

Saturday Noon - Technical Information

For the Secretary/Chair to read before leading a phone bridge meeting

As the Secretary/Chair for this meeting you will be given a “leader code” that will give you more features on the key pad than other members.

Here is some information that will help before dialing into the meeting once you have been given the leader code.

- 1. Dial the phone number and then use the regular pin number followed by the # sign that everyone else uses.**
- 2. There will be a voice prompt after entering the regular pin # that says “IF YOU ARE THE MODERATOR PLEASE PRESS 1.”**
- 3. Follow the prompt and Press 1.** The word “moderator” and “leader” mean the same thing.
- 4. The voice prompt will again say “PLEASE ENTER THE MODERATOR PIN (Leader Code) number FOLLOWED BY THE # SIGN”.**
- 5. You will join the phone meeting muted after entering the leader code and # sign. Press *1 to unmute yourself and then introduce yourself as the Secretary/Chair of the meeting. Press *0 for a menu of all features.**

Probably one of the most important services you can give as the Secretary/Chair is **to have the highest sound quality** on the phone bridge system. This means without background noise and weak sound quality. **“Sound”** is all we have for the phone meeting to work.

Background noise can be taken as disrespectful or interruptive while members are speaking. As a trusted servant you can guide the meeting without background noise or interruptions to the best of your ability.

Along with your own skills; here are a few tips and a few pieces of information to help you:

- 1. Technically the phone bridge system is built for “only” one person to be unmuted at a time. This of course would include, You (the Secretary/Chair) as well as the Timekeeper to stay muted by using the *1 keys. The timekeeper only unmutes to say “time”. The Secretary/Chair unmutes a few seconds before the member is done sharing to welcome the next share. You can remind the timekeeper to please stay muted except to say “time”. (Only one line unmuted at a time).**

2. **As the Secretary/Chair** (with the leader code) you **are encouraged to use the *5** to clear the line to address the noise. This ensures that members will be able **to speak so their share can be heard**. Then the member can press the *1 keys to continue sharing without the previous background noise. **We call this “Cycling Through”**. (Most of the time people forget to mute and don't know they are not muted). This can be done by saying **“Excuse the interruption, I'm going to clear the line”** and then **press *5 keys**. You then could say, **“Whoever** was sharing please press *1 and begin again,” or **“Whoever** would now like to share please press *1 to unmute yourself.”
3. Some meetings have multiple readers. The extra unmuted lines will cause the reading to be heard by some but not by other members. Here are some suggestions.

1. Organize the readers so they know the order they will be reading.
2. Then tell the rest of the readers to mute until a few seconds before it is their turn to read.
3. After each member reads remind them to mute again.
4. **(AS A Rule of Thumb)**, just because you can hear does not mean that other members can. These phone meetings have global coverage. Not all phones have equal sound. **Only one line unmuted at a time will keep a clear worldwide phone line for everyone during the meeting.**

These 4 technical points can promote safety, warmth and recovery similar to face to face meetings. This was written to assist you to know and understand the phone bridge technical features.

Phone Etiquette:

- a. Prior to joining the meeting, we ask members to temporarily disable their call waiting by dialing *70 before calling the number to the phone bridge (example *70-1-712-432-8733). If a member does not disable their call waiting, we may hear your conversation or beeping.
- b. When you dial in, you will start the conference being muted.
- c. Stay muted at all times unless you are sharing. You can un-mute by pressing your *1 keys. You will hear a voice saying “you are now unmuted”. Some phones do not have a long enough beep for the muting and un-muting to happen. You may have to press *1 several times for this function to work. When the voice comes on, you will know that the *1 keys have worked.

- d. **We ask members to use the *1 keys to mute even if they have a mute function on their individual phones. The *1 keys ensures the greatest sound strength for the entire phone line and provides the greatest service to all members of the phone bridge during the meeting.**
- e. **Please do not use a speaker phone for sharing or we will all hear an echo. Some speaker phones will not mute even when pressing your *1 keys.**
- f. **To hear a menu of all the features--such as volume control or member count--simply press * by itself.**

Thank you for taking the time to read these suggestions. If you need help, just ask. **Congratulations on doing service and beginning the flow that opens our heart to what it already knows---that we all need each other.**

**Sincerely,
Your Web Coordinator**

The Meeting Format Starts Now

(This is the part you read out loud)

FORMAT:

Al-Anon's Saturday Noon Hope for Today Meditation Book Meeting

INTRODUCTION:

1. Hi, my name is _____, a grateful Al-Anon member and your chairperson for this meeting. This is a one hour meeting and we start to close at five minutes before the top of the hour.
2. Let's open with a moment of silence for those family members still suffering inside and outside of these rooms, followed by the **Serenity Prayer**.

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.

(Al-Anon/Alateen Service Manual pg. 10)

Chairperson or Volunteer reads:

SUGGESTED AL-ANON WELCOME (How Al-Anon Works pg.8)

CHAIRPERSON ASKS VOLUNTEERS TO READ:

Preamble to Al-Anon's 12 Steps (2 Pages before January 1 in all three mediation books)

Al-Anon's 12 Steps (one page after December 31 in all three mediations books)

One Tradition & One Concept of the month (one and two pages respectively after the 12 Steps in all three meditation books)

3. Are there any newcomers on the phone bridge today? You can press your *1 key to un-mute and state your name so we may greet you. Newcomers may share at any time. We reserve the last fifteen minutes of the meeting especially for newcomers and for members who normally are quiet so that everyone on the phone bridge has an opportunity to share.
4. Let's go around the globe and introduce ourselves. Hi, I am _____(Name) from (_____ State _____)
5. Please disable your call waiting before dialing into the meeting and do not share on a speaker-phone, or we will all hear an echo. And, please stay muted at all times unless sharing.

MEETING TOPIC:

6. We will **Read Al-Anon's Hope for Today meditation book for today's date** and then open up for sharing. Who would like volunteer to do the reading?
7. **Anonymity Statement** -In Al-Anon, this is a gentle reminder that we speak from our own experience and ours is derived from living with the effects of alcoholism. We ask those who are members of other anonymous programs not to break their anonymity and to try to identify with the Al-Anon approach for the family illness. Ours is a different experience and calls for a different interpretation.
 - a. Please Note: In this formal meeting, we read once/one time, today's date from Al-Anon's "Hope for Today" meditation book. If you do not have a book, or would like to hear the reading a 2nd time, our group conscious request that you stay after the meeting formally closes and make a request that it be re-read in the "Fellowship After the Meeting".
8. We have three minute shares. Do we have a volunteer to be our spiritual timekeeper? Would the spiritual timekeeper like to share first? We ask the timekeeper to stay muted except to come in to gently say time at three

minutes. And we ask those who share to acknowledge that they have heard the timekeeper, and wrap up their share.

9. **Fifteen minutes before the meeting closes:** We are now at fifteen minutes before the close of the meeting; we will now open up the sharing for newcomers or for those members who do not regularly share.

CLOSING (Five minutes before the top of the hour):

10. ANNOUNCEMENTS:

- a. **7th Tradition:** Al-Anon is fully self-supporting, declining outside contributions. We ask that you send your contributions to WSO and state that it is FROM Saturday Noon Hope for Today meeting WSO ID#00503908 or make donations at face to face meetings.
- b. Do we have a volunteer who will stay of the line after the meetings to answer questions about Al-Anon and to explain the phone etiquette?
- c. Are there any Al-Anon related announcements?

12. Business Meeting is on the 2nd Saturday of the month (Note to chairperson: A suggested business meeting format can be found at the end of this formal meeting format)

13. Suggested Business Meeting Format can be found at www.alanophonemeetings.org under "Schedules and Downloads"

14. Meeting time schedule will be read at the end of the meeting after numbers are given out.

15. Chairperson or Volunteer reads:

SUGGESTED AL-ANON CLOSING (How Al-Anon Works pg.380 or 396)

16. The Al-Anon Declaration: (It can be found in *Paths to Recovery Roman Numeral* page IX (9) or the *Al-Anon/Alateen Service Manual* pg.22)

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.

(Al-Anon/Alateen Service Manual pg. 12)

17.Names & Telephone Numbers: Ask for members to call out names of individuals they want telephone numbers from and ask those members to stay on the line and give out their phone numbers.

18.MEETING SCHEDULE

Meeting Schedules can be accessed on the web at www.phonemeetings.org. Format changes and website related requests can be emailed to phonemeetingsweb@yahoo.com. All other general questions can be sent to phonemeetingsinformation@yahoo.com.

All Eastern Time Zone, same phone and pin number as you dialed in for this meeting.

| | |
|--------------------|---|
| 6am | 7 days a week |
| 8am | Saturday and Sunday |
| 9am | Weekdays (Monday thru Friday) |
| 10am | Saturday |
| 11am | Sunday |
| 2pm | Sunday |
| Noon | Monday ----- Saturday |
| 4pm | 7 days a week |
| 6pm | Saturday |
| 8pm | 7 days a week |
| 10pm | Monday, Tuesday, Thursday, Friday, Saturday and Sunday |
| 12 midnight | Monday and Thursday |

Does anyone want to announce just the phone number and pin for other Al-Anon Phone Meetings?

Chair passes off to the volunteer (say name) able/willing to serve as newcomer greeter. By way of signing off, Chairperson might wish to say that those wishing to participate in fellowship may stay on line until the next meeting.

MEETING IS NOW FORMALLY CLOSED

Suggested Format for each Individual Group Conscience Meeting

1. Let's open with a moment of silence followed with the serenity prayer:
2. 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.

OLD BUSINESS

3. Chairperson do we have any old business to revisit from last meeting?
4. We open up the floor for discussion on these items.
5. Do we have a motion on this item?
 - 5a. Do we have a second?

5b. Chairperson please read the motion.

Ask if there is any further discussion before we vote.

5c. We now go to voting...

5d. All in favor say "I" and state the order of "I's" Like "I one" and then "I two" and so on.

5e. Any opposed? Say "nay one" and so on.

5f. Any abstentions? Say "abstaining one and so on.

5g. The motion is now carried or opposed with ___#___ in favor, ___#___ opposed and ___#___ abstentions.

NEW BUSINESS

6. Is there any new business that the group wants to bring up?

7. (if so) So our first order of business is _____.

8. We open up the floor for discussion on this item.

9. Do we have a motion on this item?

9a. Do we have a second?

9b. Chairperson please read the motion.

Ask if there is any further discussion before we vote.

9c. We now go to voting...

9d. All in favor say "I" and state the order of "I's...like, "I one" and then "I two" and so on.

9e. Any opposed? Say "nay one" and so on.

9f. Any abstentions? Say "abstaining one and so on.

9g. The motion is now carried or opposed with ___#___ in favor, ___#___ opposed and ___#___ abstentions.

NEW BUSINESS

10. Is there any new business that the group wants to bring up?

11. (if so) So our first order of business is _____.

12. We open up the floor for discussion on this item.

13. Do we have a motion on this item?

9a. Do we have a second?

10b. Chairperson please read the motion.

Ask if there is any further discussion before we vote.

11c. We now go to voting...

12d. All in favor say "I" and state the order of "I's" Like "I one" and then "I two" and so on.

13e. Any opposed? Say "nay one" and so on.

14f. Any abstentions? Say "abstaining one and so on.

15g. The motion is now carried or opposed with ___#___ in favor, ___#___ opposed and ___#___ abstentions.

NEW BUSINESS

14. Is there any new business that the group wants to bring up?

15. (if so) So our first order of business is _____.

16. We open up the floor for discussion on this item.

17. Do we have a motion on this item?

9a. Do we have a second?

10b. Chairperson please read the motion.

Ask if there is any further discussion before we vote.

11c. We now go to voting...

12d. All in favor say "I" and state the order of "I's" Like "I one" and then "I two" and so on.

13e. Any opposed? Say "nay one" and so on.

14f. Any abstentions? Say "abstaining one and so on.

15g. The motion is now carried or opposed with ___#___in favor,
___#___opposed and ___#___abstentions.

Are there any other things someone would like to add before closing?

Serenity Prayer

Meeting is now closed.