

Online Meetings Web Meeting Small-group Notes

On 14 September 2019, NAWS held a web meeting open to all interested members to share best practices of online meetings. More than 160 members joined the meeting at some point, with about 120 members, plus nine Board members, and ten staff present for the whole meeting. Most of the meeting was spent in small-group discussion with members responding to these questions.

1. What is working best?
2. How do online meetings handle contributions?
3. How do online meetings handle literature?
4. How do they interface with the existing NA community?

Participants were encouraged to send their ideas to the World Board at wb@na.org if they didn't get a chance to share all of their thoughts on the web meeting.

Small Group #1 Discussion Notes

1. What is working best?
 - I go to In the Rooms for free online meetings x2
 - I've mostly been a "tourist"—don't have a lot of experience, but online meetings seem to work well overall. I've been in Zoom and phone meetings.
 - I am attending because I'm interested, but I don't have a lot of experience.
 - I've been involved with online video groups for 10 years. We initially used a website that raised some challenges—you had to be a member to use it. We now use Bluejeans which is similar to this interface. We hold two meetings a week.
 - It works well to connect people around the world. There are some minor connection challenges, but overall it works great to give people access and connect people.
 - In Brazil we have a WhatsApp group. I'm a moderator. It's an easy way to organize a meeting. It works 24-hours a day. We follow the Traditions—you need to be a member to participate.
 - We are in the process of setting up a Facebook page and looking into online meetings.
 - I have experience with NA by phone. I'm here to get information about online meetings. NA by phone has been a lifesaver. I enjoy Zoom service meetings, and I'd like to know more about online recovery meetings.
 - Our region (Alaska) has a Zoom account for online meetings. We are using Zoom meetings to reach isolated addicts and those who may be home-bound. There is some resistance to online meetings because you lose the face-to-face component. Hybrid meetings seem to help bridge this gap.
 - Brazil, Kentucky, and South Africa also do hybrid meetings.
 - My home group (Architects of Adversity). is an online meeting that started as a face-to-face meeting. Our members are spread out. We were challenged with finding a location and time that everyone could meet, and then we decided to meet via Zoom. It's all been smooth for us. We were surprised that our success is unusual.
 - I have service positions at two online meetings. I'm based in Portugal. One of the best things is I can hear a message of recovery from members around the world. I can hear from members with more clean time than me, and that is not something I usually experience in in-person meetings. It's also a good way to connect women in recovery. It can be difficult for women to connect and find sponsors in in-person meetings. We announce the meetings in social media and online

networks—that helps spread the word. It’s important to have an easily accessible platform that doesn’t keep records. We have these service positions: moderator & two chair people (they alternate weeks). We copy readings and place them in the chat box and we post any announcements and links in the chat box. Also we have a GSR if needed.

- Poland—we have six online meetings/week and one women’s meeting. We are still using Skype. We have two service positions—leader and technical person. It’s a bit complicated. I moved to Portugal for some months, and it was so helpful to me to be able to join meetings in Polish. I have also been joining the Portugal meetings to practice my Portuguese. 😊
- Bringing in online speakers seems so helpful.
- Any time two addicts get together it should be regarded as an NA meeting. A list of online meetings would be really helpful. One of the attendees offered this link <https://virtual-na.org/> which lists about 200 meetings.
- If you search for “web” under country in the meeting directory at www.na.org, you will find the online meetings in NAWS database.
- We use Zoom. We have a Facebook page. We post a link about an hour before the meeting starts. We have three questions to make sure members are addicts. We have nine meetings/week.
- I am H&I coordinator for the Russian-speaking Zonal Forum. We are trying to make a schedule of all Russian-speaking online meetings for H&I (there are about 15 now). Then H&I committees can give this schedule to help connect members and potential members, especially in institutions or remote places or small towns where there are no NA meetings yet.
- We use Zoom.
- In Brazil we use the Zello app.
- We are a rural mountainous area. I’ve tried to talk to my area to have online meetings, but so far they are not receptive.
- There are resources that may help remote or isolated members and groups at www.na.org/ruralservice
- Our group is incorporated. We have a bank account. We have service positions and an online business meeting. We Act As If—regardless of whether NAWS recognizes us as a group. We would prefer to register with NAWS, but in the meantime, we act as if.

2. How do online meetings handle contributions?

- Hybrid meetings help with contributions x2. In-person homegroup members can make contributions to the group, which contributes to ASC, but we are interested in learning more about how online members can contribute. Hybrid meetings can help small or new groups to connect with more members who have recovery experience.
- We use PayPal for www.onepromisena.org. There is a button linked to each meeting. And there is a chat area in the meeting with a link to PayPal.
- In The Rooms uses PayPal.
- There is no way to differentiate between an in-person and an online meeting when contributing to World Services.
- Some meetings have a bank account and use that to make contributions to a service body of our choice.
- Members pitch in to pay for the Zoom account. That’s our only real expense. We regard it like paying rent.

- For now, we don't take contributions (Skype platform).
- We discussed having a treasury to collect money to cover costs, but we decided not to have one.
- We use Zoom and our challenge is how to collect contributions. We tried to pose this question—but we could not come to a conclusion

3. How do online meetings handle literature?

- We use na.org links for readings, etc. x2
- When newcomers want literature, we personally order it online for them and have it shipped to them.
- We write links in a chat box to connect members with local offices or the WSO to buy literature.
- We have a link to the Polish Service Office where members can buy literature.

4. How do they interface with the existing NA community?

- We are part of an ASC. We have a GSR who attends. There's never been any question about that. We never had the experience of not being welcome to connect with the ASC.
- We connect with another group in Egypt. We use Egypt's Facebook page and phonenumber to help connect the group with members.
- The groups are part of the area in Sao Paulo.
- There was a virtual ASC created that joined the UK Region. The UK Region looked again at how they were handling the relationship of virtual groups and in-person groups. Some regions follow what they perceive as the lead from NAWS, in not registering online groups, even if NAWS has no intention of "leading" regions on these matters.
- This meeting is an attempt to hear everyone and move forward responsibly.

Questions for NAWS

- What is the definition of an NA group—can we redefine it to include online meetings. Why does na.org not recognize online meetings as "official" NA meetings? Why are online groups not considered part of the structure?
- Can na.org include more info about the types of meetings, and include a link to a meeting list of online meetings? It's not intuitive how to find them in the meeting finder. You have to know to search "web" or you won't find these meetings. Also, can we encourage online meetings to register with NAWS?
- Can we eliminate the sentence on na.org that says we list online meetings, but we don't register online groups? That sentence encourages service bodies to shut online groups out of the service system.

Small Group #2 Discussion Notes

1. What is working best?

- In the Iran Region we have lots of zoom webinars, invite trusted servants (regions and areas.) There's a need to hold meetings quickly, save time and money. This new way has been going on for almost 2 years. These meetings aren't the same as face-to-face meetings.
- In the UK we find our way with online meetings (delivering service to online meetings for 10 years) there is room in the Fellowship to allow different things – it talks about this in Tradition 4. Online meetings are trying to fulfil our primary purpose. We consider ourselves to be regular NA meetings. It's all about common sense; we do the same things that are done in a face-to face

meeting, maintain recovery and find the right format that will work for the members. Mistakes have been made like any other meeting.

- In Israel we get the Concepts - keep it recovery-based. Add email/contact in the chat. Some questions – we are looking for specific information like platforms used, what are the roles in group conscience (how do meetings handle different positions, who handles what), how do you engage in the service structure (do you have your own area?). We would like to see online formats (what do you read, do you time people, have text the leader goes by?). Do online group allow different subjects to talk about? Are there virtual special needs groups? Any online groups for international, not just regional?
- Portugal – online meetings based in Australia. Living in places where there are no face-to-face meetings available, online recovery meetings are a lifesaver. A meeting has to start/finish on time. Needs trusted servants that are consistent and needs to maintain the atmosphere of recovery. Need reliable technology. We now use Bluejean – hold up to 70 people (NA at home holds 25-30 people)
 - Just for today, women’s, etc are different formats - have business meeting once a month where the groups are represented, just like any other Area.
- Joined online meeting “in the rooms” platform – connected sponsee and sponsor who are in other countries, go to a meeting together. Treat the platform like a room we are renting a meeting space for - rent virtual space from a platform to have an online meeting (British Columbia Region) have been using it for service. (Bluejean technology- hybrid meetings)
- Montana – started meeting last month, have volunteers who rotate, use Zoom
- Having a more analog backchannel, have designated technology person to call if online platform is malfunctioning. Whoever is hosting the meeting has a secondary phone number to call in the event of technology failure.
- Pitfalls – someone has Facebook/cellphone; when someone can’t get in we usually stop the meeting and wait for them. With ASL meetings last 1 1/2 to 2 hours
- Never Alone Deaf Group – use Zoom, (Bluejean – is not visual, does not work)
- Because na.org does not say online meetings are real meetings and post them like they do regular face-to-face meetings, they are not seen as real meetings. We give hope to each other. You can meet your home group and sponsor abroad, can have spiritual experience and listen to the sharing. Although the meeting is virtual, in these meetings can have access to something, such as meeting people across the world. How can we present literature like we do in the real meetings?
- In Australia/Greece listed in directories as NA meetings, but not on NA.org. Would like to be listed, function as NA meetings. Have seen newcomers come to these meetings and stay clean.
- Zoom account also used by the sub-committees
- We use WhatsApp – send a link for the online group.

2. How do online meetings handle contributions?

- Electronic transfer
- All participants eventually give money to groups, then area, then to region – regional online meeting (Montana Region)
- Venmo, similar to PayPal.
- Venmo bank statement sent once a month. Venmo rates cheaper than PayPal
- PayPal and have an actual bank account – 8 years, have never had to return a payment and have never had contributions from non-members

- Fully self-supporting – in Australia contributions go to a bank account, outside of Australia - PayPal account. Once a month in business meeting decide what to do with the money. We used to make monthly donations to Australia region, but now we purchase Basic Texts and donate them to institutions to help carry the message. Online meeting cannot sell literature – but it is available through electronic outlets.

3. How do online meetings handle literature?

- Wouldn't have the same opportunity to distribute – but can direct participants to NAWS website or area/region geographically close to purchase literature
- If requested literature is given
- Few service positions – keytags (order), if someone needs a specific book we tell them how to get it or one of us will order it and send to them out of the Seventh Tradition.
- No literature table in a virtual meeting, concern from a lot of people about this – we do provide links on our website stating literature is available, as well as at the UK service office.
 - Can offer to send them the literature if it's available – in 8 years maybe 6 people have asked

4. How do they interface with the existing NA community?

- Online groups want to participate in the service structure the same way physical groups, and we would need to be able to connect with areas/regions structure to participate in WSC. Only participate in the group conscience of one home group. There is a risk of people uniting around opinions rather than geography, whereas with geography normally have to work out problems.
- Younger generation likes the online technology
- Our interface is limited. We are a special interest, deaf meeting, learning how to work with the NA community in our areas
- More important question – how does the rest of the NA community interface with us? We are here to stay and have issues with some areas/regions that refuse to accept us. That needs to be addressed. Not considered part of the service structure according to NAWS – then not part of NA.
- PR handbook chapter 10 is the only mention of online meetings – Relay chat online meetings taking place in the mid 90s. We have a global membership – many disabled, can't get out of the house – need to carry the message to the still suffering addict. What are we doing to get the message to them? This goes back to the meetings by mail, we are just taking the ball and running with it.

Other:

- If anyone has experience with using Zoom into institutions? What would be pitfalls?
- About to incorporate H&I zoom for institutions, because going in is difficult. Set up virtual H&I presentation with someone permitted to go in.
- How do we protect people's anonymity? How to know no one is recording or a reporter? How to protect anonymity? Have someone ask if they are an addict when they join the group; have a filtering/screening?
 - Answer: Visual and verbal group (deaf) – we use Zoom. It allows us to be sure they have a code to enter that meeting (addicts only). If they have access to the code, its because they are an addict and have seen it on the website or somewhere, know they are an addict in a closed meeting (how we do our screening)

Small Group #3 Discussion Notes

1. What is working best?

- That they exist, that they happen!
- An ASL meeting for hearing impaired members, with an interpreter so they can share with each other and with the hearing member.
- The visual aspect is superior to phone or chat meetings; it is very much like a meeting where members are physically present.
- In places where there are no meetings, online meetings allow members to participate in their recovery and stay clean.
- Being able to actually SEE others facilitates genuine sharing better than just audio meetings.
- Having topics helps create better meetings, especially when there are newer members participating.
- The dissemination of information about online meetings is important and is to be encouraged.
- Additional needs groups/meetings online enable those who have difficulty traveling to physical meetings to still participate in their recovery.
- One member referred to an experience doing H&I online.
- Online meetings have recently sprung up in Israel. There are now 3 or 4 such meetings.
- Members are exploring structure and practice with these meetings.
- Online meetings allow participation from members who cannot attend physical or face-to face meetings.
- There are many reasons why members cannot attend in person: children at home, contagious conditions, physical disabilities, etc. Hearing impaired members may have difficulty sharing in “regular” meetings.
- Face to face, even online, encourages honest sharing from the heart.
- Some online meetings have been going on for years.
- Zoom has been far superior to Skype and other platforms.
- A face-to-face meeting joined with a Zoom meeting has been innovative and particularly effective.
- Being able to connect with members around the world is special.
- The growth of online meetings in Australia has been steady, and may be overwhelming the platforms available.
- The experience has enabled the development of H&I work online in remote areas.
- There is currently only one online meeting in Egypt, but it meets every day.
- Egypt is looking at expanding this option for recovery.
- There is an online meeting every day in Berlin, with a small group of members.
- Sometimes, personalities may take precedence over principles, and perhaps the Twelve Traditions are not being honored/observed.
- Online meetings help those in rural areas GET to meetings. Weather conditions (snow!) inhibit attendance at physical, face-to-face meetings.

2. How do online meetings handle contributions?

- The deaf “Never Alone” meeting has trusted servants, including a Treasurer, to whom the members send checks by mail to cover expenses (zoom room fees, etc.)

- In Greece, there is a once a week online meeting that connects virtually with physical meetings, which allows for virtual attendance six days a week.
- The online group does not follow the 7th Tradition, as there is a problem with being able to contribute anonymously.
- How can a group account be created that is not a personal account?
- How does an online meeting participate in the contribution flow?
- One group uses PayPal for the contributions, both for the group and for contributing to the area or region.
- When an online meeting first begins, some members pledge to contribute to cover expenses for the first year, with the understanding that excess funds would be donated to the area or region.

3. How do online meetings handle literature?

- The deaf “Never Alone” group sends out key tags, and recommends attendance at a physical group to obtain literature.
- Readings are posted at the beginning of the meetings for members to read, but this may not be happening all the time, or anymore.
- The leader reads whatever NA-approved literature is chosen for that meeting, and sharing follows that topic.
- One member experienced the Host of an online meeting posting excerpts from the Baby Blue, and sharing on it as if it were NA-approved literature.
- A member has experienced issues with perceived copyright violations.
- When the online meeting first started, PDFs of all the literature available would be sent to the members who expressed their intention to attend.

4. How do they interface with the existing NA community?

- The deaf “Never Alone” meeting joined a virtual area, the “Highlands Area” group, to which they contribute when able.
- Attendance at physical groups as often as possible is encouraged, and it is strongly suggested that members not “live” in online groups.
- The group does have a format, and they are part of a virtual meeting schedule.
- The group must follow the Twelve Steps, the Twelve Traditions, and the Twelve Concepts.
- The challenges faced by online groups are often the same as those faced by physical groups.
- When members place personalities before principles, or bully each other, the issues must be resolved the same way a physical group would resolve them: through the Twelve Traditions and the group conscience.
- Members in various remote areas in Greece got together (5 or 6 online groups) in 2017, and formed a regional office. There is a monthly online business meeting, and the trusted servants then connect with the existing physical region.
- Members, especially newcomers, are encouraged to attend physical meetings, notably the “90 in 90.”
- Questions: How can you “sign up” or attract members to online meetings? (WhatsApp is used in Israel.)
- How do you “control” members, and prevent them from sharing inappropriate things?
- How does an online group participate in the existing NA service structure?
- One online group is a member of the North Alabama Area.

- One member found that attendance at online meetings encouraged him NOT to attend physical meetings. Once his health improved, he returned to what he called “real” meetings.
- Members are encouraging others to attend online meetings when they cannot attend “regular” meetings.
- The local region would announce and encourage attendance at online meetings.

Small Group #4 Discussion Notes

1. What is working best?

- UK Highlands-Dedicated website, ten meetings a week, two deaf groups, chairperson, moderator, apply Traditions, speaker meetings, step meetings, JFT meeting, women’s group, Living Clean topic, good attendance. Listed on website for online meetings. 260 online meetings listed.
- Northern New England- Meeting regularly, consistent attendance, carrying a clear NA message, members can find online meetings through social media.
- Germany-Download app called Team Speak to join online meeting in Germany, find out when the meetings are, topic meetings, sharing, just like face-to-face meetings, growing, and word of mouth. Service meetings online.
- Western Russia-isolated meetings connect with Zoom.
- Kentucky- Zoom meetings, open communication, serve members based on the needs, different formats, regular online recovery meeting, Step study, H&I, group conscience, helping newcomers, social media, and Facebook group.
- South Africa- best practices such as Zoom meetings, use of social media, Facebook (messenger), WhatsApp group, groups of 200 members, meeting topics, Steps, spiritual principles, and Traditions.
- UK-online meetings keep members clean, Traditions and Steps.
- Canada-Service and recovery meetings online, Regional workshops, Area-hybrid meetings, helping rural areas to have online meetings on platforms such as Zoom, helping members that can’t attend face-to-face meetings for various reasons.
- Chicago- 70 meetings a week on phone lines, recently formed an area for online meetings, contact link for all virtual-NA.org meetings listed from around the world, still working on listing more. Very important. Members in rural areas sometimes can’t get to a face-to-face meeting due to health reasons or job.
- Making sure the video works and mic. Understanding policy for H&I online meetings, camera on or off. What is or isn’t allowed.
- Nepal- online meetings on Skype every week, 5 meetings weekly. Carrying the message. Working well.

2. How do online meetings handle contributions?

- Bank account, Pay pal, to make donations Seventh Tradition to pay for website. Group decides how to use donations, discussing how to spend funds for online meetings, helping to support other online groups. Collecting Seventh and donating to area, region, or NAWs if possible. Zoom account to pay, online chair-problem with registering online meetings.

3. How do online meetings handle literature?

- Readings, using book literature, Basic Text, JFT, Service Office, members usually bring literature.

4. How do they interface with the existing NA community?

- Area, hybrid meeting, H&I, zonal, open communication, Zoom meetings on meeting list, online groups, registered Facebook NA groups, more options.
- Attend workshops whenever the group visits a rural area. Trying to get online meetings to work with face-to-face.
- Online meetings are great for rural and isolated places. Members that can't get to face-to-face cause of distance, health problems, or jobs.
- Outreach- bringing meetings to members, meeting lists, word of mouth.
- Online meetings around the clock, activities.
- H&I-anonymity
- Linking websites with other groups
- Only virtual hugs. ;)

Small Group #5 Discussion Notes

1. What is working best? (This was a general discussion about online meetings)

Recovery

- Observing other cultures (and how they do things) is an advantage to online meetings.
- Using online meetings helps bridge language barriers. Native speakers from around the world can access the meeting. As well as treatment centers that speak that language.
- Online meetings help when a schedule won't allow for a face-to-face meeting. Also when travelling—either with schedule conflicts or travelling to a place where there are no meetings. Online meetings keep them connected to their recovery.
- Online meetings help people who can't get out due to illness.
- There is participation in online Step working meetings as well.
- There is an online meeting seated at an area in Brazil. This discussion is going to help them answer some questions. How to announce the meeting, etc.
- There are Recovery At Distance (RAD) meetings in HOW Brazil. (They corresponded their business meeting with this web meeting.) They train meeting moderators for their online meetings. Online meetings help with unity, which is more important than procedures.
- There is concern that members are using online meetings instead of going to a face-to-face meeting when they are able.

Service

- Online meetings are used for service meetings: zonal forum meetings, regional service, literature distribution office, attending an activities meetings in another region, translations committees, and intermediate service structure. They are very productive and helps them feel a part of. Newcomers get involved in service because of the online meetings.
- Many platforms work well (Zoom, Zelo, Brazil based platform).
- Online meetings save money by not spending money on travelling. Some service topics are best done virtually.
- Online service meetings help so they don't miss other commitments. Some service commitment training is all done online which prepared them for the position. Observing other service committees through online meetings helps as well. People sharing from all over is helpful.

- Online meetings assist with service efforts. Due to huge geographic distances, online meetings get people involved.
2. How do online meetings handle contributions?
 - NO input
 3. How do online meetings handle literature?
 - NO input
 4. How do they interface with the existing NA community?
 - In Portugal they don't recognize online meetings as NA groups. We are waiting for NAWs guidance to move forward with this subject.
 - They want to get online meetings registered, recognizing the importance of the Eighth Concept and Second Tradition.
 - Face-to-face meeting is the host for the online meeting. They happen simultaneously.

Separate Input:

- Need to alert people to the availability of online meetings.

Small Group #6 Discussion Notes

1. What is working best?
 - Uses Zoom platform for online recovery meetings. X 5
 - Uses BlueJeans platform. X 4
 - Best experience is with Zoom platform because all you need to do is send the link to the meeting (whereas with Skype you need to be "friends" with someone to video with them). Also, no (connection) problems with other folks coming in from other countries into their online meeting. X 3
 - Uses the Zoom platform for hosting workshops for trusted servants. X 2
 - Uses the Skype Platform. X 2
 - Chose Blue Jeans because 6-8 people can't access Zoom, whereas Blue Jeans can use the telephone to access these online meetings for members who do not have internet access to call in.
 - Began online meetings 7 years ago with Skype. Don't use cameras, just use the voice options of skype.
 - Online communities are trying to join the UK Region. These online meetings take place hosted within the UK but haven't found their place within the structure. Guidelines are being written currently in that region in regards to this.
 - Problems with online meetings can be technical in nature. Video feed isn't working/ the speakers aren't working. Huge Issue, especially when you're trying to deliver a clear message for NA.
 - Used the 40-minute-free-version of Zoom. It was difficult to be cut-off so the area invested in the Zoom version that allows for unlimited access.
 - Has attended Zoom, Skype, and BlueJean; used all of the platforms. Great and bad elements for all. Calling into Zoom is NOT free which is an issue. BlueJeans is a better platform: simple to use,

especially audio-only. If you're just looking for meetings, BlueJeans is the best platform to do it. If you're looking for workshops and need interactive elements, Zoom and Skype may be better.

- Issue is newcomer members were 'calling' into the meeting and getting high right on the screen or shutting off their camera while they're sitting there getting high.
- With BlueJeans what they use is a moderator code (like cohost in Zoom) where the moderators can mute/unmute people, turn their videos on/off.
- They do not use the "raise hand" function in the Zoom platform but rather they physically place their hand in front of the camera to physically indicate to the host that they would like to share.
- Utilize online meeting platforms for online meetings and for meeting with sponsees who may/may not live in other countries.
- How do people know about the existing online meetings? Is it posted on the local regional/area website, in example?
- A meeting in Moscow and Kiev: a big hybrid meeting. Invites speakers from all over. They have a translator and a great experience to do that and to have someone from another culture/language group to share their version of recovery. They have a translator to translate from English to Russian, etc.
- Hope for the Fellowship to consider the importance of these online meetings and getting serious of the effectiveness for communities, especially those that may be isolated due to political or economic limitations. Want to encourage exploring these online meetings to get connected with members from all over the world.

2. How do online meetings handle contributions?

- In terms of 7th tradition: PayPal. Send the PayPal account to collect the money via Seventh Tradition. X 8
- Handle 7th Tradition with asking for payment to area/regional bank account. X 3
- Handle 7th Tradition with asking for payment to physically attending Area/Region or putting money in other group baskets: x 2
- The secretary for the online meeting gets access to the online PayPal account. When the secretary changes, the new secretary gets access to the PayPal to take over the donations.
- They do not take contributions for the Skype meetings because they do not have expenses for the meetings. Their target is to join the Polish Region as an online area. Pass the money to the GSR to take to area/region.

3. How do online meetings handle literature?

- They do not sell literature through the online meetings. Ask for members to purchase literature on their own from World Service Office or local area/region. X 4
- They utilize the online literature from NA.org. Link to the downloadable PDF files and for the readings provide the links to the Group Reading Cards and other literature. Also links to IPs on their websites so that people can download them. X 2
- They copy and paste the literature that they are using into a PDF and distribute that. (Has questions about pasting and *FIPT* and what the *WB* is recommending).
- They use the Kindle version of the Basic Text. There are readings for the meetings (group reading cards) that can be shared, the PDF and everything. The kindle version allows for sharing for free with other members.

4. How do they interface with the existing NA community?

- Spread the info about the online meeting through word-of-mouth around local Fellowship. X 5
- They advertise their online meeting on their area/region website. X 4
- Spread the information through a closed group on Facebook (a closed group just for NA members) and it is through the Facebook group that they are able to send the link for the online meetings. X 2
- Have an email list for all members who are interested in attending the online meetings.
- They advertise their online meeting on their area website. They are on the virtual NA.org website (<https://virtual-na.org>) to get the word out about their meeting. Also a lot of word-of-mouth. This way existing NA community members can log on and interface with them.
- Florida has been told that online meetings cannot participate in areas/regions. Has not gotten response from the World Board and has been asking about this. Meetings are meetings. If you follow the guidelines on NA.org then the online meeting is a meeting and is a group. World Board member Tim will reach out to Florida in terms of this.
- In the UK region they have an ad hoc committee for a criteria on seating in their region. An online meeting/area asked if they could join their region so the region responded, asked them to hang tight while they created guidelines around seating for the online sphere.
- Idea: a Virtual Area for all the online meetings. Each online meeting should have a GSR, can elect a Web “Regional” delegate to send to the World Service Conference to represent the web meetings. This would be a dream for the future.

Small Group #7 Discussion Notes

1. What is working best?

- Thank World Services for hosting and needs to listen
- Been to online meetings; various platforms. Interesting and NA message is consistent. Connecting addicts worldwide. Provides outreach to those who cannot attend regular meetings. 24 hours/day. Consistent use of NA literature. Many meetings using virtual key tags. Ability to announce clean time and congratulate. Driving in car don't be talking; pull over and be safe. Some sites have helpful instructional video. Worldwide connection. Nonsmoking/non vaping. Dressed appropriately
- Started online meeting to reach her peeps on reservation. Don't need laptop or computer; able to call in. Blue jeans platform doesn't charge a toll because there is international reach. Be ready to copy and paste readings/format in chat box ahead of time.
- Listen to how virtual meetings interface with service structure.
- Wasn't able to drive when first clean; Zoom meetings saved my life. Important to get meetings recognized by World Services. Get to see same faces 3x/week. Awesome to meet face-to-face at conventions. Friendships developed awesome. Met folks from all over the world. Thanks for this meeting. We have Seventh Tradition and contribute to area (TN.)
- To be focused. PR meetings done on Skype. Chair person who facilitates is great; monthly. Try to maintain in an hour. Most of the time we need 90 mins. Trying out Zoom first time and doesn't know Blue Jeans platform.
- CANA just met; one of the tasks was to develop resources for online recovery meetings – best practices and platforms. Used Zoom for workgroup and CANA – stable. Haven't been to an online meeting in 15 years. Developed pamphlet 15 years ago. Wants to learn what is currently done.

- Familiar with zoom for business meetings. Home group has been discussing online meetings. Unable to attend meetings with small beings at home. Zoom platform was preferred choice. One online meeting in life. Disconnected from NA with young children.
- UK has 4 online meetings/week. 1 year clean. Chair for online meetings and subcommittee meetings. Go To Meeting app in UK. 30/40 in attendance. Challenge with disruptive behavior and developed guidelines – identify when it is happening. Dismiss individuals from group when they continue disruption. Found a way to get to people who cannot get to meetings. World Board member suggests sharing guidelines on local developed resources section of na.org.
- Nonprofit that does online tech base and is an NA member. Consistency is important – newcomers need help. 7 days/week meetings. Have a chat, waiting room, in between meetings. All NA step program that is conducted. Don't drive and talk – be safe.
- Online meetings on Blue Jean platform in Aus. Can have up to 75 members in meeting. Had some disruptive behavior and figuring out how to deal with that. Instruction at beginning of meeting what is NA and how to act. Banner at beginning with Steps at beginning of meeting. 7th Tradition from 13/14 meetings and donated to Aus region. Have used Skype platform into rehabs which are isolated. Meetings 60 mi one way. Huge and growing area of NA to keep open to rest of world.
- South Africa – remote areas do not have access to face-to-face meetings. So Africa online meetings which is now his home group and did his one year share on Zoom. His service is on technical level. Online meetings and made hybrids of mini conventions and service workshops and open to worldwide members. Access to sponsor remotely. Grow NA in an area that had no NA meeting; then they formed face-to-face meeting. Only sees wonderful things for NA online.
- In hospital. Haven't done any online meetings; good resource for him and a member on this call is in his region

2. How do online meetings handle contributions?

- All meetings attended spoke of 7th Tradition; PayPal or link. Report on money.
- Put up after share time and states NA is fully self-supporting; use Pay Pal. Donate via Pay Pal to UK region. Chairperson looks after. Voluntary contributions.
- Website of 7th tradition. Wed Alabama group has Pay Pal and donate through there; have treasurer. Need money to pay for Zoom and any excess send to area. KY meeting just became an area and one of the members pays for Zoom account.
- Have 7th tradition and contributions go to Aus area
- Learning how to do 7th tradition – So Africa online meeting only 7 months old

3. How do online meetings handle literature?

- Links that you can click, tiny URL. Literature consistent. Sometimes ask to read.
- Point to na.org website to keep literature consistent with NA. Any additional material comes from Living Clean material. Electronic as well as hard copy. Monday is JFT and Friday is Step meeting.
- So Africa still learning how to use the literature online.

4. How do they interface with the existing NA community?

- Meet more than once and have GSR and attend area service committee.
- Business meetings haven't participated. Virtual NA.org is awesome. Alabama took a while to be recognized and now are a part of an area. Challenge in creating the service structure.

- Virtual NA.org and BMLT gives meetings in that time zone.
- 3 different ways and looking at how to bring some structure. Official online meetings are part of a UK subcommittee and managed by trusted servants. Not clear that they are self-supporting. Online meetings part of physical areas but not all. Virtual ASC asked to join regional service committee. Trying to find best avenue forward. Pay Pal contributions.
- Interesting to hear that folks are forming group structures. Sign folks into meetings wherever you are.
- Hybrid works well

What's not working well –

- Not for all members. Some members do not have iPhone or PC. Need more than one to have Admin rights to keep meeting running. Have marauders because they have a captive audience. Bad links for meeting directories.
- Find these challenges in regular meetings as well. Old timers feel more welcome sometimes with online meetings.
- Disruptive behavior. Strong group leaders. Need to mute. Also those who are using in the meetings. Need to address.
- No problem with disruptive behavior because you can mute or remove. Need to know how technology works so they can have the control if they need it.

Small Group #8 Discussion Notes

1. What is working best?

- Our region has set up Zoom meetings for over a year, challenge is with 20 or 30 people who are joining remotely sometimes is difficult to hear.
- In Portugal we have groups online via Skype, we are working the meetings like in the face-to-face meetings. The difference is that we are at home. Format is the same as any face-to-face group
- The platform reaches people in remote areas where people can't go to meetings, nobody is overlooked and they can participate by sending an email indicating they want to join
- No online meetings in Norway, but I have joined online meetings that happen in Sweden, I can attend online meetings wherever I am, I am able to attend meetings 24/7. Access to meetings is very good
- An external constraint, five years ago we used skype for online meetings, and you could only have 9 video feeds, technology matured and its better and more affordable, and online meetings are growing
- I have limited experience with online meetings, technology works well, the first meeting I attended was live, and they got permission from the members in the live meeting to connect online. Another advantage was when a woman shared that she's taking care of her parents and she can't attend face-to-face meetings and that online meetings were a blessing for her.
- When I found online meetings I was just diagnosed with hepatitis c. It was wonderful to be at home and attend meetings from home. It was very beneficial. We tell newcomers to go to 90 meetings in 90 days, and they have a lot of excuses. Today there's no excuse not to go to a meeting every day and they join an online meeting at anytime
- I need the notes of the meeting to share with my region. [We will publish all the notes on na.org]

- My only experience was when I was asked to share with a faraway online meeting via Skype
- In Portugal we have people in treatment centers who can participate in online meetings, it works with every device, we are saving lives here.
- I have been involved with online meeting for 6 years. There are two approaches. One is 100 percent online, and the other is hybrid meetings, which is a combination of an online meeting with a live face-to-face home group. Meetings from all over the world are brought into my home group with speakers from all over the world. They see us and we see them.
- In our online meetings, we encourage members who need a sponsor to put their names in the chat box. This works smoothly.
- About anonymity, I am speaking in an online group from Boston tonight and that group has decided that having a video of the meetings breaks personal anonymity. This point has to be discussed and addressed. Eventually this needs to be talked about and we need to be educated about this.
- In Portugal, we do not do video meetings. If you go YouTube and Facebook, no one respects anonymity. We need to educate people about the Twelve Traditions. We have open meetings all over the world. We are at risk of having our anonymity violated.
- I shared on the Ninth Step with video, and they asked for permission to see if anyone felt that their anonymity would be breached or not.
- In Saint Thomas and the Virgin Islands, they have phone meetings, only through the phone.
- There are 40 countries that have online meetings; we have 3 countries with online meetings that are represented in their service structure.

2. How do online meetings handle contributions?

- In Portugal, we have four online groups that make contributions via tickets or bank transfers specifying what group it is coming from. We want to observe the Seventh Tradition. In every meeting we explain how to contribute.
- Stay Home NA group uses PayPal. When we elect a new treasurer, we close the previous account and open a new account. We pay for the Zoom license for the year with the money we collect, and we donate to the area after we pay expenses. More fund flow information is needed.
- We offer the electronic Amazon version of the Basic Text free to the newcomer to observe the Seventh Tradition.
- I just got involved with online groups, I am disabled, and I think it is a great idea, being home and joining a meeting. The Zoom meeting is paid for by the area. We use PayPal to observe the Seventh Tradition, and money is paid to the area to cover Zoom costs. I appreciate that NAWs is interested in virtual meetings, and that there is another option, and there is hope. The rotating chair for the meetings works well, we get speakers and we do Step work.

3. How do online meetings handle literature?

- We use NA Basic Text, which is available through Google books or Amazon, and we provide gift certificates to members who need the books. We also use links through NA.org.
- We use the link to NA.org for PDF Portuguese links. We work the Steps in one of our meetings with the Portuguese Basic Text.

4. How do they interface with the existing NA community?

- There is not a collection of NA groups helping each other, and the only way to interface with an existing NA community is to have a GSR in an area, and when we did this we were rejected, and because of it we went dark for a year. Groups are asking for an online group basic guide. Members in online groups should visit and help each other's groups, but this has not occurred. However, as we have grown, people in online meetings are supporting each other. We need services such as how do I find a meeting to find recovery, how do we do that with online meetings. This should be talked about.
- We created an area, and it was not welcomed by the service structure, but we created a committee to help the groups online and we met every two months, and we tried to explain to the community that we wanted to be part of the structure. I have always been of service, and I do online meetings because I believe they are good for my recovery. We are talking to our region to see how we are going to fit in the structure. It is going to take a long time to be on the same page, but we will get there, because we are saving lives with these meetings.

Spanish-speaking Webinar Discussion Notes

1. What is working best?

- We are part of the Universal Online Group
- We don't do too many recovery meetings, we only use the platform for service meetings and communication and information between the areas.
- The RAD platform is not working well for us, however it works better than skype because of the benefits you have to conduct orderly online meetings, 1000 members have joined in, 444 have shared, 24 newcomers arrived and after one year of meeting online, a face-to-face home group was born.
- The meetings are effective and useful, but they can tend to create dependence and people don't leave their homes, the only real inconvenience that I can detect is the matter related to protecting the *FIPT*.
- I have never been in a face-to-face group. I don't have a point of comparison. Online groups work for me. The fact that there is a meeting for people like me, that meets every day, that always has trusted servants, that are autonomous, and that autonomy is well respected, and there are meeting formats, and they share about Steps, Traditions and Concepts,
- I don't attend these online meetings very often, but I like being able to share with members from other regions. There is a structure in place.
- These online meetings could be utilized to link the service efforts of the three regions in Mexico.
- I was able to attend once, and the structure is better than Skype. I believe Zoom is better than Skype
- We have to adapt to the changes in technology. It provides stability to our recovery and service meetings. These online meetings have allowed many members to attend meetings independently regardless of personal reasons that members might have not to attend a meeting.
- What has worked is the opportunity to be able to tell others that these meetings exist in the RAD platform, especially the members who live isolated from a face-to-face group. I am active in the LAZF work groups, participate in workshops, and incorporate other members that are close by.
- They are good meetings. I recommend them

- There is always a trusted servant available. They have helped us to maintain the same vision about training and active participation in the workgroups of the LAZF, participating in workshops and having other people join in.
- I participate in the Universal Group; I don't have face-to-face meetings where I live. The group meets every day, and there are specific days where we read the literature. The last Tuesday of the month, we have open meetings. On Saturdays, we have speakers who share about Steps, Traditions and Concepts. On Sunday, we share about the *Living Clean* book, and we always-welcome newcomers.
- I am grateful, and I want to thank the online groups because I think these meetings are valuable, I live in Montevideo, Uruguay. I am wondering how groups will contribute to the 7th Tradition, bitcoins, PayPal?
- I am new with the online meetings. It's an excellent idea. It helps us a lot because we are behind in working the Steps and Traditions
- I don't have a face-to-face meeting where I live. The closest one is 250 kilometers away. I live in Santa Fe, Argentina. These meetings help my personal recovery. The microphones and cameras work well, and I was able to get a sponsor. We give virtual clean time keytags, and we celebrate birthdays as we do in regular groups.
- I have participated in some Zoom and Skype meetings. I see the difference, and the dynamics of the group make it seem just like a regular group.
- My experience with online meetings is more from the service standpoint. When we changed from Skype to Zoom I didn't like it at first, but now I like Zoom. I understand why these meetings exist, because there are places where there are no face-to-face meetings. I am grateful to the members who started and are providing this tool.
- The Universal Group is working well. Many members feel free and feel protected by the anonymity, and the meetings are great because you can share in silence with no distractions.

2. How do online meetings handle contributions?

- The Universal Online Group makes its contributions to the LAZF PayPal account. Every night we post the PayPal link so everyone can make their contributions. For now the LAZF pays for the Zoom from their own Seventh Tradition. The treasurer of the forum manages the money contributed by the Universal group.
- Giving literature to newcomers via Amazon or iTunes, there are many options to observe the Seventh Tradition.
- The LAZF pays for the Universal Group's Zoom platform, and then members can contribute to the forum to help it pay for it by using: www.paypal.me/forozonalatino

3. How do online meetings handle literature?

- We don't publish the *JFT* daily meditation. We only publish the link so you can receive it by email or you can read it in the LAZF webpage. The LAZF has trained everyone to do this so we can protect the *FIPT* and the way we use our literature
- We only read some fragments of our literature in our online meeting, because we know that we cannot publish NA literature in social media.
- It is very important that we can buy our literature so we can self-support.
- I got in touch with some members, I contacted the nearest literature committee, and they sent the books to my house.

- Literature is cut and pasted. They utilize the LAZF literature link, which is connected to na.org, but it can be a controversial matter. We need more information about how to handle literature in the online meetings.
 - We use the na.org literature link.
 - Some online meetings send and share the *JFT* meditations, and this was mentioned, and it created a controversy. Some members believe that our literature should be an open library and this affects the *FIPT*.
4. How do they interface with the existing NA community?
- The RAD platform is utilizing the LAZF's FD workgroup as a point of accountability. They attend our monthly meetings and they are invited by their GSRs and we function as a virtual area. We receive some reports from online groups and we support them and guide them with our experience.
 - We contribute to the service structure by carrying the message to isolated locations.