with each candidate, the WSO Executive Director and the Staff Administrator to assist me in selecting the best qualified. These discussions are confidential—not announced until the closing of the annual meeting that follows the World Service Conference.

In our structure, a chairperson may serve no more than three years on a committee, and as a member, no more than six years.

Presently, all committee chairpersons are also Board members and report their committee's activities and progress to the Board. On one occasion, there were several non-Trustee chairpersons. Therefore, I appointed a Trustee to be a liaison member for the committee. The liaison keeps the flow of information continuous between the committee and the Board.

Standing Committees definitely have a direct relationship to the Board through the chairperson or Board liaison member. In addition, the Board reviews, discusses and approves all Standing Committees' quarterly and annual reports. This, too, is a channel for the committee to advise the Board of their activities and for the Board to provide response or direction to the committee.

During Board week (the days prior to the quarterly Board meeting), most of the committees meet at the World Service Office and Board members are encouraged to attend any meeting of their preference. This, too, helps Board members to familiarize themselves with committee activities. The World Service Conference Delegates meet with In-town Committee members two times during the Conference, but they communicate by mail and telephone during the balance of the year.

Dealing with Difficulties

Myrna H., WSO Executive Director

To simplify how the World Service Office works with Standing Committees, the IAGSM Delegates were provided with an outline to help raise any questions that may be necessary.

- Draw up guidelines for Standing Committees. Guidelines will provide a framework within which to operate, and possibly eliminate problems.
- Make it clear to Standing Committee members that they are an action committee that makes recommendations; they are not the "approvers" of projects worked on.
- Rotation: Make it clear that the chairperson of the committee is appointed by the Chairperson of the Board on a one-year basis, but may serve as long as three years. Rotation will ensure new ideas and creativity and avoid situations of control.
- Each year the committee is formally reappointed by the Chairperson and resumes of committee members are submitted to the Board for their approval. So long as the Board carries out its responsibility by appointing Standing Committee members, disruptive or non-contributing members can be removed.
- Volunteers on WSO committees may not serve beyond the group level, including the Area and District levels.
- The Chairperson of the Board and the Executive Director may attend, ex-officio, any committee meeting to provide guidance and good communication. These ex-officio members have voice, but do not vote. This ensures the voting power of the appointed committee is maintained.
- Encourage a good working relationship between paid staff and the volunteer chairperson.
- The Chairperson of the Board consults with the paid staff before making appointments of committee chairpersons.
- Hold meetings four times a year, and use a small "committee task force" to do special projects. For example, the WSO Literature Committee may need task forces

for different literature projects to make certain the literature needs of our fellowship are being met in a timely manner.

- Make certain the committee makes its recommendation to the Executive Committee, as the World Service Office Executive Committee is charged with managing the day-to-day operations of the WSO.

Discussion

IAGSM Delegates shared their structure's experiences with particular focus on Standing Committee Chairpersons as Board members. Concern was expressed regarding members wearing "two hats" and the potential for their judgment to be impaired while handling Board matters. The question was raised: "Isn't it better to have the Board look after Al-Anon as a whole, nationwide, and the tasks of the committee handled as a separate entity?" One country's Delegate explained that this has caused a kind of animosity and competition between Board members.

Argentina encouraged these members that they are national servants of the Conference and need to forget committee loyalties when dealing with Board matters. Germany explained that this year's committee chairpersons will no longer serve on the Board, with the exception of the Chairperson of the Executive Committee, since the size of the Board became too big. They are not yet sure how it will work, but the need for change was there.

The Delegate from Spain relayed that committee chairpersons serve on the Board. Their committees are formed with so few members who have so much work, they have no time to have problems: "When we have problems, it's usually because we complicate things." Brazil felt that problems need to be evaluated using the service manuals, the Traditions and Concepts as criteria. Since problems are sometimes in the gray area, it is necessary to know exactly what the function of each committee is. A description can be found in the service manuals.

Flemish Belgium suggested making a

distinction between members of the Board that vote. Some members, such as committee chairpersons, have voice but no vote. This could remove any problems existing with members wearing "two hats." The U.K. & Eire shared that the Chairpersons of their Standing Committees are appointed by the Board for three years, but they are not Board members. They are invited to attend the annual Board meeting with voice but no vote. At the WSO, committee members are approved annually by the Board to ensure the most qualified and focused members serve worldwide Al-Anon.

Other topics discussed centered on rotation. One country shared that several committees rotate their full membership every three years, which creates a problem. The WSO tries to have only some members rotate off annually. The FORUM Committee, however, is going through this now, and the Board approved that an exception be made to allow one member to serve an additional year to ensure consistency and that experience is maintained during the transition. Another member shared that her country is having difficulty with rotation, since needed expertise is being lost. Another Delegate explained that he has served as literature translator for the past five years and perhaps this is too long. Guidelines are created with ideals in mind and to get many members involved in service. Prudent judgment and group conscience should always prevail when the rules would cause chaos.

Additional conversation addressed the criteria used to appoint committee members and whether it should include personal data if necessary. The Delegate from the Netherlands explained the importance of knowing how a member functions at the group, Area and District levels. The WSO shared that they use a standard résumé form for all volunteers, asking for some personal background, professional and service experience. Contact is made with WSO Staff Administrators, other volunteers, etc., to determine the eligibility of membership. Members seeking committee participation are usually known or recommended by another member. Al-Anon members have the opportunity to attend

meetings as guests first, since they are not always appointed immediately. Several criteria in addition to the résumé form are considered: Are candidates going to work well with others? Will they challenge everything in a negative way? Can they be leaders because our committees need leaders? Will they listen as well as participate? Will they attend? Will they be confident? If a member does not fulfill the Board's requirements, the committee appointment does not need to be renewed.

Admissions Committee Reportback

Bob V., Chairperson

This Committee met August 21, 1992, at the Radisson Tara Hotel in Stamford, Connecticut. Attending were: Hilda May R., Australia; Patricia S., France; Erna R., Germany; Siri R., Norway; Maria-Luisa B., Spain; Bob V., Admissions Committee Chairperson; Mary Ann K., International Coordination Committee; and Louise B., IAGSM Chairperson.

The purpose of this Committee, as stated in the 1988 IAGSM Summary was reviewed. The Committee agreed to amend the purpose to read, "To give all participating structures in the IAGSM a share in the decision-making process of admitting new structures and challenged Delegates."

In 1988, Sweden did not believe it fulfilled all the requirements for structures participating in the IAGSM. Since they now meet the criteria for admission, the Committee unanimously agreed to accept Sweden. They will be added to the rotation process of structures in Zone 3.

The seating of the Italian Delegate had been challenged, however, the Admissions Committee voted to seat him. After some discussion, the 1992 Admissions Committee wishes to underscore the importance of having an Alternate Delegate wherever possible. Germany has agreed to chair the Admissions Committee in 1994.

A recommendation was made to bring a motion to the IAGSM to make the Admis-

sions Committee a permanent committee of the IAGSM since the Admissions Committee had been an ad-hoc committee.

During the general session of the IAGSM, a motion was carried to accept the Admissions Committee Report as presented.

An additional motion was made and carried to make the Admissions Committee a permanent committee of the IAGSM, using the proposed plan developed at the 1988 IAGSM and the suggestions made at the 1990 IAGSM.

Proposed Plan for Attending Structures

Purpose— To give all participating structures in the IAGSM a share in the decision-making process of admitting new structures and their Delegates.

The Committee will consist of seven members chosen at the IAGSM: two from the WSO International Coordination Committee and five from the current IAGSM participating structures.

Note: at the outset, they will include: two First-Meeting Delegates and three Second-Meeting Delegates.

Admissions Committee members will serve four years, except as noted below under "Start-Up Procedure" and provided the structures continue to be an IAGSM participant.

The following procedure is suggested for selection of the structure as well as Delegate members:

The world will be divided into five geographic zones by the International Coordination Committee. Each zone will have about the same number of IAGSM participating structures (see list below for zones). Zone boundaries may change from time to time as the number of participating structures increase. The Zone Structure Committee member will be drawn by lot from all participating structures within each zone.

The Start-Up Procedure took place in 1988, and follow-up, in 1990 (see 1988 IAGSM Summary for additional details).

The structure, rather than the individual, will actually be chosen for the Committee, and this begins their four-year term. If there is a substitute Delegate, they will complete the term of the structure. If a structure is participating at one IAGSM and cannot attend the following, another structure from that zone will be chosen.

Each structure will be set up on a rotating basis so that all structures in a zone will have the opportunity to participate at some point. This will be done at the first opportunity after this plan is approved. The order will be determined by lot. As new structures begin participating in the IAGSM, their names will be added to the list so that all others in the zone participate before them.

Requirements for Structure Participation in the IAGSM

A structure is defined by having at least two of the following:

1. A committee that provides services to the groups.
2. Permission from the WSO to reprint CAL.
3. A paid or volunteer service staff.
4. A Board of Trustees.

Qualifications of a Delegate

Determined by previously passed IAGSM motions:

1. Have a working knowledge of the English language.
2. Have first-hand knowledge of the service structure.
3. Be knowledgeable of the GSO's current activities.

It is also recommended that the Delegate:

1. Be an Al-Anon Family Group member for a least two years.
2. Be *actively involved** at the GSO.
3. Be a resident of the country represented by that GSO.

4. Have leadership qualities and organizational abilities.

5. Be elected or appointed by the fellowship, service committee, Conference or Board of Trustees of that GSO—and not *self-appointed*.

The decision as to whether a Delegate meets the qualifications listed is within structural autonomy.

**Actively involved—could mean a member of the Board, paid or volunteer staff, or a member of a Standing Committee. "Actively involved" is defined within structural autonomy.*

Finance

Each participating structure is responsible for the Delegates' expenses to the IAGSM. Delegates should not pay IAGSM expenses from their personal resources.

Each structure may contribute to the WSO the full cost of its participation in the IAGSM; however, as a minimum, each participating structure will be required to pay the agreed equalized IAGSM cost assessment to the WSO.

WSO International Coordination Committee

The number of voting members of this Committee at the IAGSM should never exceed one third the total number of IAGSM Delegates.

Participating structures were divided into five world zones as outlined below. The IAGSM selected the order of participation of the IAGSM Admissions Committee from the International Coordination Committee and IAGSM attending structures. The order was established, and it is no longer necessary to have a drawing by lot at future IAGSMs. Two members of the International Coordination Committee were chosen by lot.

Zone 1

France
Netherlands
U.K. & Eire
Belgium (French)
Belgium (Flemish)

Zone 2

Argentina
Costa Rica
Spain
Brazil
Mexico

Zone 3

Iceland
Norway
Denmark
Finland
Sweden

Zone 4

Switzerland (German)
Germany
South Africa
Italy

Zone 5

Australia
New Zealand
U.S. & Canada
Japan

The service term for each structure *begins after the conclusion of one IAGSM and ends after two consecutive IAGSMs*. The structures for the IAGSM Admissions Committee from 1992 to 1998 are:

<u>Zone</u>	<u>Structure</u>	<u>Term Begins/Ends</u>
1	France	1992-1994
2	Spain	1992-1996
3	Norway	1992-1996
4	Germany	1992-1996
5	Australia	1992-1994
two I.C.C. members		

<u>Zone</u>	<u>Structure</u>	<u>Term Begins/Ends</u>
1	Netherlands	1994-1998
2	Spain	1994-1996
3	Norway	1994-1996
4	Germany	1994-1996
5	New Zealand	1994-1998
two I.C.C. members		

<u>Zone</u>	<u>Structure</u>	<u>Term Begins/Ends</u>
1	Netherlands	1996-1998
2	Costa Rica	1996-2000
3	Denmark	1996-2000
4	South Africa	1996-2000
5	New Zealand	1996-1998
two I.C.C. members		

<u>Zone</u>	<u>Structure</u>	<u>Term Begins/Ends</u>
1	U.K. & Eire	1998-2002
2	Costa Rica	1998-2000
3	Denmark	1998-2000
4	South Africa	1998-2000
5	Japan	1998-2002
two I.C.C. members		

Al-Anon and AA: Cooperation Without Dependence

Erna R., Germany

Tradition Six: "... Although a separate entity, we should always cooperate with Alcoholics Anonymous." What does that mean? How does it work? Every year, there is a big AA Convention for all German-speaking AA, Al-Anon and Alateen members. It takes place

in different cities in Germany. AA invites Al-Anon and Alateen members to take part as guests. Al-Anons have their own meetings, give information about their groups, meetings and programme, sell their literature, and take part in the opening and closing ceremonies.

It is necessary for Al-Anon to cooperate with AA when a convention like that is planned and gets organized. How does this cooperation work? Sometimes it's easy; sometimes it's difficult.

AA feels responsible; and two or three years before the Convention takes place, a special team of AA members start to organize. The team consists of AA members who live in the region where the Convention takes place and is represented by a chairman who is responsible to the AA Board of Trustees.

Al-Anons are invited to take part in conferences and be members of the team. It is then that it sometimes gets difficult. There are less difficulties when the AA and Al-Anon groups work together and accept each other.

Some years ago, the organizing team didn't want Al-Anon to take part in any conference concerning the AA Convention. They wanted Al-Anon to do what AA said. The regional Al-Anon group asked the German Al-Anon Board of Trustees for help. They suggested Al-Anon should do most of the organization themselves. So these groups had their own conferences, and the Al-Anon members of that city became more and more self-confident and learned to feel more responsible. Again, Al-Anon tried to contact AA. This time the AA team was willing to accept Al-Anon's ideas. Things had changed on both sides, so we were able to cooperate without dependence.

We shouldn't allow AA to tell Al-Anon what to do. About one third of the visitors at the Convention are Al-Anon and Alateens and about 30 percent of the fees are paid by Al-Anons. We have the same programme and are willing to help; we want to share our plans and ideas. We are not here to do what AA wants. We want to be partners on the same level. We are a separate entity, willing to cooperate with AA.

It is also very important for Al-Anons to say clearly what they want and what they don't want. We shouldn't be shy or think we're not entitled to say what we feel. As soon as we become self-confident, are able to talk clearly about our own needs, plans and ideas, and as soon as we are not afraid of doing things when we are convinced that they are good for us, cooperation without dependence will work.

Public relations is another topic for cooperation with AA. A lot of AA members are only interested in their own public rela-

tions. They are often not willing to work together with Al-Anon or Alateen. Some time ago, AA organized information meetings at schools. They didn't see any necessity in giving information about Al-Anon or to invite Al-Anons and Alateens to do so. In reverse, a lot of Al-Anon groups think they cannot organize information meetings without AA. Sometimes they think AA was first—AA has more experience, we use their programme, so they have to be asked; they have more rights.

We need "courage to change the things we can." We should talk to AA members and give information about Al-Anon and how we use the programme. We should tell them that Al-Anon meetings are as important and wholesome as AA meetings and that we should give information about both groups to everyone who is interested. If AA is not willing to cooperate with us, we should not hesitate to give information about Al-Anon without AA and have our own information meetings.

A third point is meeting rooms. In Germany Al-Anon and AA meetings are often held in the same building at the same time. Sometimes the AA group rents a flat, and Al-Anon pays for one of the rooms. Sometimes there is only one key for the flat, so it depends on how Al-Anon and AA members work together to avoid trouble.

I knew a group that didn't want to be dependent on the AA group anymore. AA had gotten into trouble with the host of the building they had their meetings in and decided to look for another room. The Al-Anon group didn't have any trouble with that host and decided to stay there. They didn't feel any need of doing what AA did. They talked to the host themselves, told him about the Al-Anon programme, asked for a key and a mailbox and felt independent. With the distance they can cooperate with the AA group. For instance, at information meetings, AA has learned that Al-Anons are not there only to organize refreshments and wash the dishes.

It is very important that Al-Anons see their responsibility and are self-confident. Only then can cooperation without dependence be possible. In Germany, Al-Anon of-

ten still feels like a child and sees the alcoholic, especially the alcoholic in AA, as the big boss. But slowly it changes.

Discussion

The international delegation discussed the cooperative efforts between AA and Al-Anon worldwide. One structure shared that a problem arose when AA was invited to help organize a small convention. Some AA members were coming to hear what their wives were saying. Another country's Delegate could relate to this experience. She explained that the opportunity arose for her to sit and talk with an older AA person who didn't realize what Al-Anon was about. He wished he had known before his wife had passed away, because he thought Al-Anon would have been a great help to her. Now AA and Al-Anon cooperate.

A member of the International Coordination Committee shared that many AA members are joining Al-Anon groups because of their adult children backgrounds. They learn what Al-Anon is all about and that it is not what they thought. A lot of barriers are breaking down because of their own recovery in Al-Anon.

Another member explained that at the local level, there are some groups who do cooperate with AA and others that don't. The national Board should encourage cooperation at all levels. In New Zealand, Al-Anon held conventions and invited AA to join. One eventful year, AA discovered that this was against their Traditions; and over the course of the years, they forgot Al-Anon existed. The GSO wrote and offered Al-Anon's cooperation and received a quick reply inviting Al-Anon to participate.

At the World Service Office, there is a pleasant cooperation between Al-Anon and AA. Al-Anon's International Convention will be in 1998. AA has been invited to participate, and Al-Anon will participate in AA's Convention in 1995. The Al-Anon Executive Director recently wrote to the new AA General Manager, inviting him to see the WSO and to have lunch. Day-to-day office operations are also discussed between the two organizations. Recently, thanks to the

cooperation of AA and Al-Anon, Al-Anon was able to avoid a major problem. AA learned that a book publishing company was about to publish a new book using our title *One Day at a Time*. AA informed the WSO, and we were able to dissuade this company from using Al-Anon's book title.

The Delegate from Brazil explained that many groups are dependent on AA, but at the service level, progress has been made and a balance of cooperation between AA and Al-Anon is being reached. They understand each other very well now.

AA and Al-Anon hold separate conventions in Belgium Flemish with participation of the other group. This year there will be a big P.I. meeting for both Al-Anon and AA, with both organizations working together.

CARRYING THE MESSAGE WORLDWIDE

Countries Sponsoring Countries

Joan P., U.K. & Eire

Sponsoring is about sharing a programme of recovery; it's about people meeting as equals and having respect for one another's viewpoint and choices; it's about listening and helping others to help themselves; it's about friendship and sharing; it's about learning that we have responsibilities to other people, but not for them. My sponsors have helped me on my journey. They accepted me and brought me into the group, so that I felt that I belonged. They said that helping me made them feel good, but in the beginning I didn't know what they meant.

When we talk of carrying the message worldwide, we're really talking about thousands of individuals sharing their experience, strength and hope wherever they may happen to be on this earth. The hand of Al-Anon belongs to you and to me and to every single one of us. Being a member of this fellowship underpins everything that I do. In the last few years I have been fortunate to have traveled quite a bit and, in Europe, have attended

English-speaking meetings in Paris and Vienna and Portugal. These members sometimes feel a bit isolated. Visitors are warmly welcomed and are encouraged to participate.

For six weeks I attended an English-speaking group in Jakarta, Indonesia, and shared what I could of my programme of recovery. There was a woman there who asked many questions and, in turn, carried the message to what she called "her people." She was the only link, because there are no non-English-speaking groups registered there, no literature translated into Bahasa Indonesia. We just sow the seeds as best we can.

I was in Africa in 1989, in Zambia and Zimbabwe. Having checked at GSO, I realized that there were not many Al-Anon groups registered there, so I set off on my holiday armed with pieces of literature and old copies of *News and Views*, our magazine. On our first night in Harare, we went to an open AA meeting. There was a woman there who had come along with her alcoholic husband for the very first time. She offered us a lift back into town, and the next day we met and went to a wonderful bird sanctuary and talked a lot. Sometimes I can get too enthusiastic, so I must remember always that I am not a roaring missionary, that my role is to listen carefully and to be aware that here is someone whose background, culture and belief system are quite different from mine and deserving of my total respect. We still correspond.

On the same trip we went to Mutare, much further east. No Al-Anon, just a tiny AA meeting, where we were welcomed. I was collared by a woman and asked to come to her home and meet a friend of hers whom she reckoned needed Al-Anon. The friend seemed interested, but I've never heard from her since. Maybe it helped her, maybe not.

Our GSO in London acts as an information service for English-speaking groups in Europe and also has links with countries all over the world. It is recognized that members who are on holiday help strengthen isolated English-speaking groups and give them a sense of belonging. In our files is a letter from a member in Cyprus asking, "Please tell all visitors where we are. Here in Cyprus

we have already made some good friends in Finland and Holland as well as in the U.K." In response to a request from the Falkland Islands, we have supplied them with \$100 worth of literature. We've had no further contact, but maybe someday. . . .

In 1985 our GSO got a letter from India. A woman wrote, describing the difficulties encountered by women who are second-class citizens in a society that doesn't accept alcoholism as a disease and who are liable to be beaten if they oppose or criticize their husbands. She was replied to in a personal and encouraging way, and quite a number of letters followed. The GSO member shared her programme of recovery, while urging contact with WSO. Today, the groups in India have an Intergroup and an Information Service listed in "Getting in Touch."

Sometimes we get unexpected feedback. In 1987, William from Lebanon came into our GSO. He said that he wanted to start a meeting in the Christian sector of his country. He was helped, guided, sponsored and off he went. In January 1992, one of our GSO staff was on holiday in Spain and went to the English-speaking meeting at Marbella. A member of the group happened to come from Lebanon and was told the story of the visitor from five years before. "Oh yes, that would be William," he said. And we learned that the group was indeed functioning.

There are several English-speaking groups in Spain, as quite a number of British people live there. We do what we can to encourage them to get in touch with their own national GSO as well as the WSO. Of course, we have been participating, too, in the worldwide sponsorship of Russian groups.

U.K. & Eire is one of the older structures in our part of the world. Our General Secretary received inquiries from other countries on many aspects of setting up a structure, so we have shared our experience at this level, too. For example, how we incorporated, how we achieved nonprofit status, stressing that we are bound by English company law and that each structure needs to be familiar with the laws of its own country. We have told how we organize our Standing Committees, our Board meetings and our Conference.

Observers from other countries may be invited to attend our Conference at their own expense. Unfortunately, until 1988 we were missing a layer in our structure: Our Conference was becoming top-heavy, and we had passed on that way of setting up a structure to other countries. So we have now learned to be cautious when passing on any deviations we made from World Service Structure.

This kind of sponsorship into service, from structure to structure, is a sharing of a different kind of experience, but the same principles apply: You don't try to influence; you encourage others to make their own choices. This kind of gathering, here, is an ideal opportunity to carry the message worldwide, to sponsor and be sponsored, to share the excitement of the new and the comfort of the familiar. The seeds we sow here today will surely bear abundant fruit in the years to come.

Discussion

The Russian literature project will continue for at least another year. The members of the former Soviet Union greatly appreciate all the help they have received with literature, since they are totally dependent on members outside the country for Al-Anon literature. IAGSM Delegates were encouraged to participate if possible, as it is a truly rewarding experience.

The South African Delegate explained that members in Zimbabwe cannot get money out of the country. The South African GSO supplies them with literature, since they are in such an unfortunate situation.

Another structure shared that a member visited Romania and knew of a doctor who was interested in problems with alcoholism. This doctor invited Al-Anon members to provide literature for that country to attract attention to the problems of families of alcoholics. Word was received that they did, indeed, get the message.

Creating Original Material

Myrna H., WSO Executive Director

Creating and producing recovery material is something that has always been reserved for the WSO. All materials originate from the World Service Conference, as requests for new material usually originate with committees that meet during the Conference. The CAL process also states that approval for new material begins with the Conference. Recently, the International Coordination Administrator at the WSO received a request from a literature translation team to produce a recovery literature piece in their own country. The question came up as to whether our Board of Trustees would ever grant permission for the country to produce recovery material. The subject was presented to the Board of Trustees, who wanted time to examine the request as it was a departure from the norm and a change in the WSO philosophy. The Policy Committee, which is the largest expression of group conscience, considered the question also, and had varying viewpoints. They felt that ultimately the subject for discussion should be considered as a topic at the IAGSM. The Board agreed, as well, that the IAGSM Delegates needed to discuss and bring the idea back to their GSOs. Should the IAGSM agree to eventually move in this direction, the Board felt that certain criteria should be met. Therefore, a motion at the WSO Board meeting was made, seconded and carried "that the Board of Trustees transmits to the IAGSM, that the WSO would agree to licensing or permitting a GSO outside the U.S. and Canada to create original recovery material, provided that the IAGSM concurs and that the GSO meets the following minimum requirements:

1. Before a structure creates and prints recovery material, it would have to have a General Service Office and a National Conference.
2. As part of the Conference, a Literature Committee is required.
3. A review process used by the Literature Committee be modeled after the CAL pro-

cess in the Digest of Al-Anon & Alateen Policies.

4. Any new material would be marked 'Approved by the General Service Conference' of that structure."

Discussion

The proposal to allow GSOs to create recovery material, provided certain criteria was met, was open to the IAGSM membership for discussion. Some Delegates felt that granting this permission would undermine the unity of Al-Anon, would fragment the spiritual message of the program, and we would lose the unifying bond that CAL gives us. In addition, countries have their own magazines and periodicals to communicate their own writings. Members felt that material created could be sent to the WSO to follow the current process and be made available to the worldwide fellowship. Others expressed that while the idea is controversial and very different, should one structure have all the interpretation responsibility; can one culture speak for all cultures? The opportunity for all worldwide members of Al-Anon to submit personal sharings of experience, strength and hope is available under the current process. Members agreed that the Board motion was reassuring with all the checks and balances in place. This topic will be an item on the 1994 IAGSM agenda, to ensure that a well thought-out consensus is reached. Delegates were encouraged to discuss this within their structures. The decision is in good hands—the group conscience of Al-Anon.

Looking at Finances

Alberto S., Argentina

In nonprofit associations financial resources are usually scarce. Al-Anon is no exception to the rule. Resources are necessary to help us reach our goals. Therefore, good financial management is absolutely necessary. We must always remember that the money was given to our GSO by the Al-Anon groups and members, sometimes with great sacrifice.

The administration of the money is a matter of adequate planning. It would be necessary to work on the following objective: how to obtain funds and increase them and later plan wisely how to use them. It is preferable that the business of obtaining money is shared. It is far better that many members give a little and not have a few pay a lot. The members of the Al-Anon groups have to feel responsible for the economic maintenance of the fellowship, because this is part of service, and service work plays an important part in our recovery.

In order to motivate the groups' responsibility, as well as the members, they must be constantly informed about the way that funds are used. In this way we can justify ourselves to all that have contributed. Our fellowship exists to serve its members and the money represents the means to offer better service. Therefore, all Al-Anon members have a say in this.

The budget is a basic tool for good financial management. A budget is generally prepared for one year. In our structure, the preparation is in the hands of the Treasurer and the Budget Committee. All the Standing Committees, as well as the GSO, present their projected expenses for the financial year. It is difficult to calculate the income from group and personal donations as well as sale of literature, since these are not always the same. We base our calculation on previous years, with a reasonable increase on the figures and we then work toward this end.

The budget is not a rigid thing and we should not feel stressed if we cannot follow it completely, because unforeseen things do happen. A periodic control—perhaps quarterly—is useful in order to take adequate steps as we go along.

For practical reasons our Executive Committee prepares a financial plan on a monthly basis. This allows us to take decisions regarding spending of money as well as having more detailed control on the situation. From the total of available funds, like cash in hand, investment in foreign and national currency, we subtract the fixed monthly costs (salaries, social security, rent, etc.), the forecast calculated expenses (literature reprints, etc.) and the Reserve Fund. The result indi-

cates what the economic and financial situation will be at the end of the month and permits planning for the immediate future. The Reserve Fund is the result of multiplying the fixed monthly expenses by a certain number of months. In our case, our Reserve Fund contains funds to cover six months of expenses.

The fellowship should be constantly informed about the financial situation and how the GSO makes use of the funds. Our Policy Committee and Board of Trustees receives a detailed report at the quarterly meetings. Periodically, the Treasurer, with the Budget Committee, informs the Area Delegates, who in turn inform the groups through the Group Representatives. On a quarterly basis, all groups receive a report on contribution and sales and expenses. This short report is mailed with our newsletter, *AMISTAD*. During our annual National Conference, the result of the previous financial year's budget is reported and a discussion is held on the budget for the following year, which is then approved.

A strict control on all incoming money is healthy at all levels. The members working at our GSO note down in the accounting books all the incoming funds, whether they are contributions or sale of literature, as well as the bills for expenses. A short time ago, we incorporated a computer system that makes the work easier. Later on a group of four people, who are appointed for this purpose, has a second control of these matters. Finally, an external auditor is our last control and prepares a balance sheet, required by our national laws.

Income of money is not always the same and it is difficult to make calculations. The reason is perhaps worth studying. Making an average of the first six months of the current year, the income is divided into percentages: group contributions—48.2 percent; personal contributions—6.6 percent; sale of literature—45.2 percent. On the number of groups, approximately 490, an average of 26 percent of groups contribute to the GSO.

It is convenient for people and organizations to save money in good days in order to survive in difficult times. These savings we call the Reserve Fund. The planning and

management of this fund is extremely delicate and we need to have a realistic point of view. On one hand, this Fund must allow us to continue functions without any income during a certain number of months, under extreme stress. On the other hand, if the Reserve Fund is too large, although economically sound, it can strangle us financially and so limit us or prevent us from carrying out important projects for our fellowship. This Fund must be invested in safe places and currencies, in accordance with the situation in each country.

All that we have said up to now can be planned and managed if there is a certain economic stability in the country in which we live. When this economic stability is lost and inflation gets out of control, we have to face extreme situations. In these cases the first thing to do is to say our Serenity Prayer and then put it into practice. In our country, in the last year, we have had to live through two hyperinflations, and we reached a cost increase of 230 percent per month. In these cases, it is impossible to plan and we must live one day at a time. We have survived these times with sacrifices on the part of groups and members. We thank God that the economic situation in our country has improved, and this has permitted us to realize a few delayed projects.

Our literature, especially our Traditions and the Concepts of Service, can always offer advice about finances and should be consulted when in doubt. It often embarrasses us to speak of material things like money when what we want to do is work a very spiritual programme like ours. But in order to offer good service at all levels, money is necessary. Let us keep in mind our goal to carry the message to suffering families and friends of alcoholics in our city, in our country and worldwide.

The Concepts: Bringing Harmony into Service

Margaret W., New Zealand

The Concepts apply individually and collectively, just like the Steps and Traditions. Recovery through acceptance of the Twelve Steps, unity through the Traditions and service through the Concepts. The remarkable thing about all the principles in the Steps, Traditions and Concepts is that as just one person starts to apply them, the situation begins to improve.

Concept IV, Participation Is the Key to Harmony. Harmony is brought about by Al-Anon members participating at all levels of service to achieve what can only be done collectively: member by member, cooperating one with the other to mold this fellowship into a healthy atmosphere. Members then feel that they belong and that their efforts of participation are of extreme value to the ongoing growth of the Al-Anon Family Groups in our own structure and worldwide.

Al-Anon's third legacy—service through the Concepts—is vital to the continued growth of our groups and our General Service Office. The New Zealand Al-Anon GSO exists to serve our groups. We can only do this as our groups assume authority and responsibility for our existence.

At the GSO, the groups are trusting the office volunteers to serve them. A newly formed Information Service Centre, in need of an extension on their literature account, was granted more time. They were given time to gather the groups in their area that will support them to become a vital link in the growth of the groups they serve. This growth works both ways: The fellowship reveals their need, and the General Service Office serves them, which brings harmony into service. Our structural foundations have been laid for us by the Al-Anon members that have served us so well in the past. We have the privilege of continuing that growth.

We are trusted by our Al-Anon Family Groups to administrate and operate our authority through the annual Conference, where we become accountable to our groups.

Our Conference is a memorable event, where we meet members from all over New Zealand and we become friends in our service. As we share our concerns and make our decisions, we find that we will express a group conscience from the ultimate authority of a loving God, as interpreted by our Second Tradition. Each Conference member, functioning with a responsible commitment to make Al-Anon forever growing, will bring harmony into service.

The right of decision makes effective leadership possible—mutual trust works both ways. Our leaders are to be trusted servants, at group, as chairman, secretary or Group Representative. At District, our District representatives need the support of all their groups through the Group Representatives. At Conference, our District Representatives are gathered in a first session, "Getting to Know You," to try and dispel any separation that may well be felt. We are all equals, to be listened to and heard; and as leaders in service, we are able to make our own decisions.

We have many minority opinions and members that need to be heard. There is a reluctance to write or voice a different opinion. Concept Five protects these minorities; it states that they count. They can be heard through the "Ask it Basket," a motion to Conference or a letter to General Service Office. Sometimes the majority decision has been wrong. We have then been brought right back on track because a minority group was strong enough to use the Right of Appeal and Petition to be heard, bringing harmony into service.

When attending Conference we see the Sixth Concept in action. The Al-Anon groups act decisively by entrusting authority and responsibility to the Conference. The Conference in turn entrusts administrative authority to the General Service Board. When Conference gives a direction to the General Service Board, they are entrusted to carry out the activity with freedom to evaluate and manage the operation.

Legal rights and traditional rights! This takes some understanding, especially when we haven't had experience of this Concept

in action. We have adopted the Charter into our service structure and we are endeavouring to follow it. We are grateful that in the event of a clash of principles we do have the World Service Guidelines and Handbook. We can also seek advice from more experienced members, bringing harmony into service.

The General Service Board delegates authority for routine management of the New Zealand General Service Office to its Executive Committee. With the resignation of our General Secretary, we have combined our Budget and Executive Committees under the guidance of our General Service Board. We are sponsoring new and younger members into service continually, asking the fellowship for a response to office work. This arrangement is working well. Day-by-day duties of the office are attended to and performed with enthusiasm, bringing harmony into service.

Concept Nine suggests that we choose good personal leadership at all service levels. Selection really begins back at group level, when a GR is needed then a DR. Our experience shows that members who serve the group as GR and DR for three-year terms are the leaders with enthusiasm and are capable of greater service. Bill W. wrote, "A leader is a person who can put principles, plans and policies into such dedicated and effective action that the rest of us want to back him up and help him with his job"—the ideal to attain. We had such leadership in our founders of Al-Anon and in those that have followed. Vision is essential in our world leaders, as they assume the primary leadership with a loving God, giving them greater vision for the future, bringing harmony into service.

When each member knows their responsibility, when and how to carry it out, the result is like an orchestra playing together. Each player's contribution is important to the overall performance. We are very grateful in New Zealand that we have access to Al-Anon's Twelve Concepts of Service book and all other definitions, especially through *The FORUM*. They are our guide, and we try to follow them in structuring our General Service Office. Our four functioning Committees—Budget, Executive, Conference, Edito-

rial and Literature—work together to bring love and understanding to our fellowship in the way they serve Al-Anon as a whole, ever mindful of our unified purpose to help families of alcoholics.

The Warranties are an agreement between the Al-Anon groups, World Service Conference members and Trustees. They protect us against human temptations of wealth and prestige and power, which are obstacles to spiritual progress. They give us a sense of security and belonging.

All of us deeply desire to "belong." The Al-Anon idea of a working partnership could never regard any member as "second class." This is perhaps the main reason we have struggled to achieve participation at every level. The right of participation encourages us, who serve Al-Anon, to accept the necessary disciplines that our various tasks require. It assures us that we are truly the trusted servants described in Al-Anon's Tradition Two.

As I close with the last paragraph of Concept Four, I claim the principle for our New Zealand structure that we are endeavouring to do just that, as we work together to bring harmony into service through the Concepts.

Discussion

The point was raised on how imperative it is to have a clear translation of the Concepts for countries to use and refer to. One Delegate shared that when a new structure was being formed, they began to read one Concept at each quarterly national meeting. Each Standing Committee was invited to open their meeting with a discussion on the Concepts. Another member expressed thoughts on leadership, responsibility and ultimate authority. We are all leaders, because we have something to share. The Concepts are as important to us as the Steps and Traditions, as we structure our groups more fully. Each structure in attendance had the Concepts translated for their members. This is a major milestone and accomplishment. For the first time, the Concepts are being published in a nonservice CAL item—the new *Courage to Change* book.

Site of the 1994 IAGSM

Myrna H., WSO Executive Director

In 1988, the members at this meeting voted to try to rotate our meetings every other year between the U.S. and a country outside the United States, beginning in 1992. Although we were scheduled to have the meeting outside the U.S. this year, because of financial difficulties, the WSO Board found that it would cost at least \$10,000 more to hold the meeting in another country. For this reason only, they decided to have this year's IAGSM remain in the U.S. The WSO received bids from four countries outside the U.S. and Canada to hold the 1994 IAGSM. Gratitude and appreciation should be extended to all four structures: Belgium (Flemish), Japan, Mexico and Switzerland (German). In examining the costs for 1994, the bids from Japan and Mexico were far too expensive and, unfortunately, had to be eliminated. The two remaining bids from Belgium and Switzerland were cost compatible with the United States. The Executive Director explained that a limit would have to be placed on the number of WSO personnel attending the 1994 IAGSM, to keep costs down, and the support staff would not be able to accompany the Planning Committee overseas. Based on cost estimates and based on our intent to rotate, the Board is willing and open to have the meeting held outside the U.S. in 1994. We now ask the two Delegates from Belgium and Switzerland to make a presentation on what their country has to offer.

Monica S. from Switzerland presented her exquisite country to the IAGSM Delegates, with slides that illustrated the breathtaking mountains and quaint towns that make up her country. A look at the potential site of the 1994 IAGSM left members yearning for some Swiss chocolate and a panoramic view of the Alps.

Representing Belgium, Francine G. was humorous and descriptive as she took the Delegates on a tour of the hotel for the possible location of the IAGSM, also depicted with slides. The site has all the modern conveniences, while maintaining a charm only available in the beautiful countryside of Bel-

gium. Certainly Belgium chocolate was equally mouth-watering and appealing.

Expressions of gratitude and congratulations were extended to all the structures submitting bids, particularly Switzerland and Belgium for their presentations. Another member expressed the sentiment that it would be good for the English-speaking groups to see how it is with a different language, a different society, etc. Some members voiced their feelings of holding the IAGSM in the United States, since Al-Anon was born in the U.S. and the WSO and Stepping Stones are also there. The question on the cost of living differences between the two countries under consideration was raised, since many Delegates travel to the site early or stay beyond the departure date.

Participants were reminded that the idea of rotating the site of the IAGSM was developed in order to solidify the worldwide fellowship. Although the U.S. & Canada is the oldest structure, it is not the center of the universe for Al-Anon. Members in other structures need to be aware that they are partners not pupils and rotation of the meeting should contribute to that end.

The country not chosen by the 1992 IAGSM Delegates will serve as alternate should a problem arise. Following discussion and several informal votes, a two-thirds majority consensus was reached and a choice country was selected. A motion was made, seconded and unanimously carried that the IAGSM in 1994 be held in Belgium. In the event of an emergency, the IAGSM will be held in Switzerland. The choice of the site for the 1994 IAGSM will be presented to the WSO Board of Trustees.

Adult Children Groups

Lorill W., U.S. & Canada

Since the adult children groups began meeting a few years ago, they have encountered many obstacles that were rooted in fear and misunderstanding. The regular Al-Anon groups were afraid that our beloved programme would become diluted. There was confusion on why these groups were

needed—why couldn't these people just come to Al-Anon? The groups were also a threat that the regular membership would diminish to accommodate "special" people.

The formation of adult children groups brought change, and being human, we resist change. A feeling of resentment and impatience toward the groups was growing—resentment of the AA members who appeared to make up the bulk of the adult children membership and fear that the Al-Anon focus would be lost.

The fact that there are government-sponsored adult children groups that definitely are not Al-Anon added to the general feeling of confusion and mistrust that pervaded the fellowship. The adult children group members felt like third-class citizens and were not encouraged to have a voice at the assemblies.

I am very happy to tell you that attitudes toward adult children groups are changing—slowly—but the change is happening. First, it was necessary to understand why the groups were needed. Adult children are sharing from a different perspective, which gives the new members a greater sense of belonging. However, the adult children do stress the importance of attending regular Al-Anon meetings also. Al-Anon members have become more open-minded toward the adult children, which, in turn, has promoted a greater understanding of each other and the realization that we are all basically suffering from the same disease and can get well together—a matter of stressing our similarities rather than our differences. We follow the same Steps, Traditions and Concepts and through the application of these, a "magic door" was opened in the Saskatchewan Area.

By understanding Concept Four, Participation Is the Key to Harmony, the door was opened and the adult children groups now participate fully with the regular Al-Anon groups at the Area Assembly. In fact, the Assembly is in the process of electing an Adult Children Coordinator. The Saskatchewan Area is really supporting the adult children groups.

The British Columbia/Yukon Area has very active adult children groups. Other smaller groups are growing elsewhere in the

Area. The members are active in service work at the group and District levels, and are now becoming involved at the Area level.

There is a bit more confusion: As many adult children members find the Al-Anon adult children groups through the government-sponsored groups, new members are not always sure which meeting they are attending. This can lead to the use of non-Al-Anon terminology and literature; but with love, patience and understanding these problems are being overcome.

Adult children groups are here to stay and in the Canada West Region are being accepted more readily all the time. Regular Al-Anon groups are more tolerant through keeping an open mind and with love and understanding are realizing that the two segments can complement each other, as we are all part of one programme.

On a personal note: As I am not the child of an alcoholic, I could not see why these groups were necessary. However, a little while ago, one of my daughters, an Al-Anon member, attended a few adult children meetings and was instrumental in changing my opinion.

Perhaps it would help to remember that the Higher Power walks with the adult children as He walks with all of us.

Discussion

The discussion was thought-provoking and emotional as IAGSM Delegates shared their personal and structural experiences with Al-Anon Adult Children of Alcoholics Groups. Germany related that back in 1987, the first two adult children groups started in Frankfurt and Berlin, but they were not accepted; the District refused to recognize them. They continued to hold meetings and early on held national adult children conventions. At first the adult children groups felt the experienced Al-Anons who were attending their work meetings were there only to spy or control. Eventually each started to understand the other. Because they started early on, there are few non-Al-Anon Adult Children Groups in Germany. Growth continues as the common elements of our programme are shared by all. An Alateen Adult Group will be start-

ing in Germany, as the members don't feel comfortable in Al-Anon or Alateen and will be using Alateen literature. They work well with energy and beautiful experiences.

Another structure shared that Al-Anon Adult Children Groups can be the source of Alateen Sponsors. As the groups continue to grow and get stronger, they can be another bridge for Alateens to move on to Al-Anon. In Argentina, the few adult children groups are working harmoniously in the same structure.

On a personal note, one member shared that the adult children members have given so much, as they are more open than we were, they have given the whole group courage to be open. What is difficult is not having reading material for new members: "They have much more to give me than I have to give them." The Delegate also explained that her husband is an adult child of an alcoholic and his thoughts are very different—she can't understand why he's a hopeless man sometimes!

Adult children groups started in Japan in 1983. The Delegate asked the WSO to create a committee for adult children groups as well as literature for these members. The WSO Executive Director reported that the 1992 World Service Conference approved the creation of a new book focused on growing up with alcoholism. In another country, groups are registered by geographic location only. Adult children groups are not yet registered by that GSO. Because the fear and confusion is strong, we did "spy" on these groups! We saw adult children as a threat and we're frightened of the new.

The names of specialized groups was discussed by the IAGSM participants. Most members agreed that a universal title, avoiding abbreviations, would benefit Al-Anon and reduce problems. One structure shared that groups will only be registered as Al-Anon Adult Children Groups. Another country remarked that they register all groups as Al-Anon and in brackets describe the meeting.

Patience and love were stressed as the means keeping Al-Anon, Al-Anon. One member shared that in the first few years adult children groups were forming, the focus at meetings was on "blame." There was no evidence of recovery; it seemed like they were

stuck in a bad place. Slowly, one day at a time, within the framework of Al-Anon, they found recovery and began to work on it. Newcomers are encouraged to attend regular Al-Anon meetings at first, to develop an understanding of our recovery process.

One Delegate described her personal experience of being a sponsor to an adult children group. She explained the great feeling to see the growth and maturity develop over time. Another representative shared that her structure held a workshop to confront the fears and threats they were feelings. The adult children members chose an older Al-Anon member to guide them along and they accepted her into their group.

Adult children members who are also members of AA were discussed. One structure shared that a group in her country was comprised of all dual members, so they could not have a GR. Another explained that this caused problems with AA, and the adult children group had to be disbanded. Some members continued to attend regular Al-Anon meetings; others have not been back. In one country, dual members are encouraged to recover in AA first, then as adult children.

One member noticed that the conversation was focusing on the adult children as children. We need to remember that many are grown-ups and all of them will always be children of alcoholics. We, as Al-Anon members, are afraid. We are afraid to feel our pain and behave like the bird who puts his head in the ground thinking the problem will disappear.

At the WSO, a large number of adult children groups started in the early 1980s. Much growth and progress has been made. They can register as Al-Anon Adult Children Groups and have gotten the message to use Conference-Approved Literature only. Many are going to other Al-Anon groups, and some are going to AA; but they need another dimension in their recovery. Our members were very frightened because they were different, but a lot of the problems were resolved. Our World Service Conference has invited them to be a part of the whole. We don't want to separate them with separate coordinators or committees; we want them to stay a part of the Al-Anon fellowship. The

fear doesn't seem to be as strong anymore, although there may always be the people out there doing the checking and monitoring. The process happens, when the process is worked through; if we are patient, loving and gentle, everything will work itself out.

Everyone in attendance agreed that this heartfelt and honest sharing of experiences, strength and hope would be enormously beneficial within their structures.

IAGSM: Benefits and Reporting Back

Erika H., Switzerland (German)

Our greatest benefit is that we have been in touch with America since Al-Anon Swiss began. At the beginning, the other members couldn't believe the same ideas could work here, too. America was too different.

After the first IAGSM, the two Delegates were full of enthusiasm and told about their experiences in America; for example, the same Traditions work despite different mentalities. We profited greatly from the enthusiasm that we felt in America and that we could transmit it to our structure. Thanks to that, theory became practice. The IAGSM Delegates were impressed by the history of Al-Anon and by the World Service Office. New ideas developed in our structure.

At a workshop, "How can I motivate others to volunteer for a task?" we heard that the problem is the continual change of members and we could handle it only by information, information, information! This perception made us write an "explanation of the agenda" that we send to all groups before the Swiss Conference. Each time, we inform them about our financial needs. In the first year, thanks to the agenda, we had much higher donations.

We have an Al-Anon group in our structure whose members would only hold meetings and would not take part in Al-Anon as a whole. At our first IAGSM, our Delegates heard of the difficulties in Belgium. The suggestion to handle problems with the help of our Higher Power and our Traditions im-

pressed them very much, and they tried to do so with this group.

Thanks to our experiences in America, which we could pass on to our structure, we see at the Swiss Conference that a motion can be refused, but the minority still gets heard. With the help of IAGSM, the contact between the European structures became better. We ask the other structures for help if we can't solve some problems, and so we can share our experiences with the other structures. We have integrated the IAGSM Delegates into the committee with voice and vote.

We found that we can only represent Switzerland fully if we talk again and again about our experiences at the IAGSM. Since the last meeting, we continually bring up the reportback, and so the contact between the fellowship and the Delegates is never broken. The Delegates are aware of their responsibilities because they continually talk about the IAGSM.

I would like to tell you of my personal experiences as an IAGSM Delegate. In my home group we have a member who never can understand why we always discuss Al-Anon business. He gets upset about all the repeated business discussions. When I told him that I heard and experienced the same thing in America and that it's a good thing to discuss things so long until a majority opinion is reached, he could understand and accept it more easily.

I had another experience in my group. As we discussed Alateen, the mood was very resigned. "We did so much for a long time, and it didn't work," someone said. But suddenly someone else said, full of enthusiasm, "I know a teacher at the high school and I want to tell her about Alateen." It was great for me to see how the spark jumped. One or the other now had an idea how he or she could introduce someone to Alateen and the hope grew that Alateen could begin again in our region. A week later I really felt something like the Higher Power, because another Al-Anon member in our region was ready to sponsor an Alateen group. In conclusion, I would be very interested to learn about similar experiences of other groups.

Discussion

The IAGSM Delegates shared their thoughts on this worldwide meeting of the Al-Anon fellowship and the importance of reporting back to their structures. Many agreed that the information provided in the reports is invaluable to understanding their service role.

One Delegate expressed that the personal growth she has received has been tremendous, as she comes from a small area located far from the GSO. When elected to come to the IAGSM, she realized the worldwide organization we are all a part of. The report of this meeting will bring everyone closer together.

Delegates were reminded that their task begins after this meeting. How this information is spread throughout the structures would be a question for each of us. Although knowing the answer, the Delegate from Italy asked if the next summary could be written in Italian. Another Delegate explained that reading the reports in English was good preparation for the future IAGSM Delegate. Suggestions were made on reporting back to individual structures. Iceland gives a report to their Conference and writes articles on the IAGSM topics for their magazine, *The Link*. This has helped their members become aware of why we are doing this international recovery. Many other structures did this as well. The Delegate from Spain shared that following the first IAGSM she attended, she thought it was her job to translate the report—she types with only one finger. It was very long and hard work, but good practice for her English. This work was a way to say thanks to all the members in Spain for the opportunity to participate in this worldwide sharing.

Members relayed their thoughts that a lot of problems are dissolved with the information available from the IAGSM, and a deep sense of unity is experienced when reporting back. The Executive Director of the World Service Office shared that she has many opportunities to meet with people outside of Al-Anon in her work and always tells them about this meeting. It symbolizes our world structure, as we have something that

reaches every single country. This has significance in the work we do to reach out to the public. This meeting gives Al-Anon stature in the eyes of the world.

The members of Brazil felt fortunate to be able to send Delegates to the IAGSM from the beginning, as this is a marvelous occasion to feel and share what we are and what we do in our structures and in Al-Anon as a whole. The Delegate from Brazil commented on a banner hanging from the podium in front of the General Session meeting room. She felt it depicts two people embracing each other—the whole world represented by these two people in unity for the growth of Al-Anon.



The International Coordination Administrator explained that the graphic design was one of many considered for the letterhead for the International Convention in 1985. This was not chosen, but the Staff Administrator liked it, since it symbolized the worldwide joining that begins with two people. She began using it when writing articles in preparation for this meeting. The Chairperson, Louise B., made the banner; it's sort of the signature of this meeting.

Following this discussion, a motion from the floor of the IAGSM was presented to accept the symbol depicting unity around the world, as it appeared on the cover of the 1992 IAGSM brochure, as the official logo of the IAGSM. The IAGSM Delegates wholeheartedly supported this motion and the International Al-Anon General Services Meeting now has its own "official" design.

Unfinished Business

Myrna H., WSO Executive Director

To start the session, IAGSM members clarified points on the workshop reportbacks, particularly regarding income from literature sales.

Iceland requested input from the other structures regarding translation of the Steps and Traditions, particularly if there was a need to modify the current translation and what process was followed. Belgium (Flemish) shared this experience: The old translation was not adequate. They proposed to the Board that a new translation be done in Dutch and Flemish. It was discussed in the Literature Committee and they agreed on the translation. Afterward, it was submitted to the Board for approval and subsequently submitted to the General Service Conference for their approval. Germany explained that their last Conference decided to rework the Twelve Concepts of Service translation.

A question regarding the selection and term of the IAGSM Delegate was raised. One structure shared that they are in the process of developing guidelines for the IAGSM Delegate. Two IAGSM Delegates serve four-year terms in order for the representatives to attend two IAGSM meetings. Ideally, there would be a new Delegate and an experienced one—a first-year Delegate and a second-year Delegate. Candidates with a good working knowledge of Al-Anon and who speak English are recommended to the General Service Board. The General Service Conference then approves the recommendation from the Board. Another structure explained that at the January Board meeting in the year in which the IAGSM is held, the IAGSM representative is selected and attends the May meeting of the Board. The term of office is transitioned to a new Delegate in May of the year following the second IAGSM.

A suggestion was made to include an item on the 1994 Agenda to discuss adult children members, since the topic was addressed and shared by many at this meeting.

In 1995, Al-Anon will be participating with AA at the International Convention in

San Diego. The Al-Anon activities will be on workshops, because Al-Anon will be holding its own Convention in 1998, with AA participation. At our own International, Al-Anon will hold its dances, big meetings and parade.

A motion from the floor of the IAGSM was presented by Masako S., the Delegate from Japan, to recommend to the Al-Anon Board of Trustees and the World Service Conference to produce an Al-Anon adult children book that will focus on the spiritual nature of our program. This would not be a book of individual stories. The style recommended was one where the writer distills the ideas in sharings and writes a narrative rather than a series of individual sharings.

The WSO Executive Director explained that, if approved by the IAGSM, the motion would be presented to the Al-Anon Board of Trustees, who, in turn, would present the request to the World Service Conference. The WSC must grant authorization for the WSO to create material. With approval, the proposal would then go forward to the Literature Committee for implementation. She also explained that it takes a lot of time to move a book through the CAL process. It took almost nine years to produce . . . *In All Our Affairs*.

Discussion centered around the difference between the new adult children book, (with a working title *Coming of Age*) currently being developed by the WSO. It was explained that Japan's request is for a different style of book. The book under development at the WSO is a compilation of members' sharings, while Japan is suggesting a narrative, whereby an editor would receive members' sharings and convert them to a story as told by one person; similar to the style of *The Dilemma of the Alcoholic Marriage*. Delegates expressed concern that spirituality would be interpreted by one person, although it is a truly personal and special feeling.

Some members felt that with the new book for adult children underway, we may want to wait before creating another, particularly during hard economic times, in order to monitor reception and ensure that the

needs of the fellowship are being met. The WSO shared that books are income producers and that new books are helpful even in hard economic times.

It was agreed that a book, spiritual in nature, is a wonderful idea and could possibly be used in Public Information work. Others expressed concern that not enough material was available for the adult children members and may lead to outside literature being used.

One member suggested that a *One Day at a Time* book be created for adult children as we currently have one for Al-Anon and Alateen members. As this book is highly spiritual in nature, it would meet the needs of the fellowship. The World Service Conference felt strongly that the new *Courage to Change* book should encompass viewpoints from everyone, including adult children. They have a strong voice in the content of the book.

After a vote, the recommendation to produce a new spiritual book for Al-Anon adult children was approved by the Delegates of the Seventh IAGSM, and will be submitted to the Al-Anon Board of Trustees and the World Service Conference.

Luncheon for Spanish-speaking Structures

Alberto S., Argentina

The Spanish-speaking Delegates from Argentina, Costa Rica and Spain met with the WSO Executive Director, IAGSM Chairperson and International Administrator during lunch on August 22 to discuss the plan formulated at the 1990 IAGSM, where one country would be the "coordinating country" for Spanish literature.

The purpose of this plan was to keep track of the translations being done in separate structures. Those involved in this project are Argentina, Costa Rica, Spain, Mexico, a translating team in Puerto Rico and the WSO.

At this meeting, it was decided that the WSO will be the coordinating country for the next two years and evaluated at the 1994 IAGSM. Colombia and Venezuela will be invited to join our coordinating efforts before the 1994 IAGSM.

Once a piece is translated, it will be sent to the WSO for final review and to the Spanish-speaking structures for their information. The WSO will then send the final approved manuscript to the Spanish-speaking structures who might be interested in reprinting that particular piece.

At this luncheon meeting, the Delegates from Costa Rica and Argentina agreed to reach out to their neighbors in Central and South America to let them know what events took place at the IAGSM.

WORKSHOPS/ REPORTBACKS



The IAGSM Delegates and International Co-ordination Committee participated in six workshops during this meeting.

Cooperating with Outside Agencies

Leader: Siri R., Norway

Reporter: Anna N., Iceland

In order to make the professional community more aware of our practices and principles, committees are often formed to communicate this information.

Members participating in this workshop discussed the term "outside agencies" and agreed that it covers all kinds of treatment centers, hospitals dealing with alcoholism, police departments, shelters and other agencies, which may vary from country to country. These agencies can greatly benefit from the Al-Anon program. Every Al-Anon member can become a contact person for outside agencies. It was determined that when Al-Anon as a fellowship is being introduced to professionals, contact should go through Public Information workers (or Cooperating with the Professional Community workers). The guidelines should be followed to ensure there is less risk of making mistakes.

Regarding anonymity and promotion versus attraction, the workshop members shared stories about cases where the Traditions had been broken on TV and radio. The participants felt that we have to be very careful and use our guidelines. It is very important to have the guidelines translated in every country. By introducing only the Al-Anon program, we can avoid the appearance of being critical to treatment methods that may be contrary to our program. We are carrying a message we are proud of; we

are a resource they can use if they want. Once again, our guidelines show us the way.

Deriving Income from Literature Sales

Leader: Margaret W., New Zealand

Reporter: Hilda May R., Australia

Since contributions can never cover expenses of a service office, another means of support from the membership comes from the sale of Conference-Approved Literature.

Countries varied on the amounts they received as income from the sale of literature. The proportion of total income from literature sales was also varied as the percentages ranged from 28 percent to 80 percent. The ideal, in most structures, is 50 percent from literature and 50 percent from contributions. Most structures made no profit on magazines/newsletters.

Establishing a pricing system can be done in many ways. One structure has prices recommended by the Literature Department or Committee, and the Board has to approve. Another formed an ad-hoc committee to study pricing, and the Board approved the Committee's decision. Specifics on price setting were shared. One Delegate explained that the structure calculates the cost for a piece of literature and multiplies by five, so long as the office expenses are covered. Another structure multiplies the cost price times five for Al-Anon books and times three for Alateen. Another country's prices are ten times the cost for books, eight times for pamphlets, and five times for service literature. Literature prices go to committee if the pricing structure needs to be altered. One country's Executive Committee established the pricing system, and no further approval is needed.

The World Service Office sells literature to outside agencies with normal discounts. One structure does, too, with regular quantity discounts. In another country, they cannot sell outside the fellowship, so they give books as presents to professional workers.

To encourage members to buy all Conference-Approved Literature other than the ODAT book, it was suggested a meeting be chaired on a particular pamphlet/book or to have meetings discussing "my favourite" piece of literature. One structure suggests a "recommended reading" in newsletters and has a special price for a book. Another structure puts translated literature into a folder for their members to view.

GSOs with similar language can unite to reproduce literature for both structures. Flemish (Belgium) and Holland each produce certain translated items and then exchange with each other so they can each order larger batches. English-speaking groups in Sweden order direct from the U.S. and the WSO sends them regular WSO publications such as *INSIDE AL-ANON*. London GSO acts as an Information Service to all English-speaking groups in Europe.

Alateen

Leader: Sirkka S., Finland

Reporter: Mary O'K., Australia

Alateen members get together at meetings to help each other with the problems they have in common. They share experiences, learn about alcoholism—the family disease—and concentrate on personal growth. As they learn to face problems with courage, they find their lives can be filled with satisfaction, joy and love.

The relationship between Al-Anon and Alateen groups was discussed. Alateen needs help from Al-Anon. Al-Anon supplies the Sponsors for the groups and helps Alateen with P.I. work. The relationship can depend on the quantity of open Alateen meetings and whether Alateens are encouraged to participate at Al-Anon meetings.

AA's relationship with Alateen is much

different. An AA member cannot sponsor an Alateen group, but may assist an Al-Anon Sponsor. However, Alateen can advertise their meeting time and place at an AA group, with AA's permission. Alateens can invite an AA member as a guest speaker, and can offer to speak at an AA meeting.

Al-Anon Sponsors should know how to deal with problems, should only be a guide and not take over the meeting. The relationship between the Sponsor and the Alateens depends on the age of the members. Younger members may need more guidance, while older teens may like more identification with their Sponsor. The Sponsor must have programme, be a confidant and must respect the Alateen members' anonymity at all costs. The relationship should be one of mutual trust.

The decision on whether a person would be suitable to sponsor an Alateen group remains with the group, while the Alateen Committee may introduce candidates. The Al-Anon group could help the group if they are having problems. If the problem with a Sponsor is serious, any member can advise: the Al-Anon group, the Area or District.

To attract members and Sponsors to Alateen, the Sponsor could share their experience at conventions, other Al-Anon groups, etc. Other workshop ideas included having Alateen workshops and Sponsor meetings at the Area level, inviting Alateen members to speak at Al-Anon meetings, and supplying information to schools to help teenagers identify the problem. It is important to communicate with the Sponsors in order to find out their needs and offer support whenever possible.

Using the pamphlet, *Moving On* at meetings can help encourage Alateen members to make the transition to Al-Anon groups. The feeling of the group was that encouraging this transition is very difficult, but when the time is right, members return to the Al-Anon program. A suggestion was made to have an Al-Anon or adult children meeting to help with identification. It might also be recommended that members try an Al-Anon meeting outside their own District in order to establish their own identity as adults.

The purpose of an Alateen Committee at the national level is to support the Areas in any way they can and to encourage communication from the national level to the Alateen groups, where the support is needed, and back again. Recommendations were: To study the Alateen situation and see what can be done; to develop projects to encourage the growth of Alateen, then implement them; correspond with the Areas and help solve any problems they may be having.

General Service Conference

Leader: Stefania V., Iceland

Reporter: Hubert Van V., Belgium (Flemish)

The formation of a General Service Conference involves many practices that those of us in Al-Anon may find unfamiliar. We look to the structures with experience to guide us.

The workshop members felt that a General Service Conference should be established as early as possible, as soon as the structure can support a Conference financially. There is no specific number of groups needed. The existence of a GSO and a Board are essential. Some countries started with a business meeting that developed into a Service Conference. There isn't any relationship between the number of groups and that of representatives. It's dictated by circumstances, geographical distribution of the groups and density of population.

The purpose of a General Service Conference is to make the voice of the groups heard and to get the service arms together. The purpose is to achieve a sharing of responsibility, to assure participation in the decision-making process and to establish contacts between the Delegates and the Standing Committees. The Conference has traditional rights and the Board has legal rights as stated in the Seventh Concept. There is an exchange of information between the Standing Committees and the Conference. The Standing Committees tell what they are doing, and the General Service Conference

tells them what to do. There are contacts between the committee members and the Delegates.

The agenda for a General Service Conference is set by the Conference Committee and later approved by the Board, or set directly by the Board. Time is set aside for discussing new subjects to be selected by the Delegates.

For many structures there is no Admissions Committee. There is one in the United States; they decide when to divide an Area and who is going to attend the World Service Conference.

Every group should be represented either directly (which is not always practical) or indirectly through a series of elections.

A Conference Committee organizes the Conference, plans the agenda from ideas received, invites the speakers, chooses the theme, receives reports and prepares the brochures and the summary. The Committee rotates every three years, but not all at the same time. In the beginning, only one third rotates. Delegates, staff members, the Board of Trustees and chairmen of committees are Conference members.

The Traditions

Leader: Maria-Luisa B., Spain

Reporter: Francine G., Belgium (Flemish)

The Traditions bind us together in a spirit of unity. They recommend group attitudes toward leadership, membership, money, property, public relations and anonymity. Since Al-Anon has no rules or regulations, the Traditions form a framework of common consent within which we may best carry on our activities.

Participation is the key to harmony. It's sometimes difficult to make groups understand and use the Traditions. Some groups hold special workshops on the Traditions. Working on the Traditions, will keep us from having problems. It can work in our family lives also. Some countries hold one day meetings on the Traditions. Others even do it at their RSS and Conventions. Meetings on "words" are very useful to understand the

Traditions, Steps, etc. We, ourselves, have to love and understand the Traditions to make them clear for others.

Self-support is one of our fundamental principles. To sustain this we have to talk about the Seventh Tradition on each level—group, Area, District and the Conference. It's useful to explain what the money is used for. In one publication, income and expenses are published each month or quarterly. Some groups read the preamble, the Steps and Traditions and then pass the basket in the beginning of the meeting. At that moment the Seventh Tradition is read. Groups have to be aware of their responsibility.

In some countries groups are told how much the meeting costs and then members realize they should give more. Some Al-Anon members save a dollar each week to go to the Conference or Convention. In other countries they have a plan for the contributions: first week for the group; second week for the Area; third week for GSO; fourth week for the group, and so on. Some prefer a bag instead of a basket so other members can't see how much they give. Some GSOs made a chart to show how their money is going in and out. Once you give your money, it's given to Al-Anon and you receive a lot of spiritual help in return.

Tradition Four states: "Each group should be autonomous, except in matters affecting another group or Al-Anon or AA as a whole." Giving back information to public organizations or institutions is an example of affecting Al-Anon as a whole. Sometimes we forget this.

Each group is autonomous, but we have to be aware of the consequences of our actions. We have to be prudent with other self-help groups. We have to understand our Traditions in order to feel free to be autonomous. If we as members do not live in the spirit of Al-Anon we *do* affect Al-Anon as a whole. If something is happening in a group, it can affect the growth in a district and in a country; Al-Anon, as a whole, can be the victim.

Anonymity can help us become more spiritual and help us place principles above personalities. We need to work for the good of Al-Anon and not for one person—the best

for the fellowship is the best for us. We don't have to be too anonymous, because people in trouble need to find us.

When Al-Anon literature is scarce (i.e., for adult children or for men), members should not use outside material at group meetings, because it breaks *all* Traditions. Our literature is for relatives of alcoholics, whether you are a man or an adult child of an alcoholic. The Traditions bring us together in the spirit of unity. Read the leaflet, *Why Conference-Approved Literature*. Reading about alcoholism can be done outside the Al-Anon meetings.

Enlisting Volunteers

Leader: Helen S., South Africa

Reporter: Corinna W., Germany

A working relationship can be friendly yet efficient. However, service problems are the same all over the world. It is our hope to guide some structures, in years to come, for enlisting volunteers.

Long-time members who cling to their jobs could deprive others from growing, and it could hamper the input of new thoughts and experiences. The amount of time allowed before rotation of jobs depends on the level of service and the availability of volunteers. Most countries follow their own guidelines.

Service sponsors are important at all levels, to help interest members into service. Invite members as observers at all service meetings. Stress/share personal growth achieved through service.

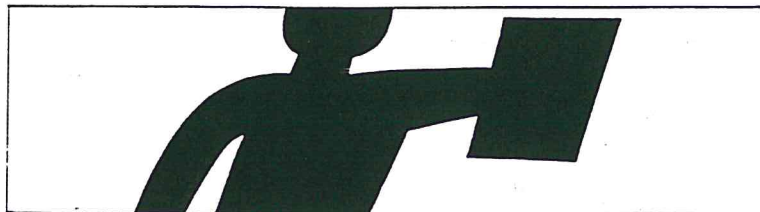
When handling enthusiastic members who create service committees not connected to the structure, keep an open mind because they may have some good ideas. Committees should only be created by the Board of Trustees or the appropriate committee. Make Traditions known to them in a diplomatic way, as it may be causing disharmony to the fellowship. Encourage them to follow the applicable guidelines of their own structure.

While there is no specific criteria for members who serve, the workshop recommended a minimum of six months at the group level. Beyond that, it would depend

on skills and experiences, as each individual should be assessed on their own merits. Communication and encouragement can help enlist members with professional skills,

for example: art, bookkeeping, legal expertise, writers, proofreaders, etc. Let people know what skills are needed. The biggest problem seems to be locating them.

MOTIONS



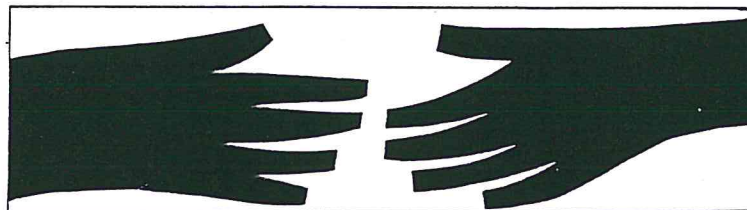
The following motions were made at the 1992 IAGSM:

- To accept the Admissions Committee Report as given. (unanimous)
- To make the Admissions Committee a permanent Committee of the IAGSM, using the prepared plan developed at the 1988 IAGSM and the suggestions made at the 1990 IAGSM. (unanimous)
- That the IAGSM in 1994 be held in Belgium. In the event of an emergency, that

the IAGSM be held in Switzerland. (unanimous)

- To accept the symbol depicting unity around the world, as it appeared on the cover of the 1992 IAGSM brochure, as the official logo of the IAGSM. (unanimous)
- Recommendation to the Board of Trustees and World Service Conference to produce an Al-Anon adult children book that will focus on the spiritual nature of our program. (33 yes, 9 no)

SPIRITUAL MEETING



Monique C., Belgium (French)

I have been facing alcoholism since I was born. Very young, I was responsible for four younger brothers and sisters and had to be an example for them. I learned how to please my mother. I thought she didn't love me as I was because I looked like my father. I felt rejected by her.

I tried to be perfect by doing everything. On one hand I was praised, on the other hand I was punished when one of the younger children had done something wrong. I must never forget I was responsible. I became bitter, pessimistic, rebellious and defensive. I developed plenty of feel-

ings of guilt, anger, a self-effacing behaviour. I became depressive. When I was 15, I wanted to die. I had come to believe, when things went wrong, it was because I was failing somewhere. Two main forces were guiding my behaviour: seeking approval and avoiding rejection. I thought that if I pleased everybody, they would like me and approve of me. I had always feared making a mistake, and when I was given praise or compliments, I didn't know how to accept them.

I had built a personal and professional life around the idea that I had a duty to others; that their needs came first. When finally I discovered my husband's alcoholism, apprehension and sadness changed into

panic, rage and despair. The reality had stopped fitting the picture of a happy marriage. I decided that my own marriage would be very different from my parents'. Negative thoughts automatically popped into my mind, thoughts like, My relationship is a disaster; I am a failure and not worthy to be loved and appreciated.

Why did it happen to me? I couldn't rely on God; I lost my faith in the Lord. I was sure God never wanted me to be happy; God hated me! I didn't understand why I was so severely punished. Why was He doing all these terrible things to me?

Seven years ago, when I was in a hospital recovering from a suicide attempt, a psychologist told me about Al-Anon. I thought, Why not? I had tried everything else, without success. I came to Al-Anon in pain and despair, carrying the burden of shame, guilt and remorse.

It was a good first step toward acknowledging the problem and finding ways of rebuilding my life and marriage. I became better informed about the problem by listening to other people and hearing about their experiences. I found out what other members have done in the same situations. I stopped myself from worrying too much over things I couldn't control. Selecting a sponsor was a giant step for me. The thought of telling anyone exactly how I felt was frightening. I was sure no one could be as weird as I was, and no one would like me if they knew my innermost thoughts. I was unable to talk, even to one person. I preferred to keep away from other people when I felt low. In my life before Al-Anon, situations had a way of seeming impossible. The program and particularly the slogans are the wonderful tools to find a way of working out some difficult problems.

Living one day at a time was my first important lesson. If I live just that one day, I will not so readily entertain fears of what might happen tomorrow. If I am concentrating on today's activities, there will be no room in my mind for worrying. I will fill every minute of this day with something good. Then when the day is ended, I can look back with satisfaction.

I often became drawn into lengthy fantasies about what might have happened, what should have happened and how it could all be so different, if only. . . . But I live now—now is the present time; the past yesterdays are the dead yesterdays and the future tomorrows, the unborn tomorrows. By paying attention to emotional "warning signs—self-pity, resentment, unhappiness—I have a much better chance of keeping clear of problems.

"Let Go and Let God" helps me in difficult moments. I know that when I turn my life over to the Higher Power's care, solutions to my problems will come to me. This slogan helped me recover from the effects of alcoholism in my family. Being in peace with that period of my life—after more than 55 years—is one of the most marvelous gifts. Every time I remembered my childhood, tears came into my eyes. I really wanted to get rid of resentment and self-pity. I was convinced the program could help me; but how? I turned the problem over to God; and very soon I received an answer; in fact it was very simple: "Do Steps Four and Nine, Monique."

I want to add that I remember Mother's reaction to Father's drinking more than I remember his drinking. I couldn't forgive her unkindness to my father, although he had stopped drinking. Doing Step Four was very difficult. At all times I saw myself in a negative light—all the mistakes I had made—and it was extremely hard to forgive myself. Admitting I was unfair to my mother made it possible to do Step Nine; but again, how? My mother was then 90 years old, hard of hearing, and I wouldn't harm her. The solution was simple: I held her in my arms and gave her a warm, loving kiss. Peace is my reward.

With the same slogan I live now in serenity with a problem that made me feel worthless as a woman, and I thought it was the capital reason of my husband's drinking. "Let Go and Let God" comforts me and shows me the only answer I can live with. "Live and Let Live" helped me understand that if I try to govern another person's life I will fail. To force my own certainties on others could be wrong. A generous tolerance

can smooth out many rough situations. Al-Anon provided me with ways of making the emotional pain bearable, so that new learning could take place. The fellowship brought me from self-hate to self-acceptance. Renewed faith in the Lord gave me a new life.

Doing service is another fantastic experience. It is the great opportunity to express my gratitude; it is the opportunity to discover ignored qualities, to regain and improve self-confidence, self-esteem and self-respect. Thanks to the members who refused my usual "No, I can't do it" answer, I feel more confident and good about myself. I feel respected and trusted by all my friends. I like to be responsible, but it is also my responsibility to sponsor newcomers in service and pass on experience, strength and hope.

I had a long list of obligations, but I was only dimly aware of my own rights. Now I know I have rights. I have the right to my own convictions; I have the right to start conversations with others and to build friendships; I have the right to ask for help and emotional support; I have the right to believe I am a valuable human being, and I know that you, Al-Anon members, accept me as a valuable human being.

I was afraid to share my experiences with you, but I have to say it was good doing it. It was an occasion to look back and see the uncountable benefits. Today I see things in a different light. I am thankful for the joy I feel from deep inside. Thanks, Al-Anon; thanks to all of you, and especially, thanks, my Lord, for those people who made this all possible. To end, I would like to quote Shakespeare:

"Nothing is gained by standing still, regretting what might have been, refusing to see anything good in any alternative that has been offered. Taking that line will only destroy your confidence and engender bitterness against life in general."

Sharing

Hilda May R., Australia—Early in life I had accepted that there was a God who guided and protected me, but during the traumatic years of active alcoholism, doubts were in my mind. I think I believed that life was controlled by an evil force, not a good one. Suddenly, there was light! My alcoholic, after years of drinking, became sober. It was a miracle and I knew by the look on his face that a Higher Power had touched him.

When first in Al-Anon I was working by myself through the Twelve Steps and I was bewildered as to how I would have the "knowledge of His will for us." I tossed and turned one night pondering over this and suddenly woke up having the urgent need to find a Bible and turned to a Proverb: "When wisdom enters into your heart and knowledge itself becomes pleasant to your very soul, thinking ability itself will keep guard over you, discernment itself will safeguard you."

Suddenly I understood. By following our programme I would gradually clear my mind, and "thinking ability" would become a gift from the Higher Power—His will for me.

Cecilia G., Argentina—May the road rise to meet you; may the wind always be at your back; may the sunshine warm your face, the rain fall soft upon your fields, and until we meet again, may God hold you in the palm of His hand.

Vera I., Sweden—I have special feelings for all of you. Every time I look at my book with your words, I will feel you are with me.

Louise B., Chairman, ICC—Before I came here, you were all friends I just hadn't met yet, and friendship is full of gifts. Thank you for all your gifts.

General Service Offices

ARGENTINA

Oficina de Servicios
Generales Al-Anon
Casilla de Correo Central #3246
1000 Capital Federal
Buenos Aires

AUSTRALIA

AFG Australian General Services
GPO Box 1002-H
Melbourne, Vic. 3001

BELGIUM (Flemish)

Al-Anon Familiegroepen V.Z.W.
Granaatstraat, 7
B-2600 Berchem Antwerpen

BELGIUM (French)

General Service Board for
French-speaking Al-Anon
Rue Kessels, 4
B-1030 Brussels

BRAZIL

Grupos Familiares Al-Anon
Escritorio de Servicios Gerais
Caixa Postal 2034
CEP 01060 Sao Paulo

COLOMBIA

Corporacion Al-Anon Colombia
Oficina de Servicios Generales
Calle 69A, No. 14-11, Oficina 201
Apartado Aereo 75001
Santa Fe de Bogota

COSTA RICA

Junta de Servicios Al-Anon
Apartado 6331
San José

DENMARK

Al-Anon Servicekontor
Postboks 1115
1009 Copenhagen K

EL SALVADOR

Asociacion de Servicios
Generales Al-Anon
Apartado Postal 1048
San Salvador

FINLAND

Al-Anon Keskuspalvelu r.y.
Oikokatu 2, 3 Kerros
11130 Riihimäki

FRANCE

Services Generaux Al-Anon
4 Rue Flechier
75009 Paris

GERMANY

Al-Anon Familiengruppen
Zentrales Dienstbüro
Emilienstr. 4
D-4300 Essen 1

GUATEMALA

Al-Anon de Guatemala
12 Calle, Calle Montufar 2-57
Zona 9, Segundo Nivel
Guatemala

ICELAND

Adalþjónustuskristofa Al-Anon
Hafnarstraeti 5
P. O. Box 687
121 Reykjavik

ITALY

Al-Anon Centro Nazionale
Casella Postale 1348
I-20101 Milano

JAPAN

Al-Anon Japan General Service Office
CPO Box 1900
Tokyo 100

MEXICO

Central Mexicana de Servicios
Generales Al-Anon, A.C.
Apartado Postal No. 5-082
06500 Mexico D.F.

NETHERLANDS

Stichting Algemeen Dienstbureau
Al-Anon Nederland
Postbus 10368
1001 E. J. Amsterdam

NEW ZEALAND

New Zealand Al-Anon
General Services
CPO Box 1330
52 Customs Street
Auckland

NORWAY

Al-Anon Servicekontor
Strandgaten 197
N-5001 Bergen

PARAGUAY

Grupos Familiares Al-Anon
Oficina de Servicios Generales
Kubitschek y Azara
Seminario Metropolitano
Asuncion

SOUTH AFRICA

Al-Anon General Service Office
P. O. Box 2077
Johannesburg 2000

SPAIN

Servicios Generales
Al-Anon/ Alateen de España
Apartado de Correo 406
08080 Barcelona

SWEDEN

Al-Anon Familiegrupper (AFG) i Sverige
Erstagatan 1
S-116 36 Stockholm

SWITZERLAND (French)

Groupes Familiaux Al-Anon
S.G. Al-Anon de S.R.I.
Case Postale 52, Chauderon
1000 Lausanne 9

SWITZERLAND (German)

Al-Anon Familiengruppen
der deutschsprachigen Schweiz
Dienstburo
Postfach 103
4601 Olten

U.K. & EIRE

Al-Anon Family Groups
61 Great Dover Street
London, England SE1 4YF

URUGUAY

Oficina de Servicios
Generales Al-Anon
Casilla de Correo No. 431
Montevideo

VENEZUELA

Oficina de Servicios
Generales Al-Anon
Apartado Postal 75711, Zona 1070
Caracas

