## TABLES:

The Acronyms and Glossary were created from definitions in the Al-Anon Service Manual where possible, from WSC Summaries, and from resources available on other Al-Anon Area, District, and AIS websites.

## Table 1:  ACRONYMS

| AA | Alcoholics Anonymous |
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| AAPP | Area Alateen Process Person |
| AFG | Al-Anon Family Groups |
| AIS | Al-Anon Information Service |
| AISL | Al-Anon Information Service Liaison |
| Alt-DR | Alternate District Representative |
| Alt-GR | Alternate Group Representative |
| AMIAS | Al-Anon Member Involved in Alateen Service |
| ASL | American Sign Language |
| AWSC | Area World Service Committee |
| AZAC | Arizona Alateen Conference |
| BOT | Board of Trustees |
| CAL | Conference Approved Literature |
| CCT | Conference Committee on Trustees |
| CLT | Conference Leadership Team |
| COB | Chairman of the Board |
| CMA | Current Mailing Address |
| CPC | Cooperating with the Professional Community |
| DR | District Representative |
| ESH | Experience Strength & Hope |
| EVIC | East Valley Information Center |
| GR | Group Representative |
| GSO | General Service Office |
| IAGSM | International Al-Anon General Services Meeting |
| ICC | International Coordination Committee |
| ISR | Information Service Representative |
| IT | Information Technology |
| KBDM | Knowledge Based Decision Making |
| LDC | Literature Distribution Center |
| PI | Public Information |
| PO | Public Outreach |
| PSA | Public Service Announcement |
| RAW | Roving Area Workshop |
| RT | Regional Trustee |
| SAC | Service Action Committee |
| SoAIS | Southern Arizona Al-Anon Information Services |
| SP | Spiritual Principles |
| SRVAIS | Salt River Valley Al-Anon Information Service |
| SWRDM | Southwest Regional Delegates Meeting |
| TAL | Trustee at Large |
| TEAM | Together Empowering Al-Anon Members |
| WSC | World Service Conference |
| WSO | World Service Office |
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# Table 2:  GLOSSARY

Note: The members' sections of the World Service Office (WSO), the Arizona Area and Al-Anon Information Services (AIS) websites are all password protected. Contact AIS offices for passwords to those websites. If you need the password to the Area or WSO websites, email: **survey@al-anon-az.org**

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| AIS | The Al-Anon Information Service is a local service center established by Groups located close enough to one another for easy access and communication. It exists to aid the Groups it serves in the common purpose of carrying the Al-Anon/Alateen message to the families and friends of alcoholics. It is also referred to as the Literature Distribution Center (LDC) or Intergroup. (see the Area Website for a list of all Area AIS/LDC/Intergroups) |
| Al-Anon Members' WSO Website: | **Al-Anon Members' WSO Website is:  al-anon.org/for-members/** |
| AMIAS | AMIAS is an acronym for Al-Anon Member Involved in Alateen Service. An AMIAS is a person who has direct care and responsibility for Alateens while being of service to Alateen. This includes, but is not limited to Alateen group sponsors, chaperones, and drivers. Area AMIAS certification is a requirement. |
| Anonymity | There are three parts to Al-Anon anonymity: anonymity as it applies outside Al-Anon, anonymity within Al-Anon; and anonymity as it pertains to us personally. <br> *Anonymity Outside Al-Anon* - The motto "What you see here, what you hear here, whom you see here, stays here" sums up anonymity outside Al-Anon. We guard the anonymity of others in Al-Anon, Alateen, and AA by not revealing whom we see or what we hear in meetings. This provides comfort for new members that their identity will not be revealed upon joining Al-Anon. Al-Anon is protected from members who may seek public recognition by Tradition Eleven. Members are cautioned to use only their first name or a pseudonym when speaking or writing as a member of Al-Anon. Faces of Al-Anon or Alateen members should not be recognizable in photographs, TV appearances, or Internet pictures used in association with Al-Anon. <br> *Anonymity Within Al-Anon* - Individual members may use their full name whenever they wish within Al-Anon. Members can decide for themselves the degree of anonymity they want within Al-Anon. <br>    "Anonymity in Service- In Al-Anon/Alateen service positions (Group Representatives, District Representatives, Coordinators, World Service Conference members, etc.), it is practical to use full names and addresses to facilitate communication." p93 *Digest of Al-Anon/Alateen Policies* <br> *Anonymity Personally* - Each member has equal rights as other members regardless of social, educational, or financial position. Anonymity of our personal lives ensures equal sharing. |
| Area | An Area is comprised of groups and districts in a specific geographical space, usually an entire state or province. Arizona is Area 01. |
| Area Members' Website | **Area Members' Website is:  al-anon-az.org/membership/** |
| Assembly | An Area Assembly is a meeting for the Group Representatives (GRs) to conduct Al-Anon business. On election years, the GRs elect a Delegate, an Alternate Delegate, and Assembly Officers. They also meet to receive and discuss WSO and Area reports. |
| Board of Trustees | The WSO Board of Trustees serves as the legal entity for Al-Anon groups in the United States, Canada, Bermuda, and Puerto Rico. It also provides leadership to the Boards in other structures around the world. The following committees support the WSO Board of Trustees: Audit Committee, Conference Leadership Team (CLT), Conference Committee on Trustees (CCT), Executive Committee, Forum Editorial Advisory Committee, Finance Committee, International Coordination Committee (ICC), Literature Committee, Nominating Committee, Policy Committee, Public Outreach Committee |
| Centro De Informacion y Distribucion Al-Anon de Az. | **Members' Website:  oih-al-anon-az.org** <br> Telephono: (602) 275-4343 |
| Committee | A Committee is formed by the Board of Trustees and responds to an ongoing need of Al-Anon Family Groups. While it does not manage or conduct the active affairs of the service department it is related to (such as Public Outreach, Literature, etc.), it may make recommendations about any work it is doing or considering. It is often thought to be a permanent part of an organization. It can be an originating body and a Thought Force or Task Force may evolve from a Committee. |
| Concepts | The Twelve Concepts is Al-Anon's third legacy and relates to service. The concepts guide us as we do Al-Anon service work such as sponsoring a newcomer, telling our story at a meeting, distributing literature, supporting Groups financially, being a Group, District, Area, or WSO Officer, and helping friends or families of alcoholics. |
| Convention | Area-wide Conventions, Rallies, Reunions, Roundups (or Any Other Large Get Together) attract many members, drawing them to celebrate and share their experiences. Where possible, members planning Area or region-wide conventions work closely with the local Area World Service Committee(s). Good communication assures better attendance as well as goodwill. |
| Declaration | The Al-Anon declaration: "Let it begin with me. When anyone, anywhere, reaches out for help, let the hand of Al-Anon and Alateen always be there, and let it begin with me." |
| Delegate | A Delegate is a Liaison between Area and World Service Office (WSO). The Delegate and Alternate Delegate are voted into the position by Group Representatives (GRs) at an Assembly. |
| Delegates Day | Our Delegate gives the World Service Conference Report to the Area on "Delegate's Day".  Delegate's Day is held after the World Service Conference (WSC) and before our Fall Area World Service Committee (AWSC). |
| District | Areas are divided into Districts with the approval of the Assembly. Arizona is divided into 25 Districts: 1, 2A, 2B, 3, 4, 5, 6, 7, 8, 9, 10S, 11, 12, 13, 14, 15, 17, 18, 20, 21, 22, 23, 24, 25, and 26S |

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| District Meeting | A District meeting is a meeting of the GRs and is held within the boundaries of a District. The meeting is an opportunity to discuss District matters with other GRs, listen to reports, and to elect a District Representative. |
| District Representative | A District Representative (DR) is elected by the GRs in a District. The DR is a Liaison between the Area and the District. The DR passes information from the Delegate and Area to the District. The DR also passes information from the District GRs to the Area. |
| East Valley Information and Literature Distribution Center | **Members' Website is:  al-anoneastvalley.org**<br>Call (480) 969-6144 for password |
| Forum | *The Forum* is a monthly publication of Al-Anon Family Groups. Al-Anon and Alateen members share their experience, strength, and hope with all members of Al-Anon. This magazine also contains information from WSO. |
| General Service Office | In other countries, service is often provided by a national General Service Office (GSO) which is linked to the WSO through the International Coordination Committee. |
| Group eNews | *Group eNews* was the electronic communications from the WSO sent to the group's CMA e-mail address to share information to groups that they would not ordinarily receive due to the publication process or postal mailing costs. Groups determine through their group conscience process how information in *Group e-news* is shared with members of the group. Each group has the autonomy to decide how to share the information. Some group's CMA email recipient reads the newsletter and prepares a report, or prints out the newsletter, brings it to the group, and gives a report, passes it around at the meeting, posts on a group bulletin board, clipboard, or binder. Other groups asks the CMA or another trusted servant to make a copy of the newsletter for each member and/or the newsletter is forwarded to group members who have provided an e-mail address for that purpose. |
| Group Representative | A Group Representative (GR) is an Al-Anon member who represents an Al-Anon or Alateen Group at District and Assembly meetings. The GR is elected to a three-year term and is a Liaison between the Group and Area. |
| In the Loop—News from Your WSO | *In the Loop—News from Your WSO* is the WSO newsletter, formerly known as *Group eNew*s. Any member can sign up to receive this electronic newsletter |
| Inside Al-Anon | *Inside Al-Anon* was a bi-monthly newsletter that kept Groups attuned to worldwide Al-Anon activities and the latest material available from WSO. Spring 2006 was the last regular edition of Inside Al-Anon Xtra. The Inside Al-Anon Xtra information will remain available on the **Al-Anon Members' website.** In addition, *The Forum* incorporates Inside Al-Anon Xtra information into the monthly magazine, including a special section in July and August to report on the annual World Service Conference |
| Intergroup | Also known as an Al-Anon Information Service; A local service established and maintained by one or more districts or by groups located close enough to one another for easy access and communication. An Al-Anon Information Service usually: operates a call service, receives inquiries and refers to appropriate group, updates/distributes local meeting lists, holds periodic meetings, coordinates pubic outreach, may serve as a Literature Distribution Center (LDC), may have a newsletter and/or a website. |
| Knowledge Based Decision Making | *Why is the Knowledge-Based Decision-Making Process to Reach an Informed Group Conscience a tool for facilitating a broader discussion of a topic?* • It encourages thorough examination of big issues without an end in mind. • It allows those who make the decision to become far less important than the fact that a good decision is made. • It is a process for ongoing strategic thinking and strategy development that allows for the minority opinion to be heard during the discussion. • It allows us to develop a reputation for value and nimbleness in carrying the message. • It allows us to build a culture on trust and open communication. • It allows us to make decisions using "Our Legacies: The Spiritual Journey of Changing 'Me' to 'We.'" *How is KBDM consistent with the program in forming an informed Group Conscience?* • Open Communication between leadership and membership: "Talk to each other, and reason things out." In Al-Anon we emphasize the flow of two-way communication between our membership and leadership. KBDM is a process that stimulates communication. • Dialogue before Deliberation: This element allows us to discuss the information, ask questions, and express concerns before we construct the motion. The discussion is held with background information being introduced to frame the topic. All points of view are considered at each stage of the decision-making process. Concept Five is included in KBDM because all points of view are considered. Often the discussion reveals that we really don't need a motion; all we needed was to have the discussion. • All decision-makers will have common access to full information: This is often one of the most confusing elements. Sometimes, members think they should have access to all information, whether they are part of the decision-making body or not. Concept Four tells us, "Participation is the key to harmony." The Concept does not say everyone is invited to participate. We are invited to participate, if it is in our role as part of the decision-making body. • We have confidence in the competency of our partners – "presume goodwill" We have to remember everyone in service is a member of Al-Anon, and none of us would ever do anything to hurt Al-Anon. We have learned to presume goodwill. • We exist in a culture of trust: Before coming to Al-Anon, we often didn't trust others. We didn't talk about things that were not comfortable for fear of retaliation. We couldn't depend on other people—what they said or what they did. The Culture of Trust is a principle and value we learn in recovery. It is important to remember to take our principles and values along with us in service. |
| Legacy | A legacy is anything that is passed down from a predecessor. The three Al-Anon legacies are the steps, traditions, and concepts. |
| Literature | Al-Anon Family Group Headquarters, Inc. publishes Conference Approved Literature for our use. |
| Meet The Board | This Board of Trustees Event is an opportunity for local Al-Anon members to interact with the Trustees and the Executive Committee members, also known as World Service Office (WSO) volunteers. It is a continuation of the need for the WSO volunteers to stay connected to the Al-Anon fellowship.WSO volunteers welcome local Al-Anon members to an event the volunteers host in an Area. The 19 Board members and three Executive Committee members at large go to an Area. WSO volunteers meet with Area Al-Anon members and have the opportunity to share meals. The WSO volunteers hold activities with these local members. During these activities, all the participants are able to interact on selected topics. The participants realize that we are all Al-Anon members, working in different capacities, for the good of the fellowship. |
| Round-up | See Conventions |

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| Roving Area Workshop (RAW) | These workshops are a partnership between District(s) and the Area with the goal of providing an opportunity for Al-Anon and Alateen members to learn more about service and the Al-Anon program. |
| Salt River Valley Information and Literature Distribution Center | **Members' Website is: srvais.org**<br>Call (602) 249-1257 for password |
| Service Board | A Service Board is a service body, not a governing body, and has no authority over individual members or groups. Examples include the WSO Board of Trustees or an AIS Board |
| Service Manual (and latest revisions) | The "Al-Anon/Alateen Service Manual" and latest revisions can be found on the Al-Anon members' website, 'group resources', 'Al-Anon/Alateen Service Manual (P-24/27)'. Al-Anon's policies, suggestions for groups, service structure, and the Twelve Concepts of Service are described in detail in this indispensable manual. "Every Al-Anon and Alateen member is encouraged to own and study this Manual" |
| Slogans | Slogans are short hand reminders to help us remember the Al-Anon program. These reminders allow us to apply the program to our lives on a daily basis. |
| Southern Arizona Al-Anon Information Services Members' Website | **Members' Website is: al-anon-so-az.org/Members**<br>Call (520) 323-2229 for password |
| Southwest Regional Delegates Meeting (SWRDM) | SWRDM moves to a different Area each year in the Southwest Region. Those Areas include: Hawaii, Northern California, Southern California., Utah, Nevada, New Mexico, Arizona & Colorado. This is an exciting event for our Delegates & Trustees. SWRDM is designed to prepare our current Southwest Delegates & Trustees for the April World Service Conference (WSC) in Virginia Beach. They provide a preview as to what will be discussed at the WSC. All Al-Anon members can sit in on the SWRDM meetings and listen. We have "no voice, no vote", however we have the opportunity to absorb the Delegates' & Trustees' "Experience, Strength and Hope!" |
| Spiritual Principles | Principles found in Al-Anon's Legacies that promote unity and clarity within the fellowship as well as awareness and hope outside the fellowship. |
| Standing Committee | Committee having permanent status. An ongoing committee chaired by a Coordinator |
| Steps | The Twelve Steps is Al-Anon's first legacy and relates to recovery. They are twelve principles for personal recovery adapted from Alcoholics Anonymous. |
| Subcommittee | Advisory committees and subcommittees make recommendations to their parent committees. |
| Task Force | A Task Force is a temporary unit of people established to work on a single defined task or activity. They use the resources available such as members of the Task Force and knowledge. For example, a task could be to choose one of the suggested strategies from the Thought Force. If they chose writing job descriptions, then the Task Force writes the job descriptions. The objective is to complete the job description and present it to the originating body to move forward. A Task Force may fulfill the recommendations made by a Thought Force. Task Forces are the "doers." |
| TEAM-<br>Together Empowering Al-Anon Members | A TEAM event is a partnership between an Area(s) and the World Service Office (WSO) with the aim of providing an opportunity for Al-Anon and Alateen members to learn more about service and the Al-Anon program. This is accomplished by the Area and a WSO Task Force working together to plan an agenda of workshops and presentations that address the Area's specific needs and expand members' understanding of our worldwide fellowship. TEAM events are sponsored by the Area(s) and the WSO. TEAM Events are designed to energize members' spiritual quest, activate members' creativity, and expand members' understanding of our worldwide fellowship! |
| Thought Force | A Thought Force is a temporary unit of people established to brainstorm ideas and to develop strategies on a single defined task or activity. They use the resources available such as members of the Thought Force and knowledge. For example, a problem identified could be a lack of clarity regarding roles. Strategies that are suggested might include writing job descriptions (the idea not the actual job description); identifying components of a guideline; or adding text to a portion of the Service Manual to clarify. The objective is to identify the potential idea not to write the actual text itself. The Thought Force is not expected to have all the answers or to provide the final solutions. If there are facts that are unknown, they can be flagged in the Knowledge-Based Decision-Making Process to Reach an Informed Group Conscience (KBDM) questions under "Things we don't know but wish we did." A Thought Force may lay the foundation for the work of a Task Force. Sometimes they offer recommendations resulting from their findings. A Thought Force presents its information to the originating body to move forward. "They are thinkers not doers." |
| Traditions | The Twelve Traditions is Al-Anon's second legacy and relates to unity. They are used as guidelines for the functioning of the Al-Anon Groups and help Groups solve their problems. |
| Twelve Concepts | See Concepts |
| Twelve Steps | See Steps |
| Twelve Traditions | See Traditions |
| Work Group | A Work Group is a unit of people established to meet an ongoing need of the originating body. It can be considered a permanent part of the organization which formed it. It can be an originating body and a Thought Force or Task Force may evolve from a Work Group. The objective is to complete its activity and present it to the originating body to move forward. |
| World Service Office | The World Service Office (WSO) is the international Al-Anon clearinghouse. WSO consists of paid employees to publish and distribute conference approved literature and to help others find this fellowship. |
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