

POLICIES AND PROCEDURES

for

Online Al-Anon Meetings

in the

UK & Eire

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This document is an introduction to starting and running an Online Al-Anon Group. For details of the Structure and Policies, please refer to the *Al-Anon Family Groups UK & Eire Service Manual*.

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***

The Purpose of Al-Anon

The Al-Anon Family Groups consist of relatives and friends of alcoholics who, by sharing their experience, strength and hope, can better solve their common problems. The purpose of Al-Anon is to welcome and give comfort to the families of alcoholics. Whether the alcoholic seeks help or not, there is a great deal that the families can do to help themselves. The only qualification for membership in Al-Anon is that you feel your personal life is, or has been, deeply affected by close contact with a problem drinker.

Background to inclusion of Online Al-Anon Meetings in UK & Eire Structure

At the UK & Eire Service Conference, September 2022, a motion was taken to include online Al-Anon meetings in the UK & Eire Structure. The vote was unanimous. It was agreed that: -

- There will be a trial period of three years.
- The terminology used will be 'online meetings' and 'in-person meetings', both of equal standing in our Structure.
- Zoom will be the only platform registered during the trial period.
- Each online Group will have a Group Representative (GR), (See below).
- The GR will attend a virtual Area Assembly, held online and with the same format as in-person Area Assemblies.
- Initially there will be one virtual Area, however if there are numerous online Groups, this will be reassessed, and more virtual Areas may be developed during the three-year trial period.
- The virtual Area will elect a Committee in the same way as an in-person Area Committee.
- A Group Conscience will decide whether their online Group wishes to join an in-person Area or a virtual Area. If the Group wishes to join the in-person Area, agreement must be given by the Area and the GR must be able to physically attend the in-person Area Assembly.
- The GR can reside anywhere if the Group is part of the virtual Area, however the Area Delegate must be resident in the UK or Eire and be able to attend Conference in person annually in September.
- An existing Regional Trustee chosen by the General Service Board (GSB) will be given responsibility for the virtual Area.
- The online Groups will register with the General Service Office (GSO) in the same way as the in-person Groups and receive the same support from GSO.
- Hybrid meetings cannot be registered during the trial. However, a registered in-person meeting can decide to include an online function as part of their meeting.

Online Al-Anon Meetings

Al-Anon Family Groups recognise the potential and value of the internet and other electronic media for communicating information about Al-Anon and offering hope and support to the families and friends of alcoholics.

Al-Anon does not endorse, oppose, or lend support to any online service provider or specific communication device (*see below for further clarification).

Al-Anon members taking part in online meetings are encouraged to carry Al-Anon's message of hope and support to potential members still suffering from the impact of someone else's drinking, and to interested professionals.

1. Starting a Group

Who can start an Online Meeting?

Any two or more relatives or friends of alcoholics who meet to solve their common problem may register as an online Al-Anon meeting with the General Service Office (GSO), provided that, as a meeting, they have no other affiliation, and they abide by the Al-Anon Traditions.

- As with starting a new in-person meeting, it is the responsibility of those who qualify for Al-Anon membership to register and conduct the meetings.
- No individual has the authority to block or screen participants. Such actions should only be taken by a Group Conscience of the meeting members.

2. Registering a Group

The basics needed to start an online AI-Anon meeting: -

- Identify a suitable online service platform (*Currently Zoom is the only platform for which we have enough experience to provide security guidance to comply with our insurance policy).
- Cyber security, including anti-virus software, is the responsibility of individuals attending online meetings.
- Download an Online AI-Anon Meeting Registration Form from the website.
- Select an appropriate name for the meeting (see below).
- Return the completed form to register with GSO. This will help newcomers find the meeting on the AI-Anon website and ensures the Group is covered by the relevant block insurance.
- For further information, refer to the AI-Anon Family Groups UK & Eire Service Manual (How to Start a Group).

Note: GSO will register an online meeting designating itself as an online AI-Anon meeting with the understanding that it will abide by the AI-Anon Traditions. Meetings will be open to AI-Anon members or anyone whose personal life is, or has been, affected by another's drinking.

What name should we choose?

Having an appropriate Group name is very important as it may be a potential member's first impression of AI-Anon. The Group's name should be inviting to all and conform to AI-Anon principles. A meeting name should not imply exclusion of anyone, or affiliation with any other Twelve-Step programme, self-help Group, commercial venture, religious principle or belief, or other outside enterprise, including the service platform.

In order that new members are not confused, Conference 2021 agreed that all Groups are named by their location and day. For example, if a member resident in Glasgow registers a new Group it will be called 'Glasgow Saturday'. However, the time of the meeting can be added if a Group with the same name already exists. Some online Meetings may cover large geographical areas, therefore the normal naming protocol currently used e.g. 'Glasgow Tuesday' might not suit, but Groups can be named by larger geographical areas e.g. 'Scotland 9am'.

If you wish, GSO will be happy to help you choose an appropriate name for the Group.

What do we need to keep in mind?

Report any changes to the meeting information immediately to GSO. This includes meeting ID and password, Group Representative (GR), meeting day and time, and relevant contact details including an email address.

What can we expect from GSO?

Registration with GSO ensures the Group will receive the following: -

- Information on a variety of subjects - such as suggested meeting formats, literature, and service materials.
- Access to the *AI-Anon Family Groups UK & Eire Service Manual* on the members' area of the website.
- GSO newsletters, announcements, GSO Appeal Letters, and other periodic mailings.
- Details of the online meeting will be included on the AI-Anon UK & Eire website meeting list.
- Group Insurance.

What are the features of an Online Meeting?

- Although these meetings are virtual rather than in-person, they are conducted in exactly the same way.
- Meetings are open to AI-Anon members or anyone whose personal life is, or has been, affected by another's drinking.
- As with in-person meetings, some online Groups may have an occasional meeting that is open to health professionals, AA members and anyone else who is interested in learning about AI-Anon, and where AI-Anon members share their experience, strength and hope.

Anonymity

Anonymity is an important spiritual principle of the Al-Anon programme. Members must guard the anonymity of all Al-Anon and AA members. Members need to feel secure in the knowledge that what they say will be held in confidence. This means not revealing contact details or what is shared at a meeting to anyone - relatives, friends, and other members.

When attending an online meeting it is important to guard members' anonymity from other people in the same household (refer to section 9 of this document).

Conference Approved Literature (CAL) in Online Meetings

- In the spirit of unity, only Al-Anon Conference Approved Literature (CAL) can be used at meetings. Refer to the Al-Anon Family Groups UK & Eire Service Manual for further information.
- Al-Anon Conference Approved Literature is copyrighted. Whilst excerpts of CAL may be temporarily displayed during a meeting, no part may be reproduced, stored in, or introduced into a retrieval system, or transmitted, in any form, or by any means (electronic, mechanical, photocopying, recording or otherwise) without the prior permission of the publishers/GSO.

3. Structure of a Group

The organisation of a Group should be kept simple. However, every Group needs a Key Holder to open the online meeting room, a Group Representative, a Chairperson, a Secretary, a Treasurer and a Host/Co-host.

All officers are elected for a fixed term; rotation gives all members the privilege of serving. Keep in mind 'our leaders are but trusted servants, they do not govern'.

It is the responsibility of all officers to read and study these Guidelines, as well as other relevant Guidelines, and the *Al-Anon Family Groups UK & Eire Service Manual*. They should encourage other Group members to do likewise to increase their understanding of Service.

Key Holder

The Key Holder should have a level of technical knowledge about accessing the Zoom platform in order to open the online meeting.

Meetings require someone to open up the online meeting room prior to the start. A Group can decide how many Key Holders they wish to have in this role, and a rota may be put in place to ensure someone is responsible and available prior to each meeting.

Responsibilities are to: -

- a) Open the meeting room - usually 15 minutes prior to the start time.
- b) If the keyholder is not the Host, bring in the Host/Co-Host, allocate permissions and discuss roles to be carried out during the meeting (refer to Host/Co-host responsibilities).

Host/Co-host

Online meetings require someone to ensure the smooth running of the technical side of the meeting and also the security.

Responsibilities are to: -

- a) Let members in from the waiting room.
- b) Mute/unmute members.
- c) Let in latecomers.
- d) Ensure the security of the meeting.
- e) Remove any person who is seriously disrupting the meeting or causing any security concerns.

The Group Representative

If a Group joins the Virtual Area, the GR can reside anywhere. If the Group joins an in-person Area, the GR must be resident within the Area and be able to attend the in-person Area Assemblies.

The Group Representative (GR) is a vital link in the continuing function, growth and unity of Al-Anon. They attend Area Assemblies and maintain contact between the Group and the Area. This Service role is usually held for three years.

NB: An Al-Anon member who is also a member of AA is not eligible to serve as a GR because this is Service beyond the Group level.

If the GR resigns or misses two consecutive Area Assemblies, the Alternate completes the term and can be elected for a three-year term of their own. Another Alternate may then be elected.

The Chairperson

It is preferable that the service of Chairperson rotates at regular intervals. Some Groups choose to have a new Chairperson every week to avoid perceived dominance, other Groups have the same Chairperson for up to a month.

Responsibilities are to: -

- a) Open the meeting with a moment's silence and then read the Suggested Welcome and/or Preamble. Many Groups also choose to read the Integrity Statement.
- b) Introduce speakers and/or announce the meeting topic and encourage all present to share.
- c) Remind members of Tradition Seven and how to donate.
- d) Close the meeting by reading the Suggested Closing and leading the Group in saying the Serenity Prayer.
- e) Ensure the meeting opens and closes on time.

The Secretary

The Service role of Secretary should rotate regularly, preferably every twelve months, but at a different time from the Treasurer.

Responsibilities are to: -

- a) Handle Group correspondence not covered by the GR.
- b) Consult with the Group and then order Conference Approved Literature (CAL) where appropriate (e.g. *UK116 Welcome Newcomer!*).
- c) Notify GSO of any changes to the meeting details, (e.g. changes to Zoom details, Group telephone contacts, in accordance with Data Protection Regulations).
- d) Make announcements at meetings (e.g. dates of Area Assemblies, Conventions).
- e) Keep, if the Group agrees, a confidential up-to-date list of members' names and telephone numbers.
- f) Act as Treasurer until the Group elects one.
- g) Hand over these Guidelines and any other relevant material to the incoming Secretary.

The Treasurer

An Eire meeting must set up an online bank account in Eire. A UK meeting must set up an online bank account in the UK. Treasurers must reside in the same country as the bank account.

The Service role of Treasurer should rotate regularly. At in-person meetings, it is preferable that this rotation is every twelve months, and at a different time from the Secretary. It may be decided by the online Group that the Treasurer remains in the role for up to three years due to the complexities in opening a bank account for the Group funds.

Responsibilities are to: -

- a) Act as collector, custodian and disburser of funds.
- b) Organise the collection at Group meetings via online banking details or PayPal.
- c) Keep a record of all receipts and expenditures. PLEASE NOTE: in Eire all Groups are required by law to keep records of their financial activities using the *Al-Anon Group Treasurer's Record Book (UK121)*.
- d) Submit a financial statement to the Group at regular intervals.
- e) Ensure that only sufficient funds to meet the Group's needs are held.
- f) Pay the Group's expenses which may include: -
 - * Cost of online platform.
 - * Literature for the Group's use.
 - * UK Groups contributing to Area to fund the Conference fee for the Area Delegate.

- * Contribute to the General Fund or Al-Anon Family Groups CLG, in order to support the work of Al-Anon in the UK & Eire.

The Programme Chair

Some Groups choose to have a member doing this role as well as the meeting Chairperson. It is preferable that the service role of Programme Chair rotates on a one, three or six-month basis.

Responsibilities are to: -

- a) Plan meetings and arrange for speakers in good time.
- b) Invite speakers either from within the Group or from other Groups.
- c) Let members know about future topics and speakers.

Greeter

Responsibilities are to: -

- a) Welcome newcomers.
- b) Respond to newcomer questions about the meeting and/or Al-Anon as a fellowship.
- c) If required, ask the Secretary to send UK116 *Welcome Newcomer!* to the newcomer.

Some meetings may decide to ask newcomers to wait at the end of the meeting to find out more about the meeting/Al-Anon programme. The Group may decide on a rota of experienced members to carry out this role.

Group Telephone Contact

Each Al-Anon Group usually has two telephone contacts in order that their number be given to new members. These contact numbers must be either UK or Eire numbers depending on which country the meeting is registered as.

Things to consider are: –

- a) The contact's number WILL be given to individuals who contact Al-Anon Family Groups seeking a Group.
- b) GSO WILL use the contact's number to communicate with the Group.
- c) The contact's number WILL NOT appear on the website.
- d) Although trained Helpline operators deal with distressed calls some of these callers may still be distressed when calling the contact and may call at any time. Helpline operators do request that the distressed caller uses consideration.
- e) The contact is required to answer calls and/or texts from unidentified numbers.
- f) It is not advisable to phone a potential member at the request of someone else. The contact's phone call may be answered by the alcoholic. Ask the caller to give your number to the potential member. (In principle, GSO does not give out contact numbers to third party callers.).
- g) Must not discuss personal details of calls in their Group.

Refer to UKG10 *Guidelines for Group Telephone Contacts*.

4. Etiquette for Online Al-Anon Meetings

Under 18 Years

Under 18s are not permitted at an online Al-Anon meeting.

At the start of every online meeting the Chair states that anyone under the age of 18 must leave the meeting.

Anonymity

Anonymity is as important in online meetings as it is for in-person meetings. It goes well beyond mere names. All of us need to feel secure in the knowledge that nothing seen or heard at a meeting will be revealed. Therefore, when you sign into an online Al-Anon meeting, it is recommended that you consider the following: -

- How your name is displayed on the screen (e.g. first name; pseudonym).
- Where possible be in a room by yourself to ensure no interruptions or background noise.
- Disabling devices such as Alexa or Google Home that may have listening features.

- Removing items in the background (e.g. personal photographs) that will be visible to others attending the meeting.
- Using headphones if there are others within the vicinity who could overhear members' shares.

Members are trusted not to record any online meeting.

Yellow Card

Who you see here (Please respect every members' right not to be seen on screen by non-members).

What you hear here (Please respect every member's right not to be overheard by non-members).

When you leave here, Let it stay here (What has been seen and heard shouldn't be discussed or repeated outside the meeting).

Behaviour

Members are reminded that they are attending an AI-Anon Group, so it should be treated as such by keeping the focus on AI-Anon and the meeting. It is suggested that members, where possible, keep their camera on and show their face during the meeting. This allows members to feel safe because they can see who is in attendance. Groups may decide via the Group Conscience to accept cameras off, provided that members identify themselves on camera at the start of the meeting. In some rare circumstances, members may have to do something else while attending the meeting. If this is the case, they should switch their camera off to avoid distracting other members. They will still be able to see and hear the other members in attendance.

To avoid disruption, it is suggested that the Chair asks those who want to share to unmute themselves. After sharing, they will be asked to mute themselves again. Meeting hosts have the technical ability to mute anyone they consider disruptive, whether intentionally or unintentionally. Group members should decide to what degree they wish hosts to take control of meetings (e.g. do they have the autonomy to mute any member making background noise?).

If the Group decides to have the chat function on during a meeting, members should be considerate with the use of the chat to avoid the impression of cross talk. (See the security section for more information on the various chat options).

Dealing with Zoom Bombers

On rare occasions, organised groups of people have seriously disrupted Zoom meetings. Should this happen at an online AI-Anon meeting it can be very upsetting for members. Therefore, Groups need to consider how they would deal with this situation, should it arise.

The host/co-host need to be alert throughout the meeting and be able to immediately remove the disruptive people. Some Groups may choose to have the mute/unmute function fully controlled by the host. (See the security section for more information on the mute/unmute options).

If it is not possible to regain control of the meeting by removing the disruptive people to the Waiting Room (and reporting them to Zoom), the host may choose to end the meeting. Should the meeting be ended suddenly, the Group should have a plan in place as to how they resume the meeting.

5. Alateen

No person under the age of 18 is permitted to attend an online AI-Anon Meeting.

At the present time, Alateen Groups in the UK & Eire are not able to register as an online Meeting.

For further information about Alateen Meetings, please contact GSO.

6. Suggested Format for AI-Anon Family Groups Meetings

Online meetings use the same meeting format as in-person meetings. Only the method of sharing is different. Any AI-Anon related topic may be used for a meeting.

The Chairperson opens the meeting on time with a moment of silence (to remember why we are there) and welcomes everyone; in particular new members (see suggested Preamble,

Welcome and Closing in the *Al-Anon Family Groups UK & Eire Service Manual*). The speaker is then introduced and shares their own story or speaks on a suggested Al-Anon theme.

When the speaker has finished, each member is encouraged to share, but no pressure should be brought to bear on any member to speak. Here, the role of the Chairperson is to guide the meeting.

If all members of the Online Group are new to Al-Anon, it is suggested that the Area Delegate be contacted in an endeavour to arrange for more experienced Al-Anon members to visit the Group online and give some guidance on how to become established along the right lines. The Group is part of a virtual Area and other Online Groups will be glad to share their experience with a new Group if the new Group requests this. It would also be helpful if members of the new Group could visit other Online Groups within the UK & Eire virtual Area.

Points to Remember

- Don't let one member monopolise the meeting.
- Discourage constant criticism of the alcoholic.
- Avoid gossip, criticism and discussion of religion.
- **The anonymity of members must be preserved at all times.** Al-Anon meetings must be absolutely confidential and members' problems arising should never be discussed outside. A member's telephone number must not be passed on to a third party without express permission.
- Members must be allowed to work out their own problems without pressure or persuasion.
- The meeting should conclude with the suggested Closing and the Serenity Prayer.
- No fees are required from Al-Anon members, but it is customary to take a voluntary collection at each meeting to cover the Group's expenses and for the support of the work of GSO and Al-Anon in the UK & Eire. (See below for more information on Tradition Seven*).
- There are various types of meetings; for details see *Al-Anon Family Groups UK & Eire Service Manual, Part 1: The Al-Anon and Alateen Groups at Work*.

At all times it is strongly suggested that members be mindful of the Traditions of the Al-Anon Family Groups. Application of the Traditions to Group problems is discussed in detail in our literature: e.g. *The Al-Anon Family Groups (Classic Edition) A2, Paths to Recovery A18 and Conflict Resolution using our Twelve Traditions UK101*.

Group members are especially urged to read and study the Traditions for the general good of the Group. If problems arise and cannot be resolved at Group level by using the Twelve Traditions, the *Al-Anon Family Groups UK & Eire Service Manual, Part 3: Policy Digest* – or a Group conscience meeting, help can be sought from the UK & Eire Service Delegate or GSO, whose role is to ensure that any problem is directed to those who can best help.

*TRADITION SEVEN

Members in Eire, refer to UKG25 *Group Finance in Eire* and UK121 *Al-Anon Group Treasurer's Record Book*.

In the UK, setting up a bank account for any Group has, in the past, been troublesome! Banks have changed their procedures significantly and most have an online account that can be used by the treasurers of clubs, charities and societies; and a quick search on the internet will give you plenty of information. They allow for dual authorisation and change of signatories. Identification can be scanned and sent electronically.

So, what are the benefits of having a Group bank account?

- Members can support the Group financially.
- It makes the Treasurer's job simpler.
- Easier to pay funds out.
- It may make record keeping easier and give transparency within the Group.
- Members may prefer to set up a monthly standing order to the Group bank account or to make a direct donation.
- Online meetings can collect Tradition Seven and donate to the General Fund.

If the online Group does decide to open an account, it is suggested that you keep the bank account name anonymous, so that statement entries do not appear on a member's account as Al-Anon. A suggestion is to use the name of the Group followed by Family Groups rather than Al-Anon.

Members should be informed that their own bank account name appears on the Group account statement. Some won't mind, others may worry about anonymity, so reassurance about privacy is important. The Group would need to emphasise to newcomers that there are no dues for membership when mentioning the account, so as not to put subtle pressure on members who are less able to contribute.

The online Group does not have to open a Group bank account but in the spirit of "keep it simple" it may make things easier for the Treasurer and enable the Group to be financially self-supporting.

7. Reaching the New Member/Public Information

To enable other people to find the help they need from Al-Anon it is important for the Group to be involved in Public Information (PI) work. There are many ways of informing people of the existence of the Group.

- Display Al-Anon posters as widely as possible having first obtained permission to do so.
- The Group may contact local organisations to whom Public Information leaflets can be given with information about resources available on the UK & Eire website.
- Local AA Groups may co-operate by announcing that a new Al-Anon Group has been formed, mentioning the time and place of the meeting.

It is essential that all PI work is carefully planned. The booklet *Public Information Guidelines, UK14*, should be studied before doing this. See Public Information on the members' area of the Al-Anon UK & Eire website <https://al-anonuk.org.uk/members-area/public-information/>. PI literature is available for purchase from the online shop.

8. Welcoming Newcomers

Consider how the Group will welcome newcomers (e.g. sending a welcome email which may include a Group contact number; or electing a Group member to welcome newcomers; explaining how Al-Anon, and the specific online meeting works). Inform newcomers about Conference Approved Literature (CAL), what it is and where they can purchase it.

- Greet them warmly. It is most helpful if new members can have a one-to-one welcome before or after the meeting.
- Introduce yourself by your first name only – explaining the reason for anonymity.
- Before and after the meeting include them in any conversation.
- Explain the form the meeting takes (see Preamble) and that an opportunity will be available for them to ask questions (usually at the end of the meeting). Newcomers should not be pressed to speak or to read.
- Suggest they make use of members' telephone numbers that they may be given.
- Tell them about other online Al-Anon meetings.
- Encourage them to attend at least six meetings. Stress that we understand and look forward to seeing them again.

9. Meeting Security

The following headings are taken from Zoom Settings and it is suggested that these are used as a minimum when setting up an online meeting, to ensure the meeting is safe. These headings were correct as at 1st May 2025; however, Zoom does update these settings frequently and it is the responsibility of the Group to review these settings regularly.

To find these settings, the Zoom account owner needs to log into the Zoom account (via a browser, not via the Zoom app); select admin>account management>account settings.

The tab headings across the top are AI Companion; General; Meeting; Recording & Transcript; Mail & Calendar; Audio Conferencing; Team Chat; Zoom Apps; Whiteboard; Notes; Docs; Tasks; Zoom Events; Clips; Surveys; Workflows.

Zoom requires that all meetings are secured with the following meeting security options – Waiting room and Passcode. If no security option is enabled, Zoom will secure all meetings with waiting room automatically.

AI Companion

Use of AI is not applicable in an AI-Anon meeting

General

These are default settings and, in normal circumstances, should not be changed

Meeting

Meeting assets

These are default settings and, in normal circumstances, should not be changed

Security

Waiting Room

Enabling the waiting room automatically disables the setting for allowing participants to join before host. When participants log on to a meeting, they are placed in a waiting room, and it then requires the host to admit them.

Waiting Room options

The options selected here apply to meetings hosted by users who turned 'Waiting Room' on

- Everyone will go in the waiting room
- People in the waiting room are sorted by join order

Meeting Passcode

All scheduled meetings should be passcode protected. A password can be set up with letters or numbers, provided the meeting pays for a pro account, however, we would suggest that this is set with numbers only to allow telephone users ease of access.

Personal Meeting ID (PMI) Passcode

All Personal Meeting ID (PMI) meetings that users can join will be passcode protected.

Room Meeting ID Passcode

All Room Meeting ID meetings that users can join via client, or room systems will be passcode-protected.

Require passcode for participants joining by phone

A numeric passcode will be required for participants joining by phone.

Passcode Requirement

Autonomy of the Group will decide the passcode requirements.

Embed passcode for one click join

Please avoid using this setting as the website will only refer to meeting ID and passcode.

The following settings are not applicable in an AI-Anon Meeting

- Only authenticated meeting participants and webinar attendees can join meetings and webinars
- Block users in specific domains from joining meetings and webinars
- Allow Zoom Rooms to become the host if they join before meeting host and other participants
- Only authenticated users can join meetings from Web client
- Approve or block entry for users from specific countries/regions
- Ensure account consistency for Outlook and Google Workspace integrations
- Allow use of end-to-end encryption
- Chat Etiquette Tool
- Allow my organisation's 3rd party conference room systems to join my Zoom meetings as an authorised user
- Allow users to hide feature disclaimers in meetings

Scheduled Meeting

Camera/videos

It is recommended that all **cameras/videos** are switched on when members enter a meeting. The Group Conscience can then decide if participants can change this during the meeting.

Audio Type

Determine how participants can join the audio portion of the meeting. When joining audio, members can choose to use their computer microphone/speaker or use a telephone. Members can be limited to use just one of the following audio types.

- Telephone and Computer Audio
- Telephone
- Computer audio

Following a Conscience meeting Groups may decide whether or not to use these settings

- Allow participants to join before host
- Allow Zoom rooms to start with host key (once used, this setting is locked and will apply to all meetings)
- Enable Personal Meeting ID
- Use Personal ID (PMI) when scheduling a meeting or starting an instant meeting
- Add watermark
- Add audio watermark
- Always display 'Zoom meeting' as the meeting topic
- Hide meeting description
- Bypass the passcode when joining meetings from meeting list

Mute all participants when joining a meeting

Automatically mute all participants when joining the meeting. The host controls whether participants can unmute themselves.

The following settings are not applicable in an AI-Anon meeting

- Upcoming meeting reminder
- Meeting Templates
- Require encryption for third party endpoints

In Meeting (Basic)

Meeting chat

Allow meeting participants to send chat messages. Options are to allow people to chat with: -

- No-one
- Host and co-hosts
- Everyone
- Everyone and anyone directly

The following settings are not applicable in an AI-Anon meeting

- Enable continuous meeting chat
- Allow participants to delete messages in meeting chat
- Allow participants to edit messages in meeting chat
- Enable the Screenshot feature in meeting chat
- Allow participants to use emojis in meeting chat
- Meeting chat - Auto-save

Allow hyperlinks in Meeting and Webinar Chat

This function may be used (e.g. to link to Tradition Seven)

The following settings are not applicable in an AI-Anon meeting

- Send files via meeting chat
- Sound notification when someone joins or leaves
- Announce number of participants for dial-in participants
- Display end-of meeting experience feedback survey

Co-host

Allow the host to add co-hosts. Co-hosts have the same in-meeting controls as the host.

Meeting Polls/Quizzes

Allow host/alternative host to add polls before or during a meeting.

The following settings are not applicable in an AI-Anon meeting

- Meeting survey
- Show raised hand in toolbar
- Show Zoom windows during screen share
- Screen sharing
- Screen sharing presenter view
- Disable desktop screensharing for a meeting host
- Disable screensharing when guests are in the meeting
- Annotation
- Whiteboard
- Remote control
- Slide control

Non-verbal feedback

Allow meeting participants to communicate without interrupting by clicking on icons (yes, no, slow down, speed up, coffee cup). These icons are found in the Reactions menu in the toolbar, and when selected, they display on the participant's video and in the participants list until dismissed. **These are not appropriate for an AI-Anon meeting.**

Meeting reactions

Allow meeting participants to communicate without interrupting by reacting using emojis (e.g. clap, heart, laugh). These emojis are found in the Reactions menu in the toolbar, and when selected, they display on the participant's video and in the participants' list for 10 seconds. Participants can change their emoji skin tone in Settings. **Following a Conscience meeting some Groups may decide to suggest to members it is inappropriate to use meeting reactions during an AI-Anon meeting.**

Gesture recognition

Allow user to activate the following emojis based on hand gesture recognition:  

Allow users to transfer meetings between devices

Users can move to a new device without leaving the meeting they're in.

Show invitee list in the Participants panel

Users invited to meetings on other platforms (e.g. Google, Outlook, or Exchange) will also be shown on this list.

Allow removed participants to re-join the meeting

It is recommended that Groups do not turn this function on as once removed seriously disruptive participants would be allowed to re-join.

Allow users to change their name when joining a meeting

All participants should be able to change their name when joining the meeting to first name and initial (e.g., changing from ipad77; iphone2; full name).

Allow participants to rename themselves

As above

Allow host or co-host to rename participants in the waiting room

Not applicable in AI-Anon meetings

Show participant profile cards in a meeting

Not applicable in AI-Anon meeting

Hide participant profile pictures in a meeting

If a Group chooses to use this setting, all participant profile pictures will be hidden and only the names of participants will be displayed on the video screen. Participants will not be able to update their profile pictures in the meeting. **Following a Conscience meeting Groups may decide whether or not to use this setting.**

In-Meeting Timer App

Allows participants to access the Timer App from the meeting timers' drop-down menu.

On some computers, this option appears under Apps on the toolbar at the bottom of the screen.

On some iPads, it's under more> apps.

In Meetings (Advanced)

Report to Zoom

Allows users to report meeting participants for inappropriate behaviour to Zoom's Trust and Safety Team for review. This setting can be found on the meeting information panel. If a participant is removed from the meeting, a message will appear (to the host) asking if the person is to be reported to Zoom.

Breakout rooms

Allow host to split meeting participants into separate smaller rooms. This function is useful if a meeting wishes to hold workshops.

The following settings are not applicable in an AI-Anon meeting

- Remote support
- Manual Captions
- Automated Captions
- Profanity filter
- Full Transcript
- Save Captions
- Language Interpretation
- Sign Language interpretation view
- Far End camera control

Virtual and/or Blurred background

Members can customize their background to keep their environment private from others in a meeting. This can be used with or without a green screen. **Following a Conscience meeting Groups may decide whether or not to use this function.**

The following settings are not applicable in an AI-Anon meeting

- Avatars
- Immersive view
- Focus Mode
- Identify guest participants in the meeting/webinar
- Auto-answer group in chat
- Peer to peer connection while only 2 people in a meeting
- Only show default email when sending email invites
- Use HTML format email for Outlook plugin
- DSCP marking
- Allow users to select stereo audio in their client settings
- Show a "Join from your browser" link

Show "Always join from browser" option when joining from join.Zoom.us

Allow account members to enable "Always join from browser" when they join meetings from join.Zoom.us.

The following settings are not applicable in an AI-Anon meeting

- Allow livestreaming of meetings
- Limit network bandwidth
- Show a custom disclaimer when starting or joining a meeting
- Request permission to unmute
- Allow users who have audio or chat archiving enabled to join meetings
- Enable "Stop incoming video" feature
- Save Gallery view
- Sort Gallery View
- Meeting wallpapers
- Email Notification

Following a Group Conscience meeting Groups may decide whether or not to use these settings

- Who will receive security communications from Zoom
- Who will receive Trust & Safety communications from Zoom

Admin Options

These settings are not applicable in an AI-Anon meeting

The following tabs/settings are not usually applicable in an AI-Anon meeting

- AI Companion
- Recording & Transcript
- Mail & Calendar
- Audio Conferencing
- Team Chat
- Zoom Apps
- Whiteboard
- Notes
- Docs
- Tasks
- Zoom Events
- Clips
- Surveys
- Workflows

Question

Can you set up a meeting where you don't need someone to open the meeting (a key holder) but you can claim the host key and put the waiting room on?

Yes, meetings can be set up this way. You access the account's main Zoom settings then go into Admin Account Management Account Settings Meeting (select this from the tabs at the top) –

Ensure the following -

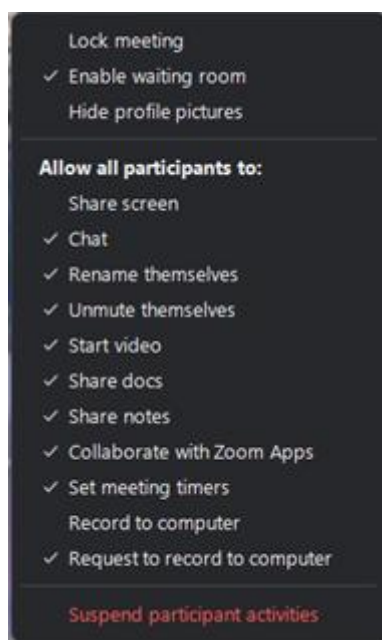
- Waiting room - on
- Meeting passcode – on
- ID PMI passcode – on
- Room meeting ID passcode – on
- Embedded passcode invite link – on
- Allow participants to join before host – on (this should prompt you to make a 6 digit code or will give you a 6-digit code depending on the account you have. This is the code used to claim host as detailed below)
- Allow Zoom rooms to start meeting with key host – on

- Enable personal meeting – on
- Once you enter the Zoom room anyone can then claim the host key. Each device is different, but it's usually done through meeting settings ... claim host (this number is set by the account owner and is usually 6 digits). That member is now the host of the meeting and can put the meeting room on by going into host tools on their device Put waiting room on.

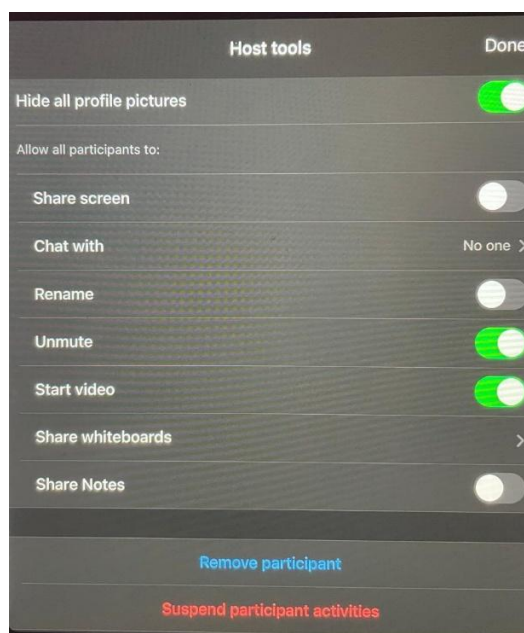
Suspend participant activity to deal with Zoom Bombers

One of the options for dealing with Zoom bombers is to use 'Suspend participant activity'. This option only works if the meeting has a host. The button 'Suspend participant activity' can be found under Host Tools / Security or by clicking on ... More> Host tools. This option is at the bottom of the menu and is in red.

On a computer



On an iPad



Clicking 'Suspend participant activity' instantly switches off all cameras; mutes everyone; switches off the chat function and locks the meeting room.

Locking the meeting means that no-one else can join the meeting.

The host and co-host are then able to remove the disruptive parties from the meeting and have the option to report them to Zoom.

While the meeting is suspended, the host and co-host can unmute themselves and talk to one another, but everything they say can be heard by everyone in the meeting. Alternatively, the host and co-host may choose to use the chat function to communicate with one another privately.

When host/co-host are ready to restart the meeting, they can then go to the Host Tools menu and select the appropriate meeting settings (e.g. allow participants to unmute themselves; start video; chat; unlock meeting).

The host/co-host can then unmute, announce that the meeting will restart and that members can now put their cameras on.

Further Information

It is only possible to provide an outline in this document. For further information Groups should consult: -

- *Al-Anon Family Groups UK & Eire Service Manual* (UK1)
- *Public Information Guidelines* (UK14)
- *Guidelines for Group Representatives* (UKG2)

- *Online Al-Anon Meetings* (UKG26)
- *Service Roles for Online Al-Anon Meetings* (UKG27)

All Al-Anon literature mentioned in these guidelines, and any further information required, can be obtained from the online shop or the members' area on the Al-Anon UK & Eire website (the address is available on the first page of this document).

Suggested Al-Anon Welcome

We welcome you to the Al-Anon Family Group and hope you will find in this fellowship the help and friendship we have been privileged to enjoy.

We who live, or have lived, with the problem of alcoholism understand as perhaps few others can. We, too, were lonely and frustrated, but in Al-Anon we discover that no situation is really hopeless and that it is possible for us to find contentment and even happiness, whether the alcoholic is still drinking or not.

We urge you to try our programme. It has helped many of us to find solutions that lead to serenity. So much depends on our own attitudes and, as we learn to place our problem in its true perspective, we find it loses its power to dominate our thoughts and our lives.

The family situation is bound to improve as we apply the Al-Anon ideas. Without such spiritual help, living with an alcoholic is too much for most of us. Our thinking becomes distorted by trying to force solutions and we become irritable and unreasonable without knowing it.

The Al-Anon programme is based on the Twelve Steps (adapted from Alcoholics Anonymous) which we try, little by little, one day at a time, to apply to our lives along with our Slogans and the Serenity Prayer. The loving interchange of help among members and daily reading of Al-Anon literature thus make us ready to receive the priceless gift of serenity.

Anonymity is an important principle of the Al-Anon programme. Everything that is said here, in the Group meeting and member to member, must be held in confidence. Only in this way can we feel free to say what is in our minds and hearts, for this is how we help one another in Al-Anon.

Suggested Preamble to the Twelve Steps

The Al-Anon Family Groups are a fellowship of relatives and friends of alcoholics who share their experience, strength and hope in order to solve their common problems. We believe alcoholism is a family illness and that changed attitudes can aid recovery.

Al-Anon is not allied with any sect, denomination, political entity, organisation or institution: does not engage in any controversy, neither endorses nor opposes any cause. There are no dues for membership. Al-Anon is self-supporting through its own voluntary contributions.

Al-Anon has but one purpose: to help families of alcoholics. We do this by practising the Twelve Steps, by welcoming and giving comfort to families of alcoholics and by giving understanding and encouragement to the alcoholic.

Integrity Statement

While everyone is welcome, we would like to remind you that this is an Al-Anon meeting and ask members to confine themselves to Al-Anon principles, regardless of membership of any other outside organisation or Twelve Step programme. Only in this way can the integrity of Al-Anon be preserved.

The Al-Anon programme is a gentle one with no deadlines. We start working the Steps and find a sponsor once we feel ready to do so.

Suggested Closing

In closing, I would like to say that the opinions expressed here were strictly those of the person who gave them. Take what you liked and leave the rest.

The things you heard were spoken in confidence and should be treated as confidential. Keep them within the walls of this room and the confines of your minds.

A few special words to those of you who haven't been with us long: whatever your problems, there are those among us who have had them too. If you try to keep an open mind, you will find help. You will come to realise that there is no situation too difficult to be bettered and no unhappiness too great to be lessened.

We aren't perfect. The welcome we give you may not show the warmth we have in our hearts for you, but the warmth is there and you will soon start to feel it.

Talk to each other, reason things out with someone else, but let there be no gossip or criticism of one another. Instead, let the understanding, love and peace of the programme grow in you one day at a time.

Will all who care to, join me in the Serenity Prayer to close our meeting?

The Serenity Prayer

God grant me the Serenity
to accept the things I cannot change,
Courage to change the things I can,
and Wisdom to know the difference

THE TWELVE STEPS

1. We admitted we were powerless over alcohol – that our lives had become unmanageable.
2. Came to believe that a Power greater than ourselves could restore us to sanity.
3. Made a decision to turn our will and our lives over to the care of God *as we understood Him*.
4. Made a searching and fearless moral inventory of ourselves.
5. Admitted to God, to ourselves and to another human being the exact nature of our wrongs.
6. Were entirely ready to have God remove all these defects of character.
7. Humbly asked him to remove our shortcomings.
8. Made a list of all persons we had harmed, and became willing to make amends to them all.
9. Made direct amends to such people wherever possible, except when to do so would injure them or others.
10. Continued to take personal inventory and when we were wrong promptly admitted it.
11. Sought through prayer and meditation to improve our conscious contact with God *as we understood him*, praying only for knowledge of His will for us and the power to carry that out.
12. Having had a spiritual awakening as the result of these Steps, we tried to carry this message to others, and to practise these principles in all our affairs.

THE TWELVE TRADITIONS

1. Our common welfare should come first; personal progress for the greatest number depends upon unity.
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.
3. The relatives of alcoholics, when gathered together for mutual aid, may call themselves an Al-Anon Family Group, provided that, as a Group, they have no other affiliation. The only requirement for membership is that there be a problem of alcoholism in a relative or friend.
4. Each Group should be autonomous, except in matters affecting another Group or Al-Anon or AA as a whole.
5. Each Al-Anon Family Group has but one purpose: to help families of alcoholics. We do this by practising the Twelve Steps of AA ourselves, by encouraging and understanding our alcoholic relatives, and by welcoming and giving comfort to families of alcoholics.
6. Our Family Groups ought never endorse, finance or lend our name to any outside enterprise, lest problems of money, property and prestige divert us from our primary spiritual aim. Although a separate entity, we should always co-operate with Alcoholics Anonymous.
7. Every Group ought to be fully self-supporting, declining outside contributions.
8. Al-Anon Twelfth-Step work should remain forever non-professional, but our service centres may employ special workers.
9. Our Groups, as such, ought never be organised; but we may create service boards or committees directly responsible to those they serve.

10. The Al-Anon Family Groups have no opinion on outside issues; hence our name ought never be drawn into public controversy.
11. Our public relations policy is based on attraction rather than promotion; we need always maintain personal anonymity at the level of press, radio, films and TV. We need guard with special care the anonymity of all AA members.
12. Anonymity is the spiritual foundation of all our Traditions, ever reminding us to place principles above personalities.

THE 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 insure that they be heard. (see *UK & Eire Service Manual* Part 4 Concept Five, for explanation of word change.)
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 Selected Committees, executives and staff members. (see *UK & Eire Service Manual* Part 4, Concept Eleven, for explanation of word change.)
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 all its proceedings, the UK & Eire 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.