

Personnel and Office Policies and Procedures Cape Cod Intergroup Office

Adopted _____, 1994

1. INTRODUCTION

Cape Cod Intergroup of Alcoholics Anonymous is an information and referral center. As such, the office handles many telephone calls each month and welcomes an average of 200 drop-in visitors every month. In addition, the office stocks books, pamphlets, Grapevine magazines, other conference approved literature and tapes, as well as other material of interest to members such as medallions and bumper stickers.

Other functions of Cape Cod Intergroup include maintaining lists of all groups on Cape Cod and publishing a meeting list two times a year. A monthly newsletter is published and sent to all groups, as well as to individual subscribers. The office maintains a roster of persons available for twelfth step work for persons seeking help with their alcohol problem.

Intergroup also participates with Districts 1 and 2 in cooperation with all AA committees to insure that our message is passed along to the alcoholic who still suffers, the Fellowship and to the community at large. These committees include: Public Information, Cooperation with the Professional Community, Treatment Facilities, Correctional Facilities, and the Grapevine.

The office of Cape Cod Intergroup is supported solely through donations from groups and individuals and from the sale of literature and related items. As with most intergroup offices throughout the country, this office functions with only one or two paid workers, and a host of volunteers.

The business aspect of Cape Cod Intergroup is handled by a Steering Committee elected by Intergroup Representatives. The Intergroup office provides a meeting place for many of the committees and for the monthly meeting of Intergroup Reps.

AA experience has shown that a centralized office, maintained, supervised and supported by the groups in the area it serves is essential in order to provide vital and indispensable services both to those groups and to individuals.

The success of the Cape Cod Intergroup office depends largely on you, the employee, and on you, the unpaid volunteer. Your abilities, integrity and loyalty all contribute to that success, and are appreciated. Please remember that you may be the only member of AA that a person has ever spoken to. We want the office to be a friendly place to visit, as well as being a source of accurate information. We believe that our demeanor and comportment often determines others response to us.

The following information and guidelines have been established to ensure the best possible communication and cooperation between you, our groups, members and visitors. Through close cooperation and by working together harmoniously, our goal of maintaining a friendly, helpful intergroup office can be realized.

Thank you for taking the time to read through these pages. If you have questions, please contact a member of the Steering Committee or the Office Manager.

2. GENERAL INFORMATION (For Employees and Volunteers)

OFFICE HOURS: 9:30 AM - 4:30 PM Monday through Friday

PERSONAL APPEARANCE: Office workers are expected to be neat, clean and dressed appropriately.

CONFIDENTIALITY: All information concerning members, office or staff business is to be held strictly confidential and is to be used *only* within the confines of the office.

CONDUCT: Any person associated with the Cape Cod Intergroup office, whether as employee or as volunteer, is expected to be polite and courteous at all times. No prejudicial behavior toward ethnic, racial, or social minorities will be tolerated.

OTHER: For more information specific to the employee or to the volunteer, please see appropriate section below.

3. INFORMATION FOR EMPLOYEES

PROBATIONARY PERIOD OF EMPLOYMENT: For the first three months of employment, an employee's status is *probationary*. During this period of time, employment may be terminated by either party without the usual notice given.

PAID HOLIDAYS: New Years Day, Presidents Day, Patriots Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving and Christmas.

SICK DAYS: 10 working days per year (after one year of employment).

VACATION: 10 working days per year after one year of employment; 3 weeks after three full years; 4 weeks after 5 full years.

BEREAVEMENT LEAVE: 3 days for members of immediate family (Husband, Wife, Significant other, Parents, Grandparents, Children, Grandchildren.)

OTHER TIMES OFF: During the first year of employment, and following the probationary period, vacation and/or sick leave *may* be granted by the Steering Committee in special circumstances.

ACCRUAL: Vacation days may be accrued.
Sick days may not be accrued.
If a holiday falls within a vacation period, a day is added to the vacation.

An employee in need of extra time off must do so without pay unless they wish to apply it against sick time or vacation. However this provision may be applied only with permission of the Steering Committee.

EMERGENCIES: An officer of the Steering Committee must be informed of any emergency occurrence.

MISC. APPOINTMENTS: It is strongly urged that whenever possible, routine medical, dental, and other appointments be made before or after the Intergroup office hours.

EMPLOYEE PERFORMANCE REVIEW: The job performance of each employee is reviewed annually in June. The Office Manager is responsible for all employee / volunteer evaluations. Performance evaluation of the Office Manager is the responsibility of the Chairperson of the Steering Committee or his / her designee.

DISCIPLINE: The following actions / behaviors are cause for a warning: unsatisfactory performance / non-performance of duties, excessive tardiness or absenteeism, disregard for personal appearance, discourtesy to members or the public, disregard for established policies and procedures.

A total of three such warning within one years time may result in immediate discharge. Disciplinary actions and discharges are the responsibility of the Office Manager.

Disciplinary action taken on the person of the Office Manager is the responsibility of the Chairperson of the Steering Committee or his/her designee.

TERMINATION: The following actions / behaviors are cause for immediate termination: insubordination, illegal activity, drinking or unauthorized use of drugs, unapproved absence without notice for two consecutive days, gross violations of AA traditions or actions inconsistent with the principles of the AA program, gross negligence in the performance of one's duties, misappropriation of the property of the office, co-workers, or AA members.

RESIGNATION: It is requested that anyone wishing to resign give a minimum of two weeks notice.

GRIEVANCE: No grievance procedure is in place at this time.

4. PAY PERIODS and POLICIES

PAY CHECKS:

Pay checks are issued weekly.

Pay amounts are based on the office hours 9:30 - 4:30 Monday through Friday. No extra hours are to be paid. If an employee comes in early or stays late, there is no allowance for overtime.

Salaries and benefits will be reviewed annually by the Steering Committee at the June Steering Committee meeting. All proposed changes will be brought to the Intergroup Reps meeting for a vote.

Non-salaried persons are paid for the actual hours worked.

5. OFFICE MANAGER: The Steering Committee will employ an individual as Office Manager. This individual, having met the qualifications set forth in the Office Manager Job Description, will be hired on a probationary basis as described elsewhere. This will be a salaried position.

The office policies and procedures manual will be on hand in the office at all times and will be reviewed periodically and kept up to date by the Office Manager and the Steering Committee.

As suggested by the G.S.O., the Office Manager will, after successfully passing the probationary employment period, have a seat and a voice on the Steering Committee, though not a formal vote.

The office manager is expected to inform the Steering Committee in advance of his/her vacation plans or any extended leave.

The office procedures manual outlines the duties and responsibilities of the Office Manager which are listed below.

JOB DESCRIPTION - OFFICE MANAGER

1. QUALIFICATIONS

High school graduate or equivalent - some college or college grad preferred.

Must have a working knowledge of the Alcoholics Anonymous Program and its Traditions.

Experience in usual office procedures and equipment, including computers.

Supervisory experience is desirable.

Knowledge of general accounting procedures is necessary, including Payroll and Payroll Taxes, Accounts Payable and Accounts Receivable, and Inventory Control.

If a member of AA, must have a minimum of five (5) years sobriety.

2. DUTIES AND RESPONSIBILITIES

Responsible for all usual and customary office procedures
Responsible for overseeing volunteers
Work with groups, members and AA committees
Sale of books / materials and inventory control
Supervision of telephone service
Sober Times
12 step list of volunteers
Petty cash
Meeting list
Work with Treasurer of Cape Cod Intergroup
Work with Tax Accountant
Preparation of agenda for, and attendance at the monthly Steering Committee meeting
Other duties as may become necessary

3. SALARY / BENEFITS

Salary offered will be commensurate with the person's qualifications and experience and with Cape Cod Intergroup's fiscal situation.

All benefits listed in general information are provided.

Health Insurance is provided.

OFFICE PROCEDURES

A. SALE OF BOOKS/MATERIALS AND INVENTORY CONTROL

1. SALES: All sales must be recorded on sales forms whether AA literature or non-AA material and whether it is a group sale or to an individual. The sales form should indicate whether payment was by cash or check and if by check, the check number. Once the transaction is completed, the sale is logged into the cash journal under the proper columns.

2. INVENTORY: An inventory spreadsheet is in the computer for both current year and for years past. Once a sale is made, the amount of books, pamphlets, tapes, etc. is added into the current year and month. This inventory spreadsheet automatically adds or deletes from corresponding row and column.

A monthly check of the "on hand" column in the spreadsheet should be done, and appropriate orders are placed as necessary. An actual physical inventory count is done at the end of each month to make sure that the computer information is accurate.

A monthly check on medallions, bumper stickers, wallet cards and items not listed in computer is done and orders placed as necessary.

B. MONEY MATTERS

1. PETTY CASH: Petty cash is not to exceed \$50 at any time. Maintain an itemized record of all money transactions with receipts. Draw petty cash checks from the checking account made payable to the Office Manager when necessary. Checks should be made out in the amount necessary to maintain the petty cash balance at the \$50 level.

2. CASH JOURNAL: The cash journal is kept for all sales and donations. On occasion, a group or individual will request that something be sent to them by mail or by UPS. After their check is received, the amount of money charged for postage or UPS is noted in a separate column. There are columns for cash, checks, AA Literature, Non-AA materials, and for donations, both group and anonymous.

3. DONATIONS: An accurate list of all donations is kept on a monthly basis. This list consists of the groups file, donation spreadsheet for the current year and the treasurer's report for the current month. At the end of the month, a thank you letter is sent to each contributing group's treasurer. At the end of the year, a year-to-date donations list is generated and put in the Sober Times.

If a cash donation is received at the office, there is a form the needs to be made out. Also, a listing of all anonymous donations is kept and noted as such. This listing is maintained in the spreadsheet for the current year and in the treasurer's report for the current month.

4. **WORK WITH CCI TREASURER:** The Treasurer of Cape Cod Intergroup must be given a list of all invoices that are to be paid or that have been paid on a weekly basis. The treasurer must have a copy of the inventory on hand so that he/she can coordinate with the Office Manager if a large order is to be placed.

The treasurer must be given a report of all expenditures, all donations, inventory on hand, and monthly total of sales. These reports are provided in spreadsheet form as well as in the form of graphs.

The treasurer is informed at all times as to the checking account balance, as well as balances in the savings account and in prudent reserve, and in general is kept up to date on all money matters.

5. **WORK WITH TAX ACCOUNTANT:** Spreadsheets starting from July First through June 30 of the following year are prepared from the checkbook. All expenses of Cape Cod Intergroup are included. These spreadsheets also include interest from checkbook, savings and CD's as well as miscellaneous bank charges.

The year end spreadsheet is prepared from the expense spreadsheet and must agree in all aspects. Copies of each month's bank statement are made. The Tax Accountant is also provided monthly with donation amounts, book income amounts, and all Cape Cod Intergroup expenses.

The Tax Accountant may require other information or verification of some piece of information and this is, of course, provided.

6. **BANK DEPOSITS AND BANK STATEMENTS:** The Office Manager is responsible for all bank deposits and for balancing the checkbook as well as for preparing all invoices for payment.

7. **SPREADSHEETS AND GRAPHS:** There are spreadsheets for expenses, donations, and inventory as well as the year-end report. All information for these spreadsheets is kept current in the computer.

C. WORK WITH GROUPS, MEMBERS, AND AA COMMITTEES

Current information on groups, group secretaries, treasurers, and bookies is maintained in the computer. New groups are added as they are formed, as well as any new information about any group such as the name of a newly elected secretary or treasurer, etc. Any such new information is also forwarded to the current Registrar. Make sure that Eleanor Painter of the Cape Cod Times has correct and current information on all open meetings on Cape Cod.

D. MEETING LIST

Information for the meeting list of Cape Cod and the Islands is compiled and kept current. Every effort is made to ensure that the information that goes to the printer for the Summer and Winter meeting lists is accurate and current as to time and place of meeting and the type of meeting and anything else that is pertinent to the meeting list.

E. THE SOBER TIMES

Responsible for all information in the Sober Times each and every month. Note the Tradition of the month and select 2 or 3 items from the Tradition Check List to be included in the publication.

Any/all information regarding an AA event is included in the Sober Times in timely fashion. Any/all information regarding a new group, or changes in an established group's meeting time, place, etc., is published.

Also included in the Sober Times each month is the CCI Treasurer's report, CCI Secretary's report, and calendars for the office and for E.I.C.

The mailing list for The Sober Times consists of all group Secretaries as currently listed in the Group File, members of the current Steering Committee, and any individual who requests it. Other Central Service Offices and Intergroups are on the Sober Times mailing list.

F. 12-STEP LIST

An accurate, up-to-date 12-step list is maintained as much as possible. Each telephone in the office should have beside it a copy of the most recent list. The answering service must be supplied with a new list any time a change is made to the list.

In maintaining this list, whenever a person calls and asks to be removed from the 12-step list, try to find out why and try to discourage them from dropping off the list if at all possible. Let them know that they may specify the hours they will accept calls.

If you find any telephone number has changed, please change it on the 12-step list. Also, if you find that a number has been disconnected, that number must be removed from the list.

There is a current year 12-step list in the computer which must be maintained. There is also a current year 12 step report in the computer.

G. VOLUNTEERS

The Office Manager is responsible for any volunteer who comes into the office to help with telephone calls. All volunteers will be given an informational guide to read which spells out policies to be followed.

The Office Manager shall also determine what additional responsibilities may be given an individual and when.

H. TELEPHONE

A good telephone manner is important. Any person answering the office phone should always be courteous and polite. Occasionally, however, an abusive phone call is received. When that happens, the caller should be warned that you will hang up if the abuse doesn't stop. If it does not stop, you may hang up.

The office phone should remain as free as possible so that someone calling for help gets through in good time.

I. CUSTOMARY OFFICE PROCEDURES

The Office Manager is responsible for the regular maintenance and upkeep of all records and files. There should be individual files for all vendors, all tax information, meeting list materials, group information materials, and so on.

Computer maintenance is also the responsibility of the Office Manager.

The Office Manager also oversees the maintenance of the office itself and serves as the liaison with the landlord.

J. STEERING COMMITTEE

The Office Manager is responsible for the preparation of the agenda for the monthly meeting of the Cape Cod Intergroup Steering Committee and is expected to attend the meeting unless other arrangements are made in advance. He/she is responsible for bringing to the attention of the Steering Committee all matters requiring their action.

GUIDELINES FOR VOLUNTEERS

INTRODUCTION

Volunteers play a vital role in the office of Cape Cod Intergroup. These dedicated people bring a spirit of enthusiasm to the office. Volunteers can play a meaningful role in the communications process between the Cape Cod Intergroup and the groups it serves. New ideas are the continued by-product of volunteers helping the operation remain renewed and healthy. Volunteers also provide the additional help which the office needs to remain open.

Volunteers should have a reasonable length of sobriety, one year seems to work well as a standard, and a working knowledge not only of the AA program of recovery, but also of the fellowship's basic structure.

Volunteers perform functions assigned by the Office Manager and their performance is supervised by the Office Manager. All volunteers are asked to read, understand, and agree to abide by these guidelines.

If you are a first time volunteer reading these words, please know that your help is very much appreciated! And please know also, that these guidelines are here to help you **carry the message**.....remember, you may be the only AA with whom someone calling the Intergroup office has ever made contact!

ANONYMITY

Volunteers and staff protect the anonymity of members *at all times*. Requests for telephone numbers from anyone are referred to the person or member in question. The person making the request can leave his or her name and telephone number which can then be passed on to the person who is being sought. Volunteers are asked to remember not to admit or imply that someone is an AA member. **And phone numbers cannot be given to anyone.**

RESPONSIBILITY TO AA

Volunteers must recognize that these guidelines and office procedures have been developed over the course of time and must be adhered to. Also, volunteers ought to listen to the experienced employees and volunteers and be guided by their advice. Every AA has his or her own view of the Fellowship and of the AA program.....and this is as it should be. However, it is vital that when working at the Intergroup Office, an individual may be the only contact an outsider or a newcomer may have with the Program. Because of this, the ideas and attitudes conveyed need to represent the Fellowship as a whole and not the concepts of an individual member, however well meaning that may be. Recognition of the reality could be the difference between getting an alcoholic to a meeting or perhaps losing him forever.

12 STEP FILES

The 12 step file represents a roster of AA members by TOWN and GROUP. While addresses are not placed on these lists, names and phone numbers are. Very careful security is always given to these files. They are never removed from the office and only volunteers of proven reliability have access to them. Whenever these files are not in use, they are placed in a secure location.

HANDLING CALLS FOR HELP

Handling calls from sick and suffering alcoholics is one of the primary reasons for the existence of an Intergrup Office. It is vital not to lose one's temper, raise our voice, or become embroiled in an argument. A calm and gentle voice can often achieve wonders. If you are handling a call, and you feel yourself "losing it", it is best to put the caller on hold for a few moments until your temper has cooled off.

The first step is to determine the cause for the call *from the caller's standpoint*. The volunteer must not jump to conclusions for the caller. The sick alcoholic is permitted to state his or her own purpose for the call. Then that specific can be answered, keeping in mind what AA can do and what AA cannot do.

Since many callers have only a vague idea of their desires, suggestions are made with great care and only if a clear field seems open to do so.

If you are alerting a 12 stepper to go on a call, be sure to tell him or her of all circumstances as you have determined them.

NO FALSE PROMISES

Promises made to alcoholics **must always be kept**. All promises must be carefully considered, again keeping in mind what AA can and cannot do.

12 step calls are placed as promptly as possible and **NEVER** allowed to go overnight.

A call should not be left with one member to be referred to some vague second member.

THIRD PARTY CALLS

Generally speaking, third party calls should be referred to a staff member. If that is not feasible, remember that it is the **alcoholic himself or herself** who needs to ask for help.

SICK CALLS FROM ALCOHOLICS WHO CANNOT OR WILL NOT STOP DRINKING

These calls are almost always impossible to handle effectively. They can be difficult to determine initially and they can take a lot of time that is to no avail. Such calls are firmly terminated when it becomes obvious that the caller is drinking and in no condition to receive help. AA cannot win them all, and with this kind of call, we wind up talking to alcohol and not to the alcoholic. Say a prayer, and hopefully the alcoholic will eventually see the light.

REQUEST FOR HELP FROM NON-ALCOHOLICS

AA Can deal only with alcoholism and cannot offer help beyond that requested by the admitted alcoholic. People with other problems might be referred to Al-Anon. But remember that our phones need to remain open for the alcoholic who is reaching out for help. Remember, too, that AA does not give **legal, medical or other professional help**. Volunteers need to be very careful not to involve AA beyond its scope of activity.

LITERATURE AND BOOK ORDERS

Please refer all such calls to a staff member or to the Office Manager.

NOTICES FOR SOBER TIMES

These calls should be referred to a staff person or to the Office Manager.

CALLS FROM PROFESSIONALS

Calls from Judges, Doctors, members of the Press or from outside agencies, should be referred to a staff member or to the Office Manager.

AA'S WISHING INFORMATION

If an AA member calls for info for or about traditions or service or whatever, the question is answered or say you'll find out. Please don't say you don't know. We are here to get answers. If in doubt, refer such a call to office staff.

EMERGENCIES.....USING INDIVIDUAL JUDGMENT

In emergencies and unusual circumstances, Cape Cod Intergroup Volunteers must use individual judgment. These guidelines cannot possibly cover all conceivable situations.

Remember that our goal is to help alcoholics who request help. AA principles and traditions should be followed as much as possible and whenever possible.

Guidelines for Steering Committee Members

The Steering Committee is responsible for the administration of Cape Cod Intergroup, and is elected by and answerable to the AA Groups of Cape Cod through their Intergroup Representatives. Minimum sobriety is two (2) years.

MEMBERSHIP

The Steering Committee is composed of a Chairperson, Vice Chairperson, Secretary, Treasurer, Alternate Treasurer and four (4) Trustees, one of whom will be the immediate past Chairperson.

DUTIES

A. CHAIRPERSON: shall preside at the monthly Cape Cod Intergroup Representatives meeting and at the monthly Steering Committee meeting. May be required to sign documents on behalf of Cape Cod Intergroup.

Is responsible for annual performance evaluation of Office Manager or for appointment of a Steering Committee member to do the evaluation.

Is responsible for any disciplinary action involving the Office Manager or for the appointment of a Steering Committee member to take such action.

After serving a one year term as Chairperson, is selected automatically for a one year term as Steering Committee Trustee.

B. VICE CHAIRPERSON: shall perform the duties of the Chairperson in his/her absence.

Will head a Nominating Committee which shall present a slate of officers at the regular May meeting of the Intergroup Reps.

After serving a one year term as Vice Chairperson, is selected automatically for a one year term as Chairperson.

C. TREASURER: shall verify and certify to the correctness of all financial records of the Cape Cod Intergroup Office. The finances of Cape Cod Intergroup will run on a fiscal year beginning July 1st and ending the following June 30th.

Submits a monthly financial report, a copy of which will be published in the monthly bulletin sent to all member groups.

Supplies four quarterly reports and an annual report to the Intergroup Reps and to the Tax Accountant for preparation of IRS filings.

Is responsible for overseeing all bank transactions.
All checks issued by the Treasurer are to be counter-signed by the Office Manager.

The books shall be examined annually.

D. ASSISTANT TREASURER: shall assume duties of Treasurer in his/her absence.

After serving a one year term as Alternate Treasurer, is selected automatically to serve a one year term as Treasurer.

E. SECRETARY: Is responsible for recording and submitting typed minutes of the Cape Cod Intergroup Reps meeting and of the monthly Steering Committee meeting to the Office Manager.

The minutes of the Rep's meeting shall be received by the Office Manager on or before the 25th of the month for inclusion in the Sober Times.

F. TRUSTEE: will assist the Steering Committee officers in all manners of business.

Are elected for a one year term and may succeed self for an additional one year term if elected.

VOTING

Steering Committee members have a voice, but no vote, at Intergroup Reps meetings.