

AL-ANON INFORMATION SERVICE INC.  
OF GREATER ROCHESTER, NEW YORK CHARTER AND BY-LAWS

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AL-ANON INFORMATION SERVICE INC.  
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AL-ANON INFORMATION SERVICE OF GREATER ROCHESTER CHARTER

**Article 1**

The name of the Association shall be Al-Anon Information Service of Greater Rochester (AIS) Inc.

**Article 2**

The place in this state where the principal office of the Association is to be located is in Rochester, County of Monroe, State of New York.

**Article 3**

Said Association is organized exclusively for charitable, religious, educational and/or scientific purposes, including, for such purposes, the making of distributions to Associations that qualify as exempt Associations under Section 501(c)(3) of the Internal Revenue Code of 1954 (or the corresponding provisions of any future United States Internal Revenue Law).

**Article 4**

The AIS Charter and By-Laws are intended to be consistent with the Al-Anon Traditions and Concepts and the Al-Anon/Alateen Service Manual, current version. Guidelines in these documents are subject to the group conscience as determined by Al-Anon in the Greater Rochester area.

**Article 5**

Any local registered Al-Anon or Alateen group may agree to support an Information Service but joining is purely voluntary.

**Article 6**

The Information Service is supported by the groups it serves within its geographical boundaries; it should not seek support outside that area. Contributions are voluntary and are not a condition of membership.

**Article 7**

Officers are only trusted servants, always remembering that they do not govern. Officers are directly responsible to the Al-Anon fellowship for actions and decisions of any kind that might reflect directly or indirectly upon Al-Anon as a whole.

**Article 8**

No part of the net earnings of AIS shall inure to the benefit of, or be distributable to its members, trustees, Officers or other private persons, except that AIS shall be authorized and empowered to pay reasonable compensation for services rendered and to make payments and distributions in furtherance of purpose set forth in Article 3 hereof. No part of the activities of AIS shall be the carrying on of propaganda, or otherwise attempting to influence legislation, and AIS shall not participate in, or intervene in (including the publishing or distribution of statements) any political campaign on behalf of any candidate for public office.

**Article 9**

Notwithstanding any other provision of these articles, AIS shall not carry on any other activities not permitted to be carried on (a) by an association exempt from Federal income tax (or the corresponding provision of any future United States Internal Revenue law) or (b) by a corporation, contributions to which are deductible under Section 170( c )(2) of the Internal Revenue Code of 1954 (or the corresponding provision of any future United States Internal Revenue law).

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**Article 10**

In the future, should AIS of Greater Rochester cease to function for any reason, any money in the treasury shall be forwarded to the World Service Office AI-Anon Headquarters with a note of explanation.

Upon the dissolution of AIS, the Financial Committee shall, after paying or making provisions for the payment of all the liabilities of AIS, in such a manner, or to such association or organizations organized and operated exclusively for charitable, educational or scientific purposes as shall at the time qualify as an exempt association or organization under Section 501 (c )(3) of the Internal Revenue Code of 1954 (or the corresponding provision of any future United States Internal revenue Law), as the Service Center Committee shall determine. Any such assets not so disposed of shall be disposed of by remitting to the World Service Organization.

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**SECTION I - DUTIES AND FUNCTIONS OF AIS**

- A. The information service performs the following functions:
1. Maintains an office or a PO box and a responsive website.
  2. Receives e-mail, mail and phone inquiries and provides information about Al-Anon and meetings.
  3. Publishes a monthly meeting list and posts on the website.
  4. Provides Public Outreach within the community as needed.
  5. Maintains a stock of Conference Approved Literature (CAL).
  6. Distributes via e-mail or website its own newsletter of local activities. It is suggested that ISRs bring a hard copy of the newsletter to the meeting they represent.
  7. Coordinates area Alateen sponsors and encourages the exchange of ideas and suggestions for the growth and unity of Alateen.
  8. Maintains records of its meetings, activities, and finances.

**SECTION II - AIS REPRESENTATIVES (ISRs) AND ALTERNATES**

- A. DISTRICTS INCLUDED IN ROCHESTER AIS AREA; 2, 14, 19, 20, 25, 27, and 29.
- B. INFORMATION SERVICE REPRESENTATIVES (ISRs) AND ALTERNATES
1. Each Al-Anon/Alateen group in the above districts shall be represented by one ISR.
    - a. Each group elects one ISR to represent their group at the AIS business meeting. The ISR is also the Alternate GR. The Group Representative (GR) of each group may serve as the alternate ISR. Each group has only one vote (Service Manual current version).
    - b. Each group exercises its own judgment as to its ISR's qualifications (length of service, experience, etc.) with suggested guidelines available in the Al-Anon/Alateen Service Manual, current version.
    - c. Except, according to Al-Anon/Alateen policy, an Al-Anon/Alateen member who is also a member of Alcoholics Anonymous is not eligible to serve as an ISR. (Service Manual current version).
  2. Any Al-Anon/Alateen member may attend any regular AIS meeting and may participate in discussions but does not have voting privileges.
  3. District Representatives (DRs) are encouraged to attend monthly AIS meetings.

**Section III - OFFICERS**

- A. OFFICERS
- AIS Officers shall consist of Chairperson, Vice-Chairperson, Secretary, and Treasurer.
- B. ELIGIBILITY
- An AIS Officer must live within the geographical boundaries of the groups they are serving.
  - Al-Anon/Alateen dual members of Alcoholics Anonymous are eligible to serve as Secretary and Treasurer but not to vote on policy.
  - Al-Anon/Alateen members who also belong to Alcoholics Anonymous are not eligible to serve as Chairperson or Vice-Chairperson.

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- Only a present or past ISR is eligible to become a Chairperson or Vice-Chairperson. ISR (Information Service Representative, aka Alternate GR.)

**C. TERM OF OFFICE**

- The term of office is two years.
- Officers will attend or send a representative to monthly meetings.
- Members leaving service positions will be available as a resource for new office holders or coordinators. This is to assure continuity and to support the learning of new officer holders. Written reports are optional.

**D. Voting**

- Any AIS Officer may vote if concurrently an ISR.

**E. DUTIES AND RESPONSIBILITIES OF OFFICERS**

- Officers shall submit a written report to the Secretary for the regular AIS business meeting.
  - An Officer who is unable to attend the monthly AIS meeting should forward their report to the Secretary.
  - Vacancies - See Section VI, B.
1. Chairperson
    - a. Conducts all AIS meetings.
    - b. Sets the agenda with the secretary.
    - c. Coordinates with the Vice-Chairperson and AIS Officers to call special meetings when necessary.
    - d. Is the Alternate Intergroup Representative.
    - e. Coordinates the Service Workshop with Vice-Chairperson and Activities.
    - f. Attends AWSC meetings or finds a substitute.
    - g. Reviews By-Laws and recommends updates and provides them for posting on the website.
  2. Vice-Chairperson
    - a. Serves in the absence of the Chairperson and/or Secretary.
    - b. Can appoint a temporary secretary.
    - c. May act as a welcoming liaison for new ISRs.
    - d. Chairs the Nominating Committee (i.e., reaches out to DR's for help or groups if there is no DR).
    - e. Reviews By-Laws and recommends updates and provides them for posting on the website.

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3. Secretary

- a. Takes minutes of AIS meetings. Minutes to be completed by 3rd Saturday of the month, proofed and sent to the website. Minutes will be circulated 10 days before the next meeting along with a call for reports for the monthly AIS meeting.  
The secretary will maintain an up to date sign in sheet with contacts for members. New members will be added to the list after being asked if it is okay; this is for communication purposes only.
- b. Informs the Chairperson of the third consecutive absence of an Officer or Standing Committee Chairperson.
- c. Reads only the section(s) of the minutes of the previous AIS meeting pertaining to a new policy decision.
- d. Reads the report of any absent Officer.
- e. Uses BCC when emailing any correspondence.
- f. Sets the agenda with the Chairperson.
- g. Maybe a dual member.

4. Treasurer

- a. Handles all financial matters and maintains appropriate accounts through recognized financial institutions.
- b. The Treasurer will have the power to authorize checks.
- c. Rochester AIS Tax Exempt Certificate, for sales tax exemption, is available through our treasurer at Rochester AIS. Please contact our treasurer before making purchases.
- d. Gives written financial report at monthly AIS meetings.
- e. Provides a written monthly report for the Newsletter and website.
- f. Is responsible for preparing and filing all necessary forms required by City, County, State, or Federal Government.
- h. Maintains books for Annual Review.
- i. Is a member of the Finance Committee.
- j. Reviews and negotiates the lease with the Finance Chair.
- k. Receives quotes for any proposed expenses.
- l. Maybe a dual member.
- m. The Treasurer must be able to work with:
  - Computer.
  - Online Banking.
    - o Deposits.
    - o Check Issue.
    - o Printing statements.
  - Work with Microsoft Word, Excel, Acrobat and PDF files.
  - Email.
  - Using tax exempt purchases.
  - Work with Quicken software.
  - Annually files IRS form 990-EZ to maintain Non-Profit status.

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**SECTION IV - MEETINGS**

**A. MEETINGS**

Meetings are held for business purposes of AIS. It is suggested that participants act with decorum and mutual respect. CAL literature; S-71, S-72 and S-73. A group conscience and the Service Manual can be used for help with conflict resolution.

**B. REGULAR MEETINGS**

1. There shall be regular monthly meetings of AIS.
2. The SUGGESTED agenda of the regular business meeting is:
  - a. Open with a moment of silence, followed by the Serenity Prayer.
  - b. Read the 12 Traditions and 12 Concepts of Service.
  - c. Read expanded version of the Concept of the month.
  - d. Welcome any and all newcomers and Roll call.
  - e. Only ISR's can vote. An ISR is someone who represents a group.
  - f. Officers' reports.  
Secretary (reading only the section(s) of the minutes of the previous meeting pertaining to a new policy decision)  
Treasurer (financial report), Vice-Chairperson, Chairperson
  - g. Reports of Standing and Special Committees.
  - h. Unfinished business.
  - i. New business.
  - j. Group conscience inventory as needed.
  - k. Adjournment.
  - l. Meetings will be the 2nd Saturday of the month unless otherwise designated.

**C. VOTING**

1. The ISR (or alternate) of each group has voice and full voting privileges.
2. Each group has one vote if there is an ISR or alternate representative of that group present at the time of voting.

**D. SPECIAL MEETINGS AND GROUP CONSCIENCE**

Any Al-Anon member may call for a special meeting or group conscience of the AIS body by contacting the Chairperson or Office and making such a request.

**SECTION V - COMMITTEES**

Committee members must live within the geographical boundaries of the groups they are serving.

**A. COMMITTEES**

All business shall be delegated to Standing or Special Committees whenever possible. Chairpersons may appoint members or accept volunteers who may be ISRs or Al-Anon/Alateen members. No one may hold more than one Chair position.

**B. SPECIAL COMMITTEES**

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Special Committees may be formed as the need arises, subject to the approval of the majority of AIS voting members at the meeting.

**C. STANDING COMMITTEES**

Committee members must live within the geographical boundaries of the group they are serving. A dual member may hold the following positions.

**1. ACTIVITIES COMMITTEE**

Coordinates special activities for AIS (such as the traditional spring Tureen Supper).

**2. ALATEEN COMMITTEE**

WSO Guidelines – G-6, G-7, G-16, G-19, G-24, and G-34.

Maintains up-to-date information about and coordinates Alateen activities in the AIS area. Communicates and cooperates with the New York North Alateen Coordinator. Adheres to area Alateen guidelines.

**3. BOOK DEPOT COMMITTEE**

- a. Maintains an adequate inventory of Al-Anon/Alateen Conference Approved Literature (CAL) for sale at the Service Center. Fills literature orders and dispenses CAL to Al-Anon/Alateen groups and the community.
- b. Maintains inventory records.
- c. Informs AIS of new CAL publications; works with committee chairs to coordinate set-ups of CAL as needed for health fairs, days of Al-Anon and conferences.
- d. WSO guidelines – G-6, G-18, and G-31.

**4. FINANCE COMMITTEE**

- a. Reviews the financial records of AIS.
- b. Prepares and submits a written annual financial report to AIS by the end of the first quarter of each new year.
- c. Receives all Chairpersons' budget requests by August 1st.
- d. Prepares a preliminary Budget by September 1st. Provides the preliminary Budget to each Standing Committee for review.
- e. Receives the reviewed budget copy from the Standing Committees by October 1st.
- f. Presents the proposed Budget for publication in the October Newsletter.
- g. Presents and recommends the proposed budget for approval and voting at the November AIS meeting.
- h. The committee will consist of:
  - i. Finance Committee Chairperson
  - ii. Treasurer
  - iii. Up to three Al-Anon/Alateen volunteers.
- i. If no Finance Committee, then the Treasurer, Chairperson or Al-Anon member substitute, and up to three Al-Anon/Alateen volunteers.



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**5. INTERGROUP REPRESENTATIVE**

A member appointed or elected by AIS. They provide a link between AIS and the New York North Area, exchanging information between the two. They vote at the Area World Service Committee, (AWSC), as the AIS representative, but not at the Spring Assembly/Convention or the Fall Assembly unless a GR. They may meet with districts to encourage participation at the AIS level and help coordinate projects between NYN Area Coordinators and AIS committees.

The Intergroup Representative writes up a report for the AWSC meetings and assemblies. The report is usually posted on the NYN website 1-2 weeks before the meeting.

The Intergroup Representative sends reports monthly to the AIS secretary and attends monthly meetings of AIS. Dual members are not eligible (Service Manual current version).

**6. NEWSLETTER COMMITTEE**

Compiles, publishes, and distributes a monthly Newsletter for AIS via e-mail and posted on the website.

- Use email lists.
- Manage email lists.
- Ensure anonymity of all and use BCC when emailing.
- WSO guideline – G-21.

**7. PUBLIC OUTREACH COMMITTEE**

- a. Provides Al-Anon/Alateen information to the general public via the various media, and to professionals who are in contact with persons affected by the disease of alcoholism. Communicates and cooperates with the districts and with New York North Public Outreach Coordinator.
- b. SPECIAL SERVICES.  
Provides Al-Anon/Alateen information for special-interest groups (i.e., hearing impaired, etc.).
- c. WSO guidelines – G-9, G-19, G-14, G-29, and G-38.

**8. OFFICE MANAGER**

- a. Service Center Office Committee (SOC) shall consist of the following members:
  1. Office Manager.
  2. Book Depot.
  3. Finance representative and Treasurer.
  4. Up to three Al-Anon/Alateen members.
- b. The Office Manager:
  1. Oversees the operations of the Service Center.
  2. Employs and supervises the employee (when applicable).
  3. Is in charge of employment of additional help, after budget considerations and approval of AIS voting members.
  4. Submits equipment service contracts and purchases or changes in equipment not provided for in the approved budget to the voting membership one month prior to the next regularly scheduled monthly AIS meeting. Final approval is obtained from the AIS voting members.

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5. Schedules and arranges training for volunteers to answer the telephones and assist with the operation of the AIS office during working hours. Has available and maintains a list of these volunteers' names and phone numbers at the service center. Checks the phone when there are no volunteers and keeps a copy of all calls.

**9. WEB COMMITTEE**

- a. Works along with and assists Web Tech.
- b. Proofreads website for accuracy.
- c. Provides a monthly traffic report to the secretary.
- d. Coordinates our electronic meeting accounts.
- e. Abides by the WSO guidelines – G-40
- f. Is responsible for content updates of the website.
- g. Responds to or forwards online requests for information and/or services.

**10. WEBSITE TECH**

- a. Appointed or employed by the Web Committee.
- b. Abides by the WSO guidelines G-40.
- c. Maintains, monitors, and updates all components (security) features etc. of the website.
- d. Security certificates (SSL) if needed.

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**SECTION VI - ELECTION PROCEDURES AND VACANCIES**

**A. ELECTIONS**

Officers and Committee Chairpersons are elected for a 2-year term of office. To ensure experienced leadership, all committee Chairpersons should not be elected in the same year. No committee Officer or Chairperson shall succeed himself/herself unless elected unanimously.

1. In November of the year the original charter was adopted (1989) and every odd numbered year thereafter, elections shall be for:
  - a. AIS Chairperson.
  - b. Secretary.
  - c. Book Depot Chairperson.
  - d. Office Manager.
  - e. Finance Chairperson.
  - f. Intergroup Representative.
2. In November of the even numbered years, elections shall be held for:
  - a. Vice-Chairperson.
  - b. Treasurer.
  - c. Alateen Chairperson.
  - d. Web Committee Chairperson.
  - e. Newsletter Chairperson.
  - f. Public Outreach Chairperson.
  - g. Activities Chairperson.
3. When the Vice-Chairperson is running for election as Chairperson, other nominations may be taken from the floor or submitted to the Secretary in writing prior to the election.
4. The list of proposed Officers and Committee Chairs will be published in the October Newsletter.
5. Election of officers will be held at the November meeting. Newly elected Officers will assume office January 1st of the coming year.

**B. VACANCIES**

1. Any office vacated during an elected term shall be filled by a special election.
2. The nominating committee should call for nominations at the AIS meeting.
3. If there are nominations for the vacancy, elections should be held at the next AIS meeting after publication in the newsletter. If there are no nominations the committee shall appoint someone. Those people elected or appointed to fill an interim vacancy shall serve until the next scheduled AIS election for that term.
4. Those filling vacancies may be elected at the regular November election of the appropriate year for one more full term in office in the same capacity or any other position.
5. A vacancy may be declared after three consecutive absences without submitting a report.

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**SECTION VII - FINANCES**

- A. Sufficient operating funds, enough for a one-year operating reserve, (equal to the fixed expenses of the previous 10 years), is the financial goal of AIS.
- B. The financing of AIS activities shall be from:
  - 1. Contributions by groups or interested individuals within Al-Anon/Alateen.
  - 2. Book Depot literature sales.
  - 3. Special projects or activities
- C. Suggested limits on contributions by individual members to Al-Anon/Alateen are contained in the Service Manual, current version, and in the Digest of Al-Anon/Alateen Policies.
- D. All contributions and income from donations/special projects/literature sales are allocated to the General Fund. Funds cannot be earmarked for special purposes unless recommended by the World Service Conference.
- E. All checks will be issued electronically by the Treasurer (Electronic Banking).
- F. A yearly budget is to be a Balanced Budget.

**SECTION VIII - SALARIED EMPLOYEES**

- A. The Service Center may employ a Service Center Manager and additional employees as necessary and as financially able.
- B. The Office Manager shall recommend any additional employees, as it may deem necessary to the Finance Committee. The Finance Committee will submit this request to the voting members of AIS. Any employee should disqualify himself/herself from office as Group Representative (GR), District Representative (DR), Assembly Officers, Delegate or Regional Trustee (RT) candidate. This also applies equally to any member of the Area World Service Committee, such as coordinator of a special service. No paid employee may continue to serve as an Al-Anon/Alateen Officer, or as a voting member of AIS.
- C. A Service Center employee shall be compensated at a reasonable salary in accordance with the approved budget.
- D. The salary of the Service Center employees shall be recommended by the Service Center Committee, with an annual review. Salary should reflect the employee's skill as well as current salary scales in the community and must meet state minimums.
- E. The Service Center Manager is under the direct supervision of the Service Center Committee. Additional employees are under the direct supervision of the Service Center Manager.

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**SECTION IX - RETENTION OF AIS RECORDS**

- A. All official records (the By-Laws and Charter as well as Minutes and Financial Report) of AIS shall be kept at the AIS office.
- B. All publications of value to the local membership will have a copy on file at the AIS office. The recommendations are:
  - 1. The Forum (current copies).
  - 2. Northern Hi Lights (current copies).
  - 3. WSO newsletters (current copies).
  - 4. AIS Newsletter on the website.
  - 5. AIS minutes on the website.

**SECTION X - ADOPTION AND AMENDMENT**

- A. Charter revisions shall be adopted by a majority of ISRs attending the monthly AIS meeting.
- B. The By-Laws may be amended at any regular meeting of AIS. A proposed amendment must be published in the previous month's Newsletter and must be adopted by a majority of ISRs attending the monthly AIS meeting.

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**APPENDIX A**

**ROCHESTER AIS**

**Who Can Vote: ISR or their alternate or designee.**

ONE VOTE PER GROUP, ONE VOTE PER PERSON VOTING PROCEDURE

1. A RECOMMENDATION will be made and explained.
2. We will need a MOTION and a SECOND to the motion. (Please give your first name if you make a motion or second a motion).
3. We will have a DISCUSSION and QUESTIONS.
  - A. Each person will have one turn to express his or her opinion on an issue.
  - B. Each person is expected to be brief.
  - C. If we need an AMENDMENT to a motion:
    1. We need to MOTION TO AMEND and a SECOND.
    2. We will DISCUSS amendment.
    3. We will VOTE on AMENDMENT.
    4. If we need further amendment, we will table the motion and discuss further at a later time.
  - D. We will READ the original or amended motion.
4. We will VOTE on motion as read. Yes/No/Abstain
5. A simple majority is required to pass.

.....  
**TRADITION 2:** For our group purpose there is but one authority--a loving God as He may express Himself in our group conscience. Our leaders are but trusted servants; they do not govern.

**TRADITION 12:** Anonymity is the spiritual foundation of all our Traditions, ever reminding us to place principles above personalities.

**CONCEPT IV:** Participation is the key to harmony.

**CONCEPT V:** The rights of appeal and petition protect minorities and assure that they be heard.

**APPENDIX B**  
**Email Etiquette**

**III. E-Mail Etiquette Checklist**

E-mail has become a staple of our everyday lives as a means of communicating with each other. We often see it as a way of expressing ourselves casually and informally. Yet e-mail is a legitimate means of professional communication, which requires a set of rules or etiquette designed to facilitate appropriate correspondence. By the use of certain etiquette rules of email, important information and discussion is shared with greater effectiveness. Though there are numerous rules of email etiquette, only a few of the most essential rules will be listed.

- Be friendly.
- Use correct grammar, spelling, punctuation, and sentence structure.
- Keep on point and be concise.
- Answer all questions thoroughly.
- Keep email friendly.
- Reply promptly.
- Use attachments as needed.
- Use reply and reply all as needed.
- Maintain Anonymity when using email addresses and BCC.
- Do Not
  - Create chain mail letters or forward email received.
  - Share confidential Information.
  - Share inappropriate Information.
  - Share copyrighted information.

There are many other aspects of e-mail etiquette, but the suggestions above are a good start to professional communication.

**APPENDIX C**

**World Service Office  
The KBDM Questions  
Knowledge-Based Decision Making**

How to get the information we need to have for an informed group conscience

Gather information for these questions for all of your discussion topics. Gather this information prior and during a discussion and get the information out to people before the actual discussion begins. Everyone can add to them. Use them as a basis for discussion. They provide common information so everyone can be on the same page.

**Five Important Questions**

**Question 1:**

What do we know about our members' or prospective members' needs that is relevant to this discussion?

**Question 2:**

What do we know about the resources and our vision for the organization that is relevant to this discussion?

**Question 3:**

What do we know about the current realities and evolving dynamics of the world and our fellowship that is relevant to this discussion? What are the Pros and Cons?

**Question 4:**

What are the ethical implications of our choices? In other words,... Will our decision be consistent with our spiritual principles?

**Question 5:**

What do we wish we knew, but don't?

Revision of the bylaws - 3/7/24 - p. 8 #4, added J

Revision of the bylaws - 3/7/24 - p. 9 #8, Office Coordinator

Revision of the bylaws - 3/7/24 - p. 11 - Elections #1D, Office Coordinator