

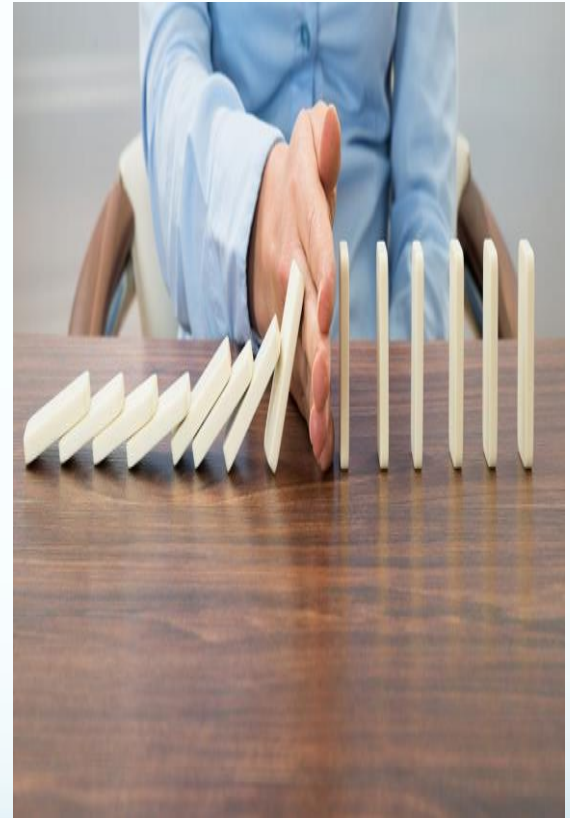
Sharing of Service SCWS

Attracting and Welcoming Newcomers to Our Groups During the Pandemic

**Claire R., Virginia
January 15, 2022**

Pandemic's Impact on Our Fellowship

- First occurrence in Al-Anon's history
- Face-to-Face meetings adapt or else...
- Accuracy of meeting information disrupted



Pandemic's Impact on Local Groups' Meeting Rooms

Facilities:

- ❖ Closed
- ❖ Reopened to the public; closed to support groups
- ❖ Open or reopened with new requirements for support groups
 - ✓ Attendees wear masks
 - ✓ Room set up with social distancing
 - ✓ Sanitize tables and chairs after meetings
- ❖ Contemplate closing due to COVID variants



Now There Are Three Basic Formats of Al-Anon Meetings

Face to Face



A/V Conferencing



Hybrid



- **Face to Face/Real Time**– Has a physical meeting location
- **Audio/Video Conferencing**– Visual teleconferencing, telephony, and online chat meetings, e.g., Zoom, Webex platforms
- **Hybrid**– Combines face to face (F2F) meeting and audio/video conferencing

Our Third Year of Challenges For Local Groups

Some newcomers and members:

- Resistant to technology
- Uncomfortable attending meetings at home
- Varied or limited technological skills
- Have limited access to digital equipment or Wi-Fi



Our Third Year of Challenges for Local Groups

In real time and virtual/hybrid:

- Meeting attendance fluctuates
- Difficult to attract newcomers
- Some newcomers and members are not returning to face-to-face meetings
 - ❖ Convenience of virtual meetings
 - ❖ Health concerns, i.e., COVID





BENEFITS

Unexpected Bonuses

Conference call and virtual/hybrid meetings:

- Able to attend meetings in any Area or country
- Wear casual and more comfortable attire
- Sit in more comfortable chairs
- Pets can attend



BENEFITS

Conference Call, Hybrid Hybrid Meetings Hosted by Groups

- Can continue to meet when facilities are closed
- Offer visual and audio capabilities
- Are convenient to access
- Hybrid meetings offer a weekly choice to members, e.g., attend face to face or virtual



BENEFITS

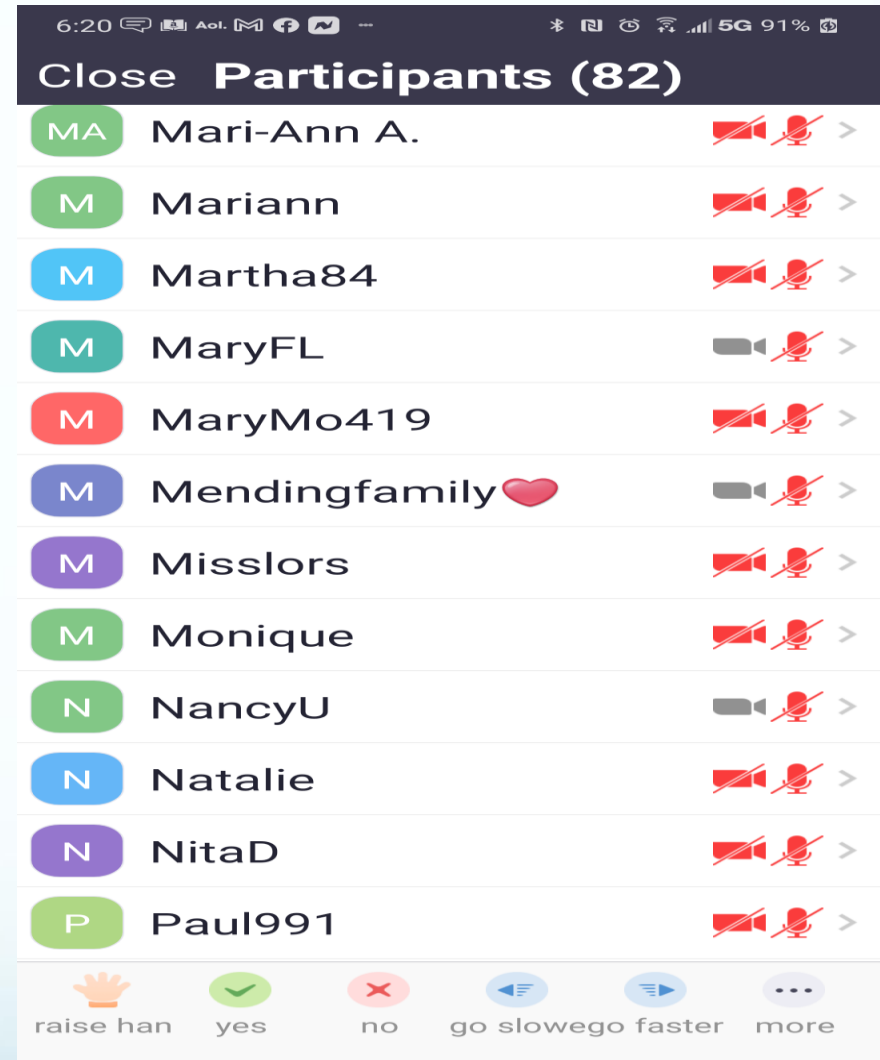
Safety and Anonymity in Virtual/Hybrid Meetings Maintained

- Access and pass codes offer a safer meeting environment
- Provides newcomers with as much anonymity as desired

BENEFITS

- **Newcomers have choices for anonymity:**

- ❖ Use first name, nickname or a pseudonym
- ❖ Turn the device camera on or off
- ❖ Leave microphone on “mute”



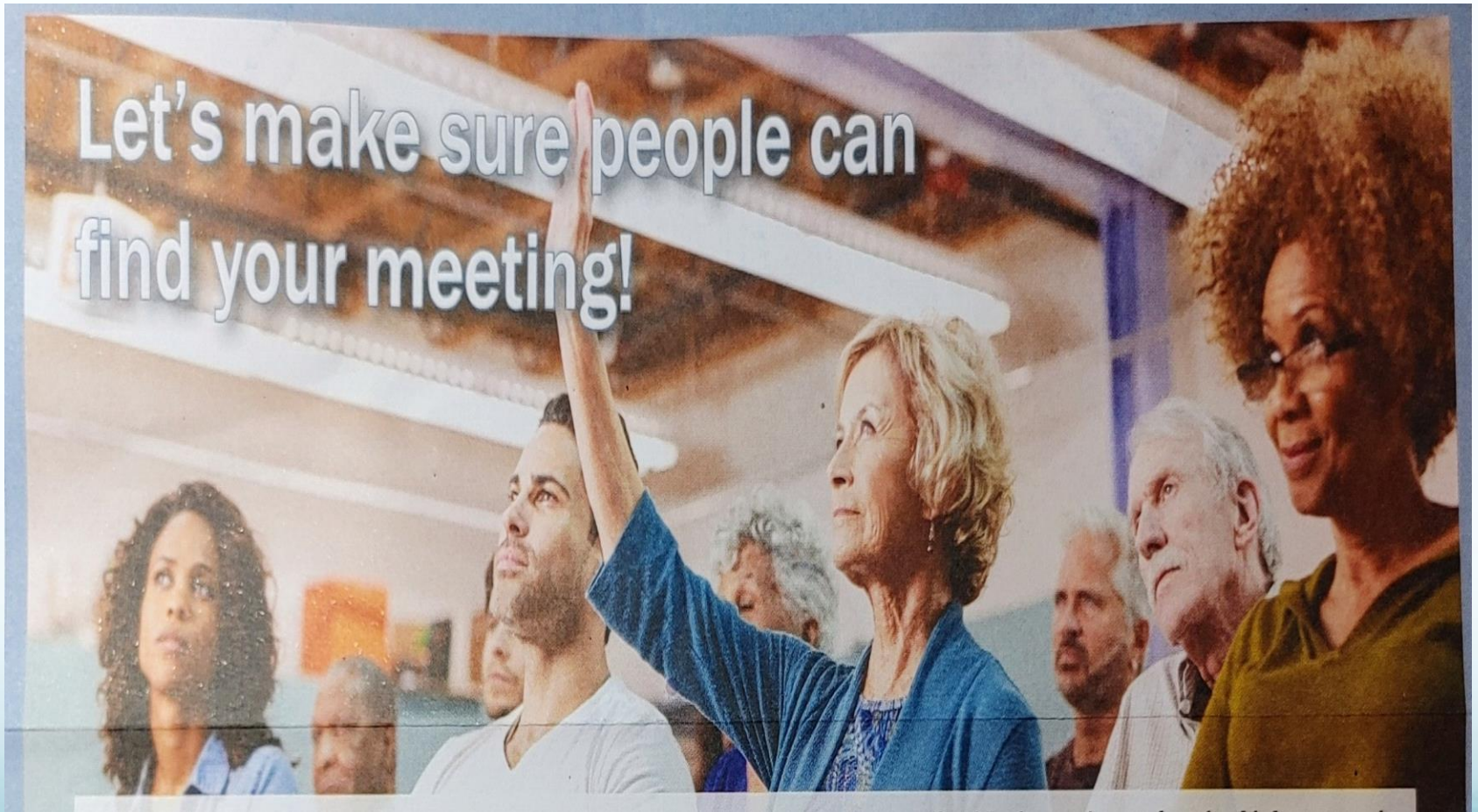


Virtual/Hybrid Meetings Also Have Barriers

Newcomers may experience:

- No or less personal contact with members, e.g., no phone list for phone calls in between meetings
- Unable to experience “fellowship” before or after meetings
- Difficulty finding a Sponsor
- Availability of CAL and information how to obtain it
 - ❖ Members’ CAL home libraries have limited items
 - ❖ Reduced variety used at meetings

First Things First—Make It Easy for Newcomers to Find Us



At Your Service:
Teresa F.
SCWS Area Group Records Coordinator

grouprecords@scws-al-anon.org



Virtual/Hybrid Welcome Ask “Who Is New?”

- Welcome newcomers before or as the meeting begins using the Zoom participant list for unfamiliar names
 - ❖ Chairperson
 - ❖ New service roles:
 - ✓ Zoom Room Host
 - ✓ Virtual “Greeter”
- Ask newcomers introduce themselves by first name. May need to:
 - ❖ Unmute to speak
 - ❖ Raise virtual hand

Virtual Outreach to Newcomers Idea

Create an online phone list at meetings:

- Use “Participants” tab to ask members willing to receive calls to insert their:
 - ❖ First names
 - ❖ Phone number
- Encourage newcomers to take members’ phone numbers

se Participants (18)

Search

Claire R 757 619 5... (me)

Deedee A 757-5... (Host)

Ava 757-284-... (Co-host)

Electronic/Digital CAL for Newcomers



Group Literature Chairperson Can Provide Virtual Services

- Reactivate this group service role
- Offer literature to newcomers
- Find out newcomer's preference:
 - ❖ Electronic/digital Newcomer Welcome booklet (eK-10 or eSK-10)
 - ❖ Printed pamphlets for a postal mailing
- Ask newcomers to provide their email or mailing address
 - ❖ Ask Use the “Chat” feature **OR**
 - ❖ Stay after the meeting to provide the information

Virtual Group Meetings Can Return to “Old School” Mailings

Literature Chairperson or any member can:

- Obtain the newcomer’s mailing address in private “Chat” feature or after the meeting.
- Have a supply of #10 business letter envelopes and postage stamps
 - ❖ Return address can be a member’s or an AIS/LDC
- Select one or more 20 question leaflet(s) and lighter weight pamphlets
 - ❖ With information
 - ❖ Weighing up to 1 oz for first class postage

Digital Al-Anon Literature

- **Download free apps** for your Apple/Mac or Android products stores
- **Types of devices:**
 - ❖ Computer/lap top
 - ✓ Windows
 - ✓ Mac OS
 - ✓ Chrome OS
 - ❖ Tablet and mobile phone
 - ✓ Apple iOS
 - ✓ Android
 - ✓ ChromeOS



Virtual CAL Outreach to Newcomers Idea

Group Literature Chairman can announce or use the “Chat” feature to offer:

- Postal mailing of CAL pamphlets
- AIS/Intergroup/LDC postal CAL mailing
- An electronic Newcomer Welcome booklet (eK-10 or e-SK-10)
- WSO Online Store “Newcomer” page www.al-anon.org

TOPICS

Al-Anon Essentials

Beginners/Newcomers

Alateen Essentials

Adult Children

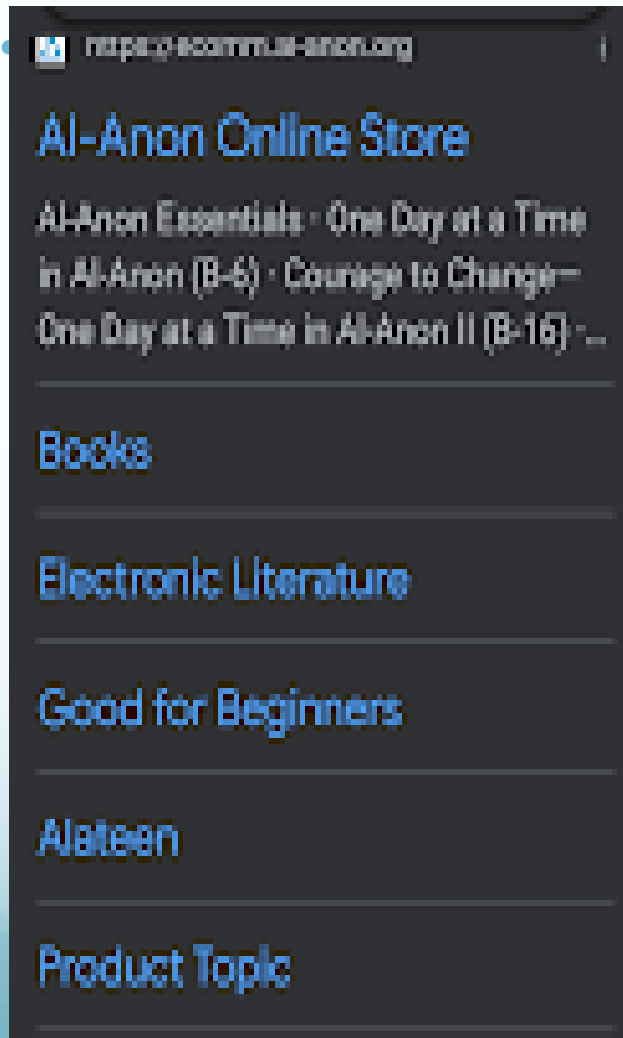
Parents/Grandparents

Relationships

History

Outreach to the Public

Digital Al-Anon Literature



- Obtain from WSO Online Store
<https://ecomm.al-anon.org>
- Personal digital literature vendor, e.g., Amazon, Apple Books, Barnes & Noble

Electronic Newcomer Kit Booklet, Revised

- **Available digital book format @ \$1.40**
 - ❖ WSO online store
 - ❖ Amazon/Kindle
 - ❖ Apple Books
 - ❖ Google Play
 - ❖ Barnes & Noble
- **Tip: Obtain newcomer's email address to send as a "gift."**
- Ask newcomer to download [free](#) apps for Android or Apple products

Welcome Newcomer! (eK-10)



Introduces first-timers to basic introductory information about the Al-Anon program in an eBooklet format.

Electronic Spanish Newcomer Booklet is the Revised SK-10 Kit

¡Bienvenido, recién llegado! (eSK-10)

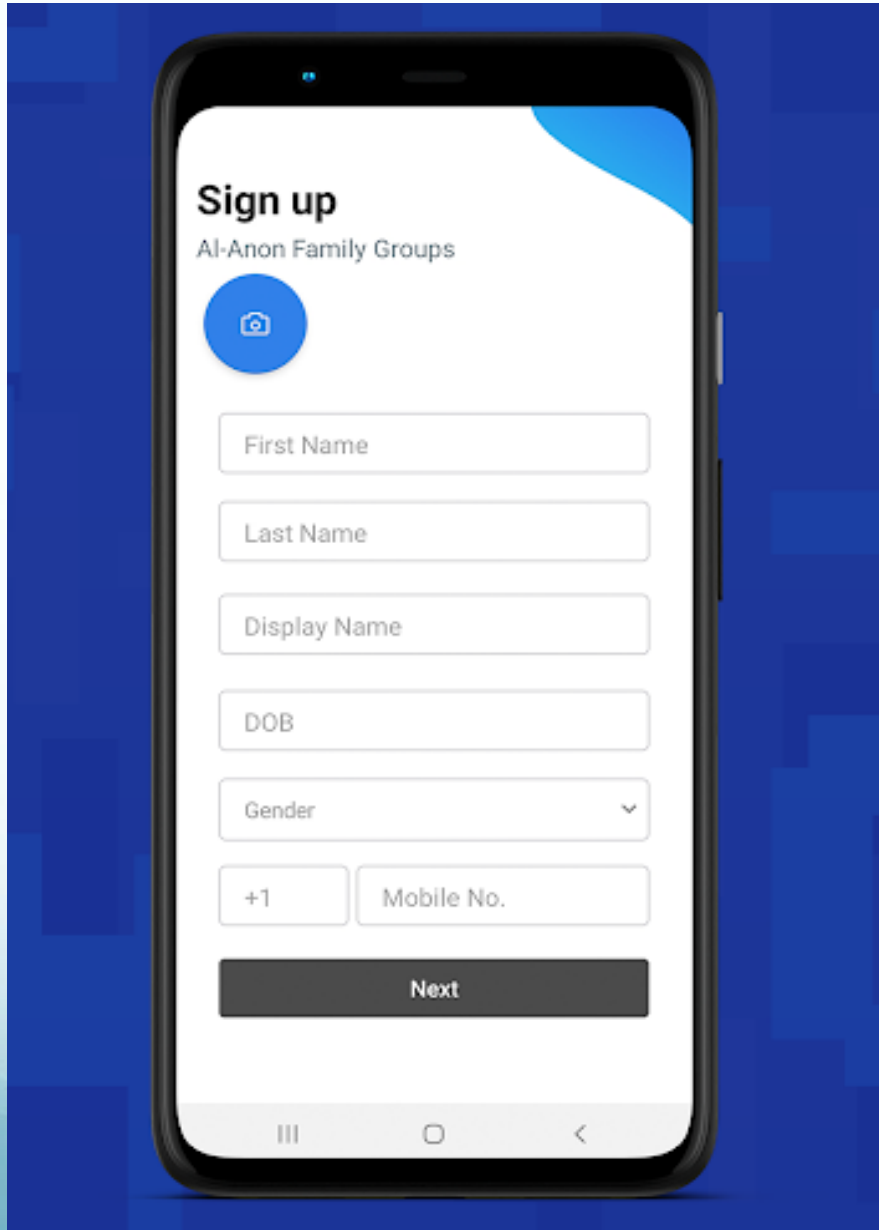


Presenta a los recién llegados la información básica introductoria sobre el programa de Al-Anon en formato de libro electrónico (eBooklet).



Let Newcomers Know about the WSO App

- Downloadable for Android and Apple products:
 - ❖ Mobile phones
 - ❖ Tablets
 - ❖ Lap tops and PCs
- Al-Anon Beginner's Groups (English), 5 pm PT daily
- Other Al-Anon group meetings available daily at a variety of times



Let Newcomers Know about the Sign Up Process

- Sign up is necessary
- Login is required
- Anonymity is protected and secured by the WSO
 - ❖ Confidential registration
 - ❖ Members create a personal display name, e.g., Claire R., SF619
 - ❖ Full names and email addresses are **NOT**
 - ✓ Disclosed
 - ✓ Posted on the app
 - ✓ Provided to outside entities

Options: Refer Spanish-speaking and Bilingual Newcomers to the Al-Anon Family Groups App

Obtain Meeting Information

- **Two sources**
 - ❖ Al-Anon Family Groups app
 - ❖ WSO website:
 - ✓ al-anon.org/es
 - ✓ Search “Cambios de Reuniones Electrónica”

Two Meetings on AFG App

- **Thursday, 4:30 pm PT**
Bilingual Hearts: Hope in Two Languages
- **Friday, 4 pm PT**
Spanish
Senderos de Amor (Paths of Love)

Virtual Alateen Group Meetings

- WSO website:
al-anon.org/newcomers/teen-corner-alateen



The screenshot shows the Al-Anon Family Groups website. At the top, the logo features a blue triangle with a white circle inside, above the text "Al-Anon Family Groups" and the tagline "Help and hope for families and friends of alcoholics". To the right is a blue search icon. Below the header, the navigation path "Newcomers » Teen Corner (Alateen)" is displayed in blue. A photograph of a young man with red hair, wearing a green and blue plaid shirt and earbuds, is shown smiling while looking at a white smartphone. Below the photo, the text reads: "Try an Alateen Electronic Meeting in the Al-Anon Family Groups Mobile App".



WSO App

Alateen Group Zoom Meetings

- Five Area sponsored Alateen group meetings
- Presently only English-speaking meetings available
- Alateens must register on the Alateen page
al-anon.org/newcomers/teen-corner-alateen
- For teens who are ages 13 to 18 from any Area or country



WSO app includes Alateen Zoom groups:

- Formerly the “Alateen Chat” group meetings sponsored by Areas on a WSO platform
- Alateen members from any Area can attend any Alateen group meeting on the WSO’s app
- Al-Anon members who are Certified Alateen Group Sponsors by their Area are Sponsors of the Alateen Groups



Currently, there are five registered English-speaking Alateen groups meeting three days each week on the WSO App.

- **Monday**

- ❖ 3:00 pm PT, Celebrate Alateen
- ❖ 7:00 pm PT, Washington Area Alateen Room

- **Wednesday**

- ❖ 4:00 pm PT, Together We Can Make It
- ❖ 6:30 pm PT, Montana Alateen Chat

- **Thursday**

4:30 pm PT, Alateen Chatters

Attracting Newcomers within Our Communities

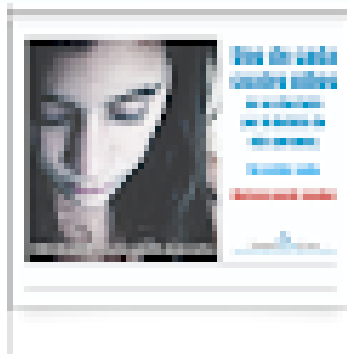
- Pandemic necessitates changes in our local and Area outreach methods
- Paper Al-Anon/Alateen outreach tools may no longer be acceptable at facilities, e.g., bookmarks, leaflets, Al-Anon Faces Alcoholism magazines
- Transition to and increase our virtual and electronic outreach activities, e.g., virtual beginner's meetings
- New ideas in a new time

Localize WSO Poster Templates to Replace Leaving Literature in Facilities



Download and insert your group, AIS, or Area contact information
Create and insert Al-Anon QR Scan Code.

Poster Templates Available from Spanish WSO website



What Are Your Ideas and Experiences?

