

INFORMATION TECHNOLOGY (IT) COMMITTEE
WORKBOOK AND GUIDELINES



WSC Information Technology Committee (WSCITC)
Includes Motions and Amendments Passed by the
World Service Conference 2025

In accordance with the Sixth Tradition of Cocaine Anonymous, this workbook does not endorse and is not affiliated with any of the specific technology or software providers mentioned in this Workbook. Any specific mention is meant solely as part of a hypothetical example.

TABLE OF CONTENTS

<u>Introduction</u>	<u>3</u>
<u>Social Media Guidance</u>	<u>4</u>
<u>Conventions, Conferences, and Retreats</u>	<u>5</u>
<u>Social Networking</u>	<u>6</u>
<u>Podcasting / Videocasting Guidance</u>	<u>7</u>
<u>Process for Submitting Audio Recordings on C.A. Media Platforms</u>	<u>8</u>
<u>How to Set Up a Website</u>	<u>9</u>
<u>Webservant / IT Committees</u>	<u>9</u>
<u>A Typical Website</u>	<u>10</u>
<u>Things to Avoid</u>	<u>11</u>
<u>World Service Office Policies for Posting on C.A. Platform Properties Area Events</u>	<u>13</u>
<u>Requirements for C.A Area / District Websites</u>	<u>13</u>
<u>Linking, Emergency De-Linking, & Non-Compliance</u>	<u>15</u>
<u>Virtual Services Guidelines</u>	<u>16</u>
<u>Introduction</u>	<u>16</u>
<u>Statement of Purpose</u>	<u>17</u>
<u>How to Start a Virtual or Hybrid Meeting of Cocaine Anonymous</u>	<u>17</u>
<u>Online or Hybrid Meeting Disclaimer</u>	<u>18</u>
<u>7th Tradition</u>	<u>18</u>
<u>Meeting Service Positions</u>	<u>18</u>
<u>Anonymity and Security</u>	<u>20</u>
<u>Confirmation of Meeting Attendance</u>	<u>21</u>
<u>Virtual Services Subcommittee Guidelines</u>	<u>23</u>

INTRODUCTION

The Internet Committee of the World Service Conference was established at the 1998 Conference to assist the C.A. fellowship in matters relating to the global communications phenomenon called “the Internet.” At the 2005 World Service Conference, the name was changed to Information Technologies Committee (WSCITC), to better fit the scope of emerging technologies. In order to fulfill this mission, the WSCITC has created this Workbook to assist and guide the entire C.A. service structure in the development of websites that will ensure unity throughout the service structure.

The purpose of the committee is to serve as a resource for the C.A. service structure in areas of emerging technologies. In addition, we facilitate and assist Areas and Districts in approving their local websites, so that they may have a link directly from the C.A. web properties. The IT Committee, on an ongoing basis, works on adapting available technologies to better carry the message of C.A., while always keeping in mind the Twelve Traditions and Twelve Concepts of C.A., C.A. policies, privacy, and security.

This Workbook contains the guidelines for setting up CAWSO approved Area and District websites. As well, The IT Committee provides guidance and suggestions - based on the Committee’s technological expertise, adherence to the 12 Steps and Traditions, and the input and support of our worldwide Fellowship - to address the adoption, use and adaptation where needed of advances in tech. It is expected that this Workbook will continue to grow to cover new developments as they arise in this rapidly changing environment.

This 2024 revision adds new guidance for our Online and Hybrid meetings. We encourage the Fellowship at every level - from the individual member to the Area, to World Service - to join this conversation about our use of technology to achieve our Primary Purpose, while respecting our fundamental commitment to principles of anonymity, spirituality and rigorous honesty.

In Love and Service,

the WSCITC

INTERACTIVE ONLINE GUIDANCE – Social Media, Networking, Videoconferencing, Blogging, Blogging and other technology interactions

SOCIAL MEDIA GUIDANCE (INSTAGRAM, FACEBOOK, TWITTER, SNAP)

Technology's advancements, as well as the unimaginable events of the past few years, have changed so much about how members and the fellowship as a whole interact online. Technology - and our Fellowship's use of it - continues to race forward. We reiterate key considerations when dealing with social media:

- **Anonymity** - Social media clearly meets the 11th Tradition definition of “press television, radio and film.” Additionally, 12th Tradition considerations are paramount in sharing one's own sobriety status as well as that of others. Facebook, Instagram and other posts with sobriety or 12 step themes should aim for the greatest anonymity for the most people shared to the smallest groups. This can mean sharing to private groups, limiting posts to close friends, removing clear indications of a 12 step group, and using oblique phrasing or non-12 step specific wording (“Thankful for 12 years!”). Decisions about the extent of personal anonymity are just that: personal, and unto each of us. Use that consideration when sharing the names or images of others.
- **Group Conscience** - Local Areas, meeting groups, and other private groupings may wish to form social media contact lists. Clear, limited admin control should always be maintained by sober members with a year or more of continuous sobriety, a grounding in the steps and traditions and a working understanding of issues around technology and anonymity in particular. Postings to a private group should meet the group's conscience on appropriate content, set by substantial unanimity among the group, and clearly understood. At least one admin should have the ability to monitor and limit posts, and a spirit of rotation should guide the group in rotating these roles. Group members should be able to opt in to join (i.e., not be added without prior consent) and have a clear understandable option to opt out at any time.
- **Use of Copyrighted Material** - The AA Big Book is a literary work with a copyright belonging to Alcoholics Anonymous. Similarly, C.A. holds copyrights on our books, including A Quiet Peace, and both Hope, Faith and Courage editions, as well as our pamphlets, the C.A. 12-Step Companion Guide and other works in development. Other Meditation books are published works belonging to a publisher (for example, Hazelden). It is illegal to reprint significant portions of a copyrighted work without permission of the copyright holder. “Significant portions” includes a Daily Meditation, or a well-known section of the Big Book such as How It Works or The Promises.

Restricting reprinting of copyrighted materials is not a suggestion. It is illegal.

Use of any copyrighted work requires permission (and usually a royalty) to the publisher or creator of the work. It is the responsibility of the individual poster (or the group) to respect and enforce copyright.

- **Social posting is not PI** - Please refer to Public Information (PI) guidance when looking to attract new members to the fellowship. Twelfth step work should be understood to be private and individualized. Public Information work online should be handled at the Area level by an elected member of the group, acting in accordance with the Steps and Traditions. Social media is clearly another helpful way to share the gifts of sobriety with other sober people. Nothing in these guidelines is meant to preclude or interrupt the opportunities for sober people to connect and share the gifts of sobriety with one another.

CONVENTIONS, CONFERENCES, AND RETREATS

Gatherings of sober people for Fellowship, Meetings and Socialization have renewed value in light of our recent period of isolation. Areas and Organizational Groups, as well as individuals, are making use of technology at every stage of the process. Here, too, we need to be mindful of balancing technology advances with the guidance of our traditions and steps:

- Any transmission or recording of speakers, meetings, and workshops should be clearly announced beforehand to speakers, participants and attendees, and it is up to the organizer, committee or Area to provide ways to anonymize participation or attendance for those who do not want to be recorded.
- Collaborative tools like Facebook, Messenger and WhatsApp groups around events should be private, with clear options for opting out for those who wish to exit a group. Our traditions suggest that posts to these groups be focused on the event or sobriety generally, and the group's existence should remain limited to reasonable time frames before, during and after the event.
- **Event organizers should remind attendees online, in print, and by announcement at the event that posting of photos, recordings and other posts mentioning the event should respect the 11th and 12th Traditions and the anonymity of others at the event.**

SOCIAL NETWORKING (FACEBOOK, IM, WHATSAPP, SLACK, GOOGLE TEAMS, SNAPCHAT)

Instant Messaging has come a long way and become more than one to one communication. Messaging networks, group message boards and more have facilitated new, helpful ways for Meeting groups, Areas and other interested sober people to reach one another. While this technology offers greater opportunities for anonymity, there still remain considerations we should all use when sharing or contributing.

- Membership - As suggested above, membership in private groups should be “opt in” (that is requested by the interested person) and not automatically set and requiring the person to opt out. Members of the group should, however, be able to easily opt out should they no longer wish to participate in the group.
- Admins - Group admins are suggested to have a year or more of continuous sobriety, be current participants in the group, and to change in a spirit of rotation on a regular basis (6 months or one year is a common approach). Admins should have some technical familiarity with the app, its tools and processes. Admins should reflect the group’s conscience, making sure posts meet group expectations, and taking appropriate steps when the group’s conscience is not being met. This can include muting or deleting posts, muting or removing disruptive participants, and addressing concerns of bullying, threats or harassment. When in doubt, Admins can always seek the group’s conscience, or the guidance of a sponsor or Regional Trustee.
- Notifications - members of the group may find themselves inundated with messaging - the Admins may want to provide guidance on how frequently messages can be expected and help those who wish to turn off or limit notifications.
- Literature - while sharing quotes, or even full Meditations may be desirable, individuals and groups should use the same consideration and care when sharing copyrighted materials in a message as they would in a more public setting.
- In these small forums and more private settings, we should still be guided by the 12th Tradition - “Anonymity is the spiritual foundation of all our traditions, ever reminding us to place principles before personalities.” Everyone, including members of the Fellowship who may not be included in a particular forum, should be treated with dignity and respect.

PODCASTING / VIDEOCASTING GUIDANCE (TikTok, YouTube)

Audio and video recordings have become part of information we share online. Podcasts and Video casts made by Area and Committees for PI service should follow Public Information guidelines as well as Fellowship guidance generally on audio and video recordings.

Individual members may feel interested in recording and sharing aspects of their sober journey. Our guidance is meant to address those interests, not to limit or prohibit sober content, but to keep in mind how our steps and traditions are best reflected in everything we do.

- Podcasts should be produced/hosted by members with a year or more of continuous sobriety, and a good working knowledge of the steps, traditions, and guidance of the fellowship.
- This guidance refers specifically to posted recordings that specifically refer to the fellowship of C.A. Generalized messages of sobriety, recounting one's sober journey in general terms, sharing sober ideas are all up to the individual.
- A 6th Tradition disclaimer should accompany the podcast. No suggestion or referencing should imply or state that the opinions expressed reflect the opinion of the Fellowship or its membership.
- Being mindful of the 11th Tradition - "we need always maintain personal anonymity at the level of press, television, radio and film" - great care should be taken to remove identifiers of individual speakers as well as anyone they may mention in their sharing.
- Along similar lines, videos should provide visual as well as auditory anonymity - thus, **any video content that includes any recognizable person, in or out of the Fellowship, is likely to violate our traditions.** So, for instance, a video of a cake and candles celebrating an anniversary would be okay, but a selfie video proclaiming one's time would not (if it specifically referred to C.A.).
- Further, and for similar reasons, **no meeting, convention, retreat, or conference, or sound or images therefrom, should be used in a publicly**

shared recording. This includes business meetings, and social/special events where the name of C.A. is clearly referenced, spoken of, or visually represented (for instance, a sign or poster).

PROCESS FOR SUBMITTING AUDIO RECORDINGS ON C.A. MEDIA PLATFORMS

Recordings can be submitted by a C.A. Area Chair, or Regional Convention Chair. Independent member submissions are **not accepted** to ensure accountability.

It is required that all Cocaine Anonymous Speakers should be drawn from within the fellowship of Cocaine Anonymous. Speakers should be encouraged to **focus on sharing their Hope, Faith and Courage** based on their ongoing attendance at C.A. meetings, a working knowledge of C.A. 12 Steps, and that they carry a C.A. message consistent with our Traditions.

The review and approval process needs to be completed by the Area Chair and/or the Regional Convention Chair. The following process must be followed:

1. Review and Approval Process:

Before sending a recording forward, the submitter must confirm:

a) Traditions Review:

- Recording is consistent with C.A. Traditions.
- No full names of any individuals are used.
- No promotion of outside issues.
- No discriminatory language.

b) File Name:

- Apply the following naming convention:
 - Recording year, month, and day
 - First name
 - Event name
 - Area / Region
 - Language
- File Name Example: 2025-08-30-Ernest-Unity-Workshop-C.A.-Sweden-EN

c) File Format: MP3

d) Recording Assignment Release Form:

- Confirm that each speaker has completed and signed the Recording Assignment Release Form.
- The form must be attached with the submission.

2. Submission Process:

- Contact the IT Committee to request a secure upload link.
- Upload the audio file(s) and the signed Recording Assignment Release Form(s)

3. Administrative Tasks:

- Recording Assignment Release form is saved in a **non-public and secure repository** for records.
- A copy of the MP3 file will be automatically sent to the Archives Committee.
- Recording is **tagged, cataloged, and held** on the C.A. media platform.

HOW TO SET UP AN INTERNET WEBSITE

Four basic items that are necessary for a C.A. Area or District website:

1. Internet access through an ISP (Internet Service Provider)
2. Website hosting provider (companies that provide space on a server for websites)
3. Domain registration (process of acquiring a domain name from a domain name registrar, usually your hosting provider)
4. Person(s) (usually called a Webservant) or committee to create and maintain website.

Domain names are used to establish a unique identity. Organizations can choose a domain name that corresponds to their name, helping Internet users to reach them easily. (e.g. www.localca.org) (Examples of domain names currently being used by C.A. Areas are: ca4la.org, caofmn.com, and caofutah.com). **The World Service Office has reserved the domain names ca.org, cocaineanonymous.org, and similar names for its own use.**

When selecting a domain name, it is suggested that Areas pick a name easy to remember. Since many domain names are already in use, it is a good idea to have several possible choices in mind when applying for your domain. Domain registrars allow online inquiries to see if a given domain name is available. It is also suggested that, where possible, the domain name be registered such that the Area or District is listed as the “administrative contact”.

[While it should go without saying, Trusted Servants, Area Service Boards, and all members should remain mindful that **an Area website, its domain name, and its online assets belong, ultimately to Our Fellowship**. Based on the experience of many, we suggest oversight of technological assets (like a web domain, Social media group oversight, etc.) try as much as possible to avoid ownership or the financial control of one individual, that a spirit of rotation accompany every tech related service role, and that any use of tech should be easily understood such that even a non-expert can oversee basic management functions.]

WEBSERVANT AND/OR INTERNET COMMITTEES

The District or Area should take care in selecting the person that will create and/or maintain their website (i.e., their Webservant). Since the website will sometimes be the first contact people have with C.A. in their Area, it is important that the website be presentable. Further, because websites are a form of public outreach, the Webservant should be well versed in the Twelve Traditions. It is therefore strongly suggested that the Webservant be a member of C.A. and have experience both in service work and in website design.

As stated previously, while the Webservant role may require some familiarity with tech, oversight of tech assets should be maintained in a way that makes it relatively easy for even an interested but less knowledgeable member to fulfill the duties of the role when needed.

It is further suggested that a member of the Area or District Board be assigned to monitor the website, so as to maintain a link to the group conscience. That said, every member, not just those in service, should feel comfortable to raise concerns about maintaining appropriate online content for the Fellowship.

The District or Area is reminded that the website needs to be maintained after it is constructed, since some things (e.g., events and meeting locations) may change from time to time. Care should be taken to make site maintenance as technologically easy as possible so that as many as possible are able to be of service when online material is addressed.

It is further suggested that at least two District or Area members, including the Webservant, know all appropriate passwords or access details.

Finally, while Areas may wish to consolidate online oversight with other Areas, care should be taken at the Regional and World level that no one individual's oversight role grows to a significant total percentage of the Fellowship's online presence. **We suggest that each region seek out a different individual who can serve as "tech support" where needed, separate from any and all other regions.** The concepts of group responsibility and Spirit of Rotation should guide us at every level to broadly distribute access to, and oversight of, each online asset.

A TYPICAL AREA WEBSITE

The www.ca.org/meetings (C.A. World Services) local area contact page contains links to many Area websites. It is suggested that Areas wishing to develop their own website first review some of these sites. While there is great variation among Area/District websites, nearly all contain most of the following content:

- The C.A. Preamble
- The Twelve Steps and Twelve Traditions of C.A.
- Current conference approved literature

- A local meeting schedule
- A local activities and/or events page
- Area contact information, including email, telephone, and mailing address
- Information regarding service committee meetings

There is other content, such as the C.A. logo/trademark and disclaimers, which is required by CAWSO as a condition of having a link to your website from C.A. (C.A. World Services) local Area contact page. These requirements are discussed in detail in the next section.

Additional content an Area may wish to include are selections from C.A.'s many pamphlets, illustrative graphics, links to other local C.A. websites, convention information, and downloadable convention registration forms. However, this additional content should be carefully considered, so that the overall website remains within C.A.'s Twelve Traditions. A later section will outline some things to be avoided.

CAWSO also has some content available for download (e.g., graphics, the C.A. logo, approved copyright and trademark statements, the current version of this document, and other useful information). These materials can also be obtained by emailing a request to webservant@ca.org.

Any websites containing C.A. members' names, phone numbers, or email addresses, or displaying C.A. business reports or financial statements, need prior written approval from both the Area/District and the affected member(s). Additionally, when there is a need to distribute C.A. business or financial documents to members, it is suggested to utilize at least one secure access method (e.g., password protected site, etc.) in order to avoid C.A.'s name being drawn into public controversy, or any other potential violations of the Twelve Traditions of C.A.

The IT Committee will submit a quarterly report to the World Service Trustee assigned to the IT Committee. However, websites change over time, and should there be any questions regarding something seen on a C.A. website, please email webservant@ca.org.

THINGS TO AVOID

The following items have been found to be in conflict with the Twelve Traditions, or otherwise harmful to Cocaine Anonymous as a whole, and must be avoided by Area and District websites:

1. Links to non-C.A. websites must be avoided, including all of the following:
 - Commercial websites or any website containing advertising, except for the following:
 - o Mapping Services for meetings and events (e.g., to give directions to a

- meeting location), when accompanied by the disclaimer found below
 - o Online payment gateways (e.g., for the purposes of collecting donations or payments for events), when accompanied by the disclaimer found below
 - Government websites
 - Non-profit organizations websites (whether involved in the field of recovery or not)
 - Recovery houses, hospitals, and alternative treatment providers
 - Websites of other 12-Step programs
 - Pages posted by individual C.A. members
 - Any non-C.A. meetings or events
2. Websites may only post literature that is currently approved by the C.A. World Service Conference for use in C.A. meetings or C.A. service work.
 3. No website may post material in violation of copyright law.
 4. **UNDER NO CONDITION SHALL ANY AREA, DISTRICT, GROUP OR INDIVIDUAL POST MATERIAL FROM THE BOOKS “HOPE, FAITH & COURAGE”, “HOPE, FAITH, AND COURAGE II” and “A Quiet Peace”, except for such sections as might be distributed as part of Conference-approved meeting formats.**
 5. Discussion of, or reference to, outside issues, including (but not limited to) religion, politics or drug policy must be avoided.
 6. No website may contain advertising, even if required as a condition of web service. This does not include, however, the name of a product or service as it might be used in the course of C.A. business (e.g., a convention hotel’s name).
 7. Nothing will be posted or linked to by any Area or District, which breaks the anonymity of any member of C.A., with or without their permission.
 8. Areas and Districts must not post material that brings C.A.’s name into public controversy.
 9. Chat rooms must not be used.
 10. Non-conference approved audio/video files
 11. **Do not use the proper name of a location without including the sixth tradition disclaimer:**

“In the spirit of Tradition Six, C.A. is not allied with any sect, denomination, politics, organization or institution.”
 12. To avoid confusion when listing meetings from other Areas please indicate the separate Area.

WORLD SERVICE OFFICE POLICIES FOR POSTING ON C.A. WEB PROPERTIES

AREA EVENTS

- 1) Event must clearly be C.A. sanctioned. Acceptable indications are:
 - a) District/Area flyer with C.A. logo
 - b) CAWSO notification to CAWSO Webservant
 - c) Trustee notification to CAWSO Webservant
 - d) Currently posted to Area or District Website

- 2) Event should be of interest outside Area or District, such as:
 - a) Conventions and retreats
 - b) Multi-day events
 - c) Regional events
 - d) World Service events

- 3) Event information must be provided in electronic form to the CAWSO

- 4) Linked pages and files must:
 - a) Be in compliance with the Twelve Traditions
 - b) Be provided in a digital format
 - c) Pertain to the event (e.g., convention registration form)
 - d) Be of reasonable size and of printable dimensions (8½" x 11" or smaller)
 - e) Be in an Acrobat ("pdf") format, or some other format convertible to "pdf" (Displayed format on C.A. web properties will be Adobe Acrobat, as it is PC/Mac compatible)

- 5) Website links from C.A. web properties will be approved to:
- 6) Websites in compliance with the Twelve Traditions.
- 7) C.A. District or Area websites, if not a link to a meeting of any sort.
- 8) Area/District website's event page

- 9) The main page of information for Events on the C.A. web properties will include the following disclaimer:**
 - a) "Certain information listed herein about the local event, the event location, event activities, and even the host city is included for informational purposes only; so that those attending the event looking for something to do during the event might have that information. The listing of such information here does not, nor should it imply affiliation, cooperation or endorsement of such venues, hotels, or activities by C.A. or by C.A. World Services. If you have further questions or concerns on this matter, please contact the Event Chair"

REQUIREMENTS FOR C.A. AREA / DISTRICT WEBSITES

All C.A. Area or District websites must meet the following requirements in order to be considered for linking by the CAWSO:

- 1) The Service Committee for the Area or District must have approved the website, and the CAWSO must be contacted by an elected officer of the Area or District with a

statement to this effect.

- 2) A link to the email address of the Area's current Webservant must be posted on the website itself. This may be done in a way that obscures the individual's name, but the link must allow anyone to send email directly to the current Webservant.
- 3) Contact information for the Area must remain current so that any problem not resolvable by contacting the Webservant can be resolved directly with the Area or District board.
- 4) The official C.A. logo, unaltered except for color and size, must be present on the home page of the website. The size of the logo must be large enough so that the "®" (which indicates a registered trademark) is visible, and the logo legible. This logo, as a computer file, is available from the World Service Office upon request.
- 5) **The following link to a distinct "Disclaimer Page" must be placed at the bottom of the home page of the Area or District web site. The link shall be titled "<your area or district> Site Disclaimers". This distinct page shall contain the following disclaimers:**
 - a) Cocaine Anonymous is a Fellowship of, by, and for addicts seeking recovery. Friends and Family of addicts should contact Co-Anon Family Groups, a Fellowship dedicated to their much different needs.
 - b) Some of the items contained in these pages are published with permission of C.A. World Services but this does not imply endorsement of this website by the C.A. World Service Conference or the C.A. World Service Office. The information provided within this website is intended to be convenient for those who visit our website. Such inclusion does not constitute or imply endorsement by, or affiliation with, the <your local area> Area or the Districts within.
 - c) We regret being unable to offer links to non-C.A. sites, due to our longstanding tradition of non-endorsement of outside enterprises, whether related to our goals or not. While we are grateful for all links from other Web sites, we do not endorse any product, service or opinion offered by any outside organization.
- 6) **Any page containing quotes from copyrighted C.A. literature must contain the current copyright notice, and identify the piece being quoted [however, the books "Hope, Faith & Courage", "Hope, Faith & Courage II" and "A Quiet Peace" are NOT available for online reprinting and are not covered by this provision]. This current copyright notice is as follows:**

- a) "Cocaine Anonymous World Service Conference Approved Literature. Copyright © <year> Cocaine Anonymous World Services, Inc. "C.A.", "Cocaine Anonymous" and the C.A. logo are registered trademarks of Cocaine Anonymous World Services, Inc. All rights reserved."
- 7) Area/District newsletters, personal stories must be approved by the Area/District and the Regional Trustee before posting on the Area/District website.
- 8) When utilizing mapping services for meetings and events (e.g., to give directions to a meeting location) or online payment gateways (e.g., for the purposes of collecting donations or payments for events) the following disclaimer should be included on the same page and in close proximity to the link, widget or form:
- a) **"In the spirit of Tradition Six, C.A. is not allied with any sect, denomination, politics, organization or institution. As such <your area/district/service committee> of Cocaine Anonymous and Cocaine Anonymous as a whole does not endorse and is not affiliated with <payment gateway/business name> or any of the companies and/or services offered on the <payment gateway/business name> site. Any links to external websites or services are only provided as a convenience to our members."**

Each website should provide A Privacy Policy indicating how any data collected (names, personal information, financial data) will be held and maintained. Such data should be held securely in a password protected area overseen by the Webservant, IT Chair, and/or other responsible Area service members. Additionally, any use of cookies (data markers left on the user's computer or device) should be disclosed and an opt-out provision provided

LINKING, EMERGENCY DE-LINKING, & NON COMPLIANCE

1. Linking

When an Area or District wishing to have their website linked from C.A. web properties contacts either CAWSO or WSO Webservant, this information will be forwarded to the WSO Board and Trustee responsible for internet matters. The website will be viewed for compliance according to the currently approved WSCITC Workbook and Guidelines. If the website is compliant, the Trustee responsible for internet matters will inform the WSO Board and the Board Chair to proceed with the linking of the website. The WSOB Chair will then contact the WSO Webservant to authorize linking of the website and will notify the Area/District Chair and Regional Trustee of the new link.

1. If the website is found to be non-compliant, **the WSOB Chair will send notice of non-compliance by all available methods to that website's Webservant, Area/District Chair, and Regional Trustee.** This notification will include a description of the non-compliance and offer possible solutions for compliance. Unless and until the site comes into compliance, it will not be linked from the C.A.

web properties.

2. **Emergency De-Linking** The WSOB chair may terminate the link from the C.A. web properties to any C.A. Area website immediately, under any one of the following conditions:
 - a. Direction from the WSBT as the result of a WSBT vote.
 - b. Notification from the affected Area/District officers that they do not authorize the site.
 - c. The website contains material that is clearly illegal (e.g., drug sales), totally unrelated, and/or bringing disrepute to C.A. (e.g., pornography).
 - d. The Area link is dead or pointing towards an outside website (a domain provider etc.)

In all cases above, the WSO Webservant, Regional Trustee, affected Area/District Chair and Area Delegates will be immediately notified by all available methods of the action and the reason.

3. **Non-Compliance**

When a possible non-compliance issue is brought to the attention of the WSO and/or WSO Webservant, this information will be forwarded to the WSOB and the Trustee responsible for internet matters. The website will be viewed for non-compliance, and if the website is found to be non-compliant, the WSO Chair will send the notice of non-compliance by all available methods to that website's Webservant, Area/District Chair and Regional Trustee. This notification will include a description of the non-compliance and offer possible solutions for compliance within a reasonable time frame.

If the website fails to come into compliance within the specified time frame, then the website will be delinked and notification sent to the website's Webservant, Area/District Chair and Regional Trustee. When the non-compliance issues are corrected, the website will be linked or re-linked to the C.A. web properties, upon request from the Area/District.

Any new websites not currently linked to C.A. web properties, or any concerns about existing websites regarding possible compliance and/or non-compliance issues, should be emailed to webservant@ca.org. The committee will then review the website for compliance in accordance with the WSCITC guidelines and forward any comments to the WSO and the WSBT. WSO or WSBT are responsible for addressing any issues forwarded from the WSCITC.

VIRTUAL SERVICES GUIDELINES

INTRODUCTION

The C.A. Virtual Services is a subcommittee of the World Service Conference IT Committee. We work in tandem with the IT Committee to produce a comprehensive handbook to help the C.A. Fellowship navigate the ever-changing virtual landscape. We welcome the participation of all C.A. members interested in helping us achieve this goal.

Please reach out to us with information or questions at VirtualServices@ca.org.

STATEMENT OF PURPOSE

The purpose of the Virtual Services Committee is to make available C.A.'s collective experience while adhering to the Traditions. This committee offers resources for virtual C.A. groups and events.

HOW TO START A VIRTUAL OR HYBRID MEETING OF COCAINE ANONYMOUS

If you are interested in starting a virtual meeting, contact your local C.A. Area to see if it supports virtual meetings. If it does not support virtual meetings, or if you live in a location where C.A. is not available, contact one of the C.A. online Districts or Areas. If the group does not want to join an Area/District, a group representative should contact the World Service Office for recognition as a C.A. group and obtain approval to distribute any trademarked media content (i.e. C.A. logo). If the group wants to join a district/area the meeting information should only be listed on the associated meeting schedule. Please see the C.A. World Service Manual, Statement of Policy.

Virtual Meeting Platforms

The group will decide which virtual platform to use to facilitate its C.A. meeting. Virtual platforms generally enable users to connect via video, audio, phone, and/or chat. Different platforms have different specifications. For example: many platforms require an internet connection and a supported device. Check with the platform provider for its specifications. An internet search should result in a list of virtual platforms available for facilitating meetings.

Cocaine Anonymous does not offer troubleshooting. All troubleshooting matters should be addressed with the platform service provider. Some groups have designated an IT service position as a liaison between the platform provider and the group. There are helpful video tutorials online. Cocaine Anonymous does not recommend or endorse any one platform over any other.

What is a Hybrid Meeting?

A C.A. hybrid meeting is a gathering of members both in-person and virtually. It offers support for individuals seeking recovery from cocaine and all other mind-altering substances, accommodating those who may be unable to attend physically, but still want to engage in the Fellowship and sharing of experiences. Typically, a hybrid meeting begins with an in-person group deciding to offer virtual access to its meeting.

Before the group decides to operate in a hybrid setting, there are some things to consider. These may include devices to facilitate a hybrid meeting, cost and storage of equipment, and access to a stable internet connection.

Technology: a stable internet connection (ideally Wi-Fi), a device capable of hosting a dependable virtual conferencing account, and a speaker or sound bar that can connect to your device, to allow virtual sharing to be heard by all members.

Optional equipment also includes: a camera to show who is speaking, an omni-directional microphone and two-way speaker (this ensures sound quality for both the virtual and in-person participants), and a monitor or projector that will display the virtual participants.

ONLINE OR HYBRID MEETING DISCLAIMER

It is suggested by the WSCIT Committee to read and/or post this meeting disclaimer regarding the technology being utilized to facilitate the C.A. Online or Hybrid Meeting:

“Due to the technologies being used for these meetings, your anonymity could be compromised at a public level. You may choose your level of participation in this meeting. Our group conscience reminds us that Anonymity is the Spiritual Foundation of all our Traditions. Additionally, in the spirit of Tradition Six, C.A. is not allied with any sect, denomination, politics, organization, or institution and as such does not endorse and is not affiliated with any of the specific technology providers utilized to facilitate this meeting.”

7TH TRADITIONS

Many options exist for virtual payments. However, there may be difficulties in creating group accounts (legal requirements, fees, etc.). Groups can decide whether and how to accept virtual donations.

MEETING SERVICE POSITIONS

Each C.A. group may create such service positions with care, as they deem necessary to carry on the group functions with such job duties and sobriety requirements, as they feel appropriate.

Each C.A. group can decide in their group conscience how to structure their service group depending on the virtual platform utilized and the number of members available for service.

Each C.A. group should train and inform all service members on the security protocols for the group's platform as decided by the group consciousness to maintain a safe and secure meeting according to the first tradition.

Virtual Meeting Host

The Virtual Meeting Host is a trusted servant whose responsibility is to provide the meeting with the leadership best suited to assist the recovery of the members through utilization of the C.A. Program.

Suggested sobriety time: 6 months

Term: 6 months

Duties and Responsibilities:

- Sees that the Traditions are followed within the Meeting.
- Opens the virtual meeting ahead of the start time.
- Helps with security to guard against Internet attacks.
- Assists with other service responsibilities and when applicable assumes some of the responsibilities.

Virtual Meeting Chairperson

The Virtual Meeting Chairperson is a trusted servant whose responsibility is to provide the meeting with the leadership best suited to assist the recovery of the members through utilization of the C.A. Program.

Suggested sobriety time: 6 months

Term: 6 months

Duties and Responsibilities:

- Sees that the Traditions are followed within the meeting.
- Chairs the meeting and follows the format in accordance with the group conscience.
- Sees that the responsibilities of the other Meeting servants are met.
- Assists with other service responsibilities and when applicable assumes some of the responsibilities.
- Sees that announcement for the 7th Tradition collection is made.
- Announces where to find C.A. literature and meeting schedules when applicable.
- Documents about the meeting history such as number of members per meeting, main speakers, service members present, number of members celebrating clean time.

Meeting Verification / Chit Coordinator

(See the Public Information Handbook at pi.ca.org for more information.)

Suggested sobriety time: 6 months

Term: 6 months

Duties and Responsibilities:

- Makes a chit announcement at the start of the meeting.
- Verifies the participants stayed for the entire meeting.
- Emails the chit verification after the meeting*.

**We suggest the group have an email address for this purpose to maintain security and anonymity.*

Sponsor Representative

Suggested sobriety time: 6 months

Term: 6 months

Duties and Responsibilities:

- Help coordinate available sponsors for participants seeking sponsorship.

For the following positions, the length of clean time and commitment are left to the group's discretion.

Timekeeper

Duties and Responsibilities:

- Keeps track of the time of each share and informs when time is up.

Screen Sharer

Duties and Responsibilities:

- Shares on screen meeting's readings, literature, announcements, etc.

Welcome Person / Greeter

Duties and Responsibilities:

- Joins the virtual meeting ahead of the start time.
- Welcomes participants as they come into the meeting.
- Answers participant's questions about the meeting and platform.

ANONYMITY AND SECURITY

Upholding anonymity is essential to building and maintaining trust among members. It is equally important to maintain a secure environment, free from harassment and predatory behaviors. This section gives guidance on how to run the meetings as securely as possible while still giving members options to communicate and share our message of recovery.

Considerations for Virtual Meetings

In addition to the regular group service positions, the virtual meeting platform normally requires one or more additional service positions-to ensure a safe and secure meeting environment.

Know your platform! It's important that the group's service team be knowledgeable about the platform the group has decided to use. This allows the service team to know how to protect the meeting should anything happen.

- Stay updated and informed of any platform changes made.
- Training Workshops can be held on a regular basis for service / home group members for training.
- Most platforms offer free training and support.
- The group should have a conscience around how to handle emergencies and security problems, and all group members should follow them.

Personal Device Security

Keep all devices updated and secured and be knowledgeable about common threats related to your device.

Most vendors offer free training and support.

Group Anonymity Considerations

The anonymity of the members in a virtual meeting is much more exposed than in a physical one. There is no reliable way to detect if someone records identities, messages, video and voice from the meeting or the virtual platform.

We can and should inform all participants of this at the start of the meeting using the following anonymity disclaimer:

Meeting Security Considerations

Where the physical meeting chair needs to open the venue, put up a sign, make coffee and assign a meeting chair, the virtual one needs to be a greeter, a platform host and a security guard against Internet attacks. This may well be work cut out for more than one person.

We strongly recommend that the meeting chair role and the platform host role be assigned to separate persons. If these roles are placed on one person, it is our experience that as soon as something happens with the platform or the participants' security or integrity will draw the single chairs full attention thus halting the meeting until the issue is resolved.

Recording In General

Although speaker tapes have enormous value to the C.A. fellowship, *recording meetings is not encouraged due to anonymity and tradition violation* concerns.

Recording features capture audio and video, leaving a member exposed to identification. There is no guarantee where the content will end up or that the video portion will be scrubbed (deleted) prior to virtual posting.

CONFIRMATION OF MEETING ATTENDANCE

Although we are an anonymous fellowship, we realize some members may benefit from being able to provide evidence of attendance at meetings. The confirmation does not confirm attendees are clean, sponsored or working a program. They simply confirm they attended the meeting. [See "The C.A. 'Chit System'" in the WSC PI Handbook at pi.ca.org.]

Who Gets a Confirmation?

Anyone attending a virtual meeting can request confirmation. Groups should specify their requirements for receiving confirmation (i.e., cameras on or off, being in the meeting from start to finish). Confirmations should be sent from the group to whomever the attendee designates.

Needed Resources

It is suggested that a group have its own email address from which to send the confirmation. Ideally the address will reflect the group's name (i.e., [broadbandhighway@\[provider\].com](mailto:broadbandhighway@[provider].com)). Many groups already have one in place, as it is used for other group processes. Using a personal email address can compromise anonymity; groups can decide how to handle this issue.

It is suggested that handling confirmations be assigned as a service position or incorporated into an existing position. Anyone requesting confirmation should contact that service person via the platform's chat function.

Creating a Confirmation

Attendees will often ask for confirmations when they arrive at the meeting. An announcement can be made at the beginning of a meeting directing those needing confirmation to the designated service member. The designated service member should send a chat response to the person requesting the confirmation:

“Hi, I am the confirmation person for this meeting. Please message me again at the end of the meeting with your first name, and the name and email address of the recipient of the confirmation.”

An email will be sent when the meeting is over. It should look something like this:
To whom it may concern:

This email is to confirm that [first name of person needing confirmation] attended [name of meeting] of Cocaine Anonymous on [date of meeting].

*Regards,
[Confirmation service member]
[Name of meeting/group]*

The email is sent from the group to the recipient to maintain anonymity. Each time a person wants confirmation, a new request must be made.

Confirmation of Attendance Copyable

This message confirms that [attendee name] attended the [meeting name] of Cocaine Anonymous on [date/time]. Please let us know if you have any questions.

[Name of person confirming attendance]
[confirmation representative/secretary/chair/other position]

VIRTUAL SERVICES COMMITTEE GUIDELINES

- Works within the WSCIT and VS Committee Guidelines
- Researches and incorporates pertinent information from our international fellowship.
- Collaborates with other WSC Standing Committees as needed.

COCAINE ANONYMOUS



We're Here and We're Free™