

Sample Policies and Procedures for Service Bodies

Bylaws define the structure of the service body and describe relevant topics, including the key responsibilities of the organization, officer positions, financial policies, etc. Policies and procedures explain *how* a bylaw is to be implemented and practiced.

A **policy** is a clear statement about how the **service body** has agreed to conduct its business. A **procedure** is a particular step (or set of steps) adopted for doing or accomplishing something established in the policy.

A **policies and procedures manual** is a vital resource to establish how the bylaws are to be implemented, ensuring a service body's autonomy while keeping in alignment with world service and region policies. For example: The bylaws may say that you elect officers and committee chairs, and your policies and procedures manual may then cite the basic requirements of each job and when elections are to be held.

OA's Concepts of Service suggest that clarity and consistency are important values to the membership and that groups work best when each member's responsibilities are clearly defined. Policies and procedures provide the framework for decision-making and consistency in transparent fiscal management. Policies and procedures can be updated by a simple majority vote of the service body, while changing bylaws requires approval by a designated two-thirds vote of the service body and the approval of the trustee liaison.

This template is designed to help service bodies develop policies and procedures or streamline a current set.

- *Before* creating your policies and procedures manual: If you already have bylaws, compare them to the bylaws template on oa.org (found by going to the [Document Library](#) and searching "sample bylaws") to see what is similar and what is different. If you find information in your service board bylaws that does *not* appear in the sample bylaws document on oa.org, the information most likely belongs in a policy and procedures manual.
- In that vein, anything that is included in the service body bylaws should *not* be included in a policy and procedures manual.
- Keep the same format (article, section, subsection, etc.) so that information will be easier to find when items are changed at World Service Business Conference. Also, this makes it easier for the trustee liaison to check for compliance with OA Bylaws.
- Use the most current [OA Handbook for Members, Groups, and Service Bodies](#), found in the OA bookstore, to go through and clean up descriptions that are unclear and/or not specific.

The following is a suggested framework for a service body policy and procedures manual. Policies are kept in the same order as the bylaws. Remember that these are suggestions and can be adapted as needed by an individual service body.

**Policies and Procedures Manual
of [service body name] of Overeaters Anonymous, Inc.**

[Date adopted can be added here if entire document has been updated or can be added following each policy/procedure if specific policies/procedures have been updated.]

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ARTICLES

I. NAME

The name of this organization shall be [*insert service body name*], also known as _____ [*use the initials you have chosen*].

II. PURPOSE OF [*SERVICE BODY NAME*]

This document contains a description of the various policies that [*service body*] has developed over time to ensure consistency in its decision-making. It is meant to be a companion to the bylaws. The bylaws and the policies act as guidelines both in matters relating to the board members, committee chairs, and [*service body*] representatives and to how business is conducted.

Here are some suggestions that could be considered within your service body, depending on group conscience and funds:

- Act as a network for [*service body*]'s OA groups and maintain communication among [*service body*], Region ____ [*number or Virtual*], and the World Service Office.
- Offer a way for OA members to maintain communications with [*service body*] (i.e. phone, email, website, etc.).
- Promote unity and cooperation among local OA groups in [*service body*]'s service area.
- Provide updated meeting lists for [*service body*]'s service area.
- Sponsor [*service body*] marathons, retreats, and other events to carry the OA message.
- Act as guardians of OA's Twelve Traditions and Twelve Concepts of Service within the [*service body*] area.
- Participate in Region ____ [*number or Virtual*] assemblies by sending at least one representative.
- Participate in the World Service Business Conference by sending at least one delegate to the World Service Business Conference annually.
- Help new meetings in the [*service body*] in the form of a start-up donation for buying literature; amount to be determined by [*service body*] at the beginning of the year.

III. MEMBERS

Anyone who is a member of OA in the [*geographic or virtual area*] of [*service body*] belongs to the [*service body*]. Any member of OA may attend business meetings at any time as a guest. Guests at the service body business meetings may have a voice, but not a vote. As per Traditions Three and Five: The only requirement to attend [*service body*] meetings and serve on a committee is a desire to stop eating compulsively. Our primary purpose is to carry the message to the compulsive overeater who still suffers.

A. Names and General Duties of Members

1. [Service Body] Representative

- a. Attends every [service body] meeting or sends an alternate if they are unable to attend.
- b. Takes notes at the [service body] meeting and reports pertinent information to the meeting they represent.
- c. Delivers all flyers, brochures, and announcements handed out at [service body] meetings.
- d. May call a group conscience of their group if a discussion or decision by the group is required.
- e. May conduct the group conscience or shall simply report if the group secretary is presiding.
- f. Shall be the person who keeps track of group conscience decisions made if there is no group secretary.
- g. Brings any concerns or questions from the group to the [service body] meeting.
- h. Makes a brief report at [service body] meetings concerning the welfare of the group.

2. Committee Chair

- a. Oversees the planning and execution of their committee's tasks.
- b. Keeps [service body] apprised of the progress and completion of said tasks.
- c. Organizes and conducts committee meetings as needed.
- d. Prepares and submits a budget request when prompted by the treasurer.

IV. [SERVICE BODY] BOARD MEMBERS

A. Name and General Duties of [Service Body] Board Members

1. Chair

- a. Is responsible for unity and group conscience of [service body].
- b. Establishes and maintains agendas for all board meetings and business meetings.
- c. Presides at all board meetings and business meetings.
- d. Is ex officio member of all committees. (*Note: An ex officio member is a member of a body who is part of it by virtue of holding another office.*)
- e. Responds to all communications, phone calls, and questions in a timely manner.
- f. Upon completion of service term, provides the succeeding chair with any and all necessary information from their service period.
- g. Is an authorized signer on all accounts and will validate at least quarterly that the checking account statement and treasurer's report reconcile.
- h. Shall attend at least ____ [number] [service body] meetings per year.

2. Vice Chair

- a. Assumes all duties of the chair in their absence.
- b. Other duties as assigned by the board or chair.
- c. Responds to all communications, phone calls, and questions in a timely manner.

- d. Is an authorized signer on all accounts and, if needed, will validate at least quarterly that the checking account statement and treasurer's report reconcile.
- e. Upon completion of service term, provides the succeeding vice chair with any and all necessary information from their service period.
- f. Shall attend at least ____ [*number*] [*service body*] meetings per year.

3. **Secretary**

- a. Shall take minutes during business meetings.
- b. Responds to all correspondence, phone calls, and questions in a timely manner.
- c. Within ____ [*number*] days following business meetings, makes a copy of the approved minutes available to all [*service body*] members.
- d. Upon completion of service term, provides the succeeding secretary with any and all necessary information from their service period.
- e. Shall attend at least ____ [*number*] [*service body*] meetings per year.
- f. Additionally, secretary may:
 - 1) Serve as archivist for all [*service body*] documents.
 - 2) Coordinate with the web team to maintain meeting list.

4. **Treasurer**

- a. Manages all [*service body*] funds according to financial policies herein stated and maintains records in a generally accepted manner.
- b. Maintains account for operational funds and is an authorized signer on all accounts.
- c. Creates and maintains an annual budget for each fiscal year, with board approval.
- d. Pays bills and reimburses expenses in a timely manner.
- e. Upon completion of service term, provides the succeeding treasurer with any and all necessary information from their service period.
- f. Responds to all communications, phone calls, and questions in a timely manner.
- g. Reimburses each expense, or requests additional information, within ____ [*number*] days of receipt of request.
- h. Reports the [*service body*] financial status as follows:
 - 1) Sends monthly financial statements to [*service body*] members, showing balance on hand and budgeted amounts compared to year-to-date expenditures.
 - 2) Posts monthly financial statements, including contributions, on the [*service body*] website or emails to all [*service body*] representatives for communication to the group or meeting they represent.
 - 3) Provides each business meeting with a report of financial activity since the last business meeting.
 - 4) Provides financial information for periodic audit or review. Chooses a time when the audit will occur and what roles will participate, such as the treasurer, chair, past treasurer, past chair, and/or committee chairs of large events. Determines if this will be an annual or biannual audit.
- i. If applicable, will manage payroll, with outside assistance if necessary. (All fees paid by [*service body*].)

- j. If [*service body*] is a registered nonprofit organization, the treasurer will complete annual tax forms with the assistance of outside accountants when necessary. (All fees paid by [*service body*].)
 - k. Shall attend at least ____ [*number*] [*service body*] meetings per year.
5. **World Service Business Conference Delegate** (*If World Service Business Conference delegates also serve as members of the board, leave here; if not, move to Article III, Members.*)
- a. Attends the World Service Business Conference of OA, [*service body*] finances permitting. (*Note: Funding is available through the Delegate Support Fund from the region and/or World Service Office.*)
 - b. Meets the qualifications and requirements as outlined and defined in OA, Inc. Bylaws, Subpart B.
 - c. Serves no more than ____ [*number*] consecutive terms or ____ [*number*] consecutive years, whichever is greater, except for reasons to be decided by the group conscience of [*service body*] with respect to the delegate.
 - d. Submits, in a timely manner, a written report of the actions of the World Service Business Conference at a [*service body*] meeting and makes their report available to the website manager.
 - e. Monitors the OA website for pertinent news and information to share at [*service body*] meetings.
 - f. Presents issues submitted for the World Service Business Conference agenda to [*service body*] for review and vote prior to the established deadline.
 - g. Prepares and submits a budget request when prompted by the [*service body*] treasurer.
 - h. May attend all committee meetings, except for the nominating committee, unless they are an appointed member of that committee.
 - i. Participates fully in the business of World Service Business Conference, including being a member of a Conference committee, and continues committee work until the next World Service Business Conference.
6. **Region Representative** (*If region representatives also serve as members of the board, leave here; if not, move to Article III, Members.*)
- a. Attends all region assemblies, [*service body*] finances permitting.
 - b. Meets all qualifications and requirements for region representatives as stated in the region bylaws.
 - c. Serves no more than ____ [*number*] consecutive terms or ____ [*number*] consecutive years, whichever is greater, except for reasons to be decided by the group conscience of [*service body*] with respect to the representative.
 - d. Participates fully in the business of region assemblies, including being a member of one of the region committees.
 - e. Continues committee work throughout the year and ends just before the assembly, at which a new region representative takes their place.

- f. Upon return from an assembly, the region representative submits, in a timely manner, a written report at a [*service body*] meeting and makes their report available to the website manager.
- g. Monitors the region's website regularly for any announcements helpful to share at the board meetings.
- h. Prepares and submits a budget request when prompted by the treasurer.
- i. May attend all committee meetings, except for the nominating committee, unless they are an appointed member of that committee.

V. MEETINGS

[*Service body*] may meet:

- In the same physical location (land-based),
- Via electronic devices (virtual), or
- Both (hybrid).

A. [*Service Body*] Meetings

1. [*Service body*] meets on the ____ [*specific day or week*] of the month unless there is a holiday or conflicting OA event (such as a region assembly), in which case [*service body*] may opt to move the meeting to another day or week of the month. The meeting starts at ____ [*time of day*] and finishes when the business is complete or at ____ [*time of day*], whichever comes first.
2. The meeting is to be opened with the Serenity Prayer and closed with any OA-approved prayer or the OA Promise.
3. It is suggested that an annual [*service body*] inventory be performed by [*service body*] to evaluate its ability to carry the OA message.
4. Whenever possible, motions should be submitted in writing prior to or at the outset of the meeting. Motions submitted in advance should be sent to the ____ [*relevant member position*].

B. Special Meetings

1. Additional meetings may be called for special purposes and may be held before the regular meeting or at a separate time and/or date. See the [*service body*] bylaws, ____, section ____ for notification procedure.
2. "Annual meeting" is the name given to the regular ____ [*name of month*] [*service body*] meeting at which elections are held.

VI. COMMITTEES

The [*service body*] committees are listed below, along with their responsibilities.

A. Standing Committees

Standing committees are responsible for the ongoing business and service work of [*service body*].

Standing committees may include:

1. Twelfth Step Within

2. Public Information and Professional Outreach
3. Technology/Website
4. Meeting List
5. Newsletter
6. Governing Documents
7. Special Events
8. Translations
9. Literature

See Appendix A for more detail on committees. [*Service body*] may wish to include relevant details in this section.

B. Ad Hoc Committees

Ad hoc committees are formed to work on a special topic or project that is not included in the standing committees. They may be formed at the request of the [*service body*] chair or elected by a majority vote at any [*service body*] meeting. Ad hoc committees are dissolved at the completion of the project.

Ad hoc committees could include:

1. Budget
2. Audit
3. Bylaws Review
4. Nominating
5. Exploring Hybrid
6. Technology
7. Other

C. General Committee Procedures

1. Each standing committee shall meet on a regular basis as necessary to fulfill its duties to [*service body*], subject to the guidelines of the Twelve Traditions of OA.
2. With the exception of the nominating committee, any member of any [*service body*] group may be a member of any committee.
3. Committee reports:
 - a. Each committee chair shall submit a monthly report in person or in writing to [*service body*].
 - b. At the end of any specific event coordinated by a committee, a written report (including financial information) is to be submitted to [*service body*].
4. Committee chairs:
 - a. Committee chairs oversee the planning and execution of their committee's tasks, keep [*service body*] apprised of the progress and completion of said tasks, organize and conduct committee meetings as needed, and prepare and submit a budget request when prompted by the treasurer.

- b. Each committee chair is responsible for both maintaining a list of their committee's duties and practices and making that information accessible to [*service body*] and to their successor. See Appendix A for examples.

VII. FINANCIAL POLICIES

A. Prudent Reserve

The treasurer will maintain a prudent reserve of ____ [*number*] months of ongoing expenses to cover expected operational needs. The prudent reserve is determined by [*service body*] group conscience. See the Board of Trustees-approved [Fundraising and Prudent Reserve Guidelines for Groups and Service Bodies](#) at oa.org.

B. Fiscal Year

January 1 through December 31

C. Budget

1. See [Budget Guidelines for Service Bodies](#) at oa.org.
2. The treasurer, with board approval, will create and maintain an annual budget for each fiscal year.
3. Committee chairs are responsible for providing their budget requirements to the treasurer in a timely manner.
4. The draft budget shall be disseminated to [*service body*] members at least thirty days prior to the final business meeting of the year.
5. Revision and approval of the proposed budget will occur at the last business meeting of the year.
6. Budget changes:
 - a. Each committee shall be responsible for spending within their budget allotments.
 - b. Any expenditure above their budget by committees shall have prior approval from [*service body*]. Motions that include budget overrides, including the reason(s) for them, shall be submitted to the treasurer ____ [*number*] days prior to the monthly meeting at which approval is sought.
7. The budget shall include funds allocated for World Service Business Conference delegates and [*service body*] representatives.
 - a. World Service Business Conference delegate and [*service body*] assembly representative expenses eligible for reimbursement shall include registration fees, hotel room, reasonable travel expenses to and from the venue, and meals.
 - b. The delegate/representative is encouraged to minimize expenses when choosing their travel method and selecting their flights. Hotel rooms should be shared whenever possible.

D. Fiduciary Controls

1. The monthly treasurer's report:
 - a. Will be prepared by the treasurer showing expenditures, income, and cash balances each month with comparisons to the prior year.

- b. Will be explained to group voting members with a question-and-answer time each month.
 - c. Will be approved by the group voting members each month.
2. The treasurer, chair, and, if needed, one other board member shall all be signatories on the [service body] accounts.
3. The board member signatories will validate at least quarterly that the account statements and treasurer's report reconcile.

E. Guidelines for Contributions

1. Individual groups and the [service body] are encouraged to consider their prudent reserve prior to making any contributions.
2. Individual OA groups in [service body] should send their contributions to [service body], region, and the World Service Office based on their own group conscience. Unless something different is more appropriate for your [service body] and/or region, as of January 2025, World Service Business Conference guidelines suggest 50% to intergroup or service board, 10% to the region, and 40% to the World Service Office.
3. Contributions can be sent to the World Service Office at any time during the year. Service bodies should send their contributions by ____ [insert specific information for service body, e.g. timeframe, entity receiving contributions, etc.] if they want contributions to be considered for the current year.
4. When possible, group donations should be made online via a credit card or electronic transfer. This avoids the expense of processing checks and sending receipts (*Note: sometimes processing costs are more than the contributions*). Go to the [Seventh Tradition Contribution](#) page on oa.org and/or the [service body] website to make contributions.

VIII. PARLIAMENTARY PROCEDURE

The parliamentary authority in common use throughout Overeaters Anonymous is the most current available edition of *Robert's Rules of Order, Newly Revised*. Please refer to the [service body] standing rules.

IX. CHANGES TO THE POLICIES AND PROCEDURES MANUAL

This manual may be changed at any time by a majority vote of the voting members present and voting at any regular or special meeting of [service body]. To allow members time to consider proposed policy and procedures motions, [service body] representatives should submit the change to the [service body] secretary or chair ____ [number] days before the [service body] meeting.

X. SPECIAL EVENTS

The primary purpose of special events sponsored by [service body] is to strengthen members' recovery, carry the message to compulsive overeaters who still suffer, and provide opportunities to hear and share experience, strength, and hope.

- A.** Special events include but are not limited to: [*service body*]-sponsored workshops, share-a-thons, marathons, and retreats. Such events can be held in person, virtually, or as hybrid events. (Conventions are not included here due to their larger scope.)
- B.** [*Service body*] will hold a minimum of ____ [*number*] events per year: workshops, share-a-thons, marathons, and/or retreats. Events other than those listed above must be approved by [*service body*] at least ____ [*number*] days in advance.
- C. Organization** (See Appendix A-8 for additional information.)
1. Chair(s) for each event will be chosen by [*service body*] at least ____ [*number*] days in advance. Chairs will provide regular reports to [*service body*].
 2. Chairs will seek OA members from multiple meetings to work on events as members of a special event committee. Action items could include creating the program, working registration, serving refreshments, selecting speaker(s), putting up decorations, etc.
 3. [*Service body*] approves the topic for the event.
 4. Flyers should mention that this is an OA workshop sponsored by [*service body*]. Flyers need to be approved by the [*service body*] chair prior to distribution. The OA logo must not be used unless written approval is received from the OA World Service Office. (Note: The [Logo Request form](#) can be found in the [Document Library](#) at [oa.org](#).) The names of speakers and leaders are not to be published on flyers or programs.
 5. Only OA-approved materials are to be used, and a copy of the event program or agenda must be sent to the [*service body*] chair for review at least ____ [*number*] days prior to the event.
 6. Event leaders or facilitators should have a thorough knowledge of the OA program. It is suggested that they have a minimum of ____ [*number*] months abstinence.
 7. Speakers should have a minimum of ____ [*number*] months abstinence.
- D. Finances**
1. [*Service body*] will determine a budget in advance, and all expenses exceeding the budget must be approved by the chair. If there is no specific budget for the event, expenses must be approved by the treasurer and the chair in advance.
 2. Seventh Tradition collections are encouraged at workshops and marathons. For retreats, a fee will be charged that considers the expense of room, meals, and other items.
 3. If there is no charge for use of the building, a donation will be made of ____ % of the amount received in the Seventh Tradition.
 4. Ideally, the event should at least break even financially. If expenses are likely to exceed the Seventh Tradition, the event chair must get approval from the [*service body*] chair or _____ [*other member position*].
- E. Resources Needed**
1. The event chair(s) will attend [*service body*] meetings, provide reports, and request approvals as needed. The event chair(s) will lead the event committee.
 2. The treasurer will keep records of all receipts and expenses, pay the location fee or donation, and forward the proceeds of the event to [*service body*].

3. Event committee: Committee members could include people to work on the program, get leaders and speakers, set up and clean up, work registration, find a location and entertainment, gather decorations and supplies, create flyers, work on publicity, etc.

XI. MISCELLANEOUS *(See Appendix C for examples.)*

The purpose of this section of the policy and procedures manual is to provide a location for items that do not fit into the above headings, which could include:

- A. Committee Chair Orientation**
- B. New Representative/Delegate Orientation and/or Handbook**
- C. Insurance**
- D. Document Management, Maintenance, and/or Retention**
- E. Representative Manuals, Documents, and External Drive**
- F. Social Media**
- G. Virtual Meeting Platform(s)**
- H. Other Policies**

APPENDICES

APPENDIX A – SAMPLE SERVICE BODY COMMITTEES/POSITIONS

1. **Twelfth Step Within**

This committee carries the message of recovery to those who still suffer WITHIN the OA Fellowship. It deals with relapse and issues of membership retention, offering the message of hope and encouraging OA members to maintain recovery and prevent relapse.

2. **Public Information and Professional Outreach**

This committee encourages and assists the service body in making the public aware of Overeaters Anonymous through print and broadcast media, participation in community events, and any other public means available, being always mindful of the need to observe the Traditions of Overeaters Anonymous. The public information and professional outreach committee:

- a. Provides the service body with ideas and materials for their local efforts.
- b. Addresses concerns within the Fellowship related to anonymity and misinformation about OA on a public level, using the *Public Information and Professional Outreach Service Manual* and public service announcements when appropriate.
- c. Encourages the purchase and use of the *Public Information and Professional Outreach Service Manual* by the service body, as well as public service announcements and the wealth of information on oa.org in the [Document Library](#).
- d. Assists the service body in notifying professionals about the OA Twelve Step program.

It is suggested that all members of the service body Fellowship ask permission before placing OA literature and/or flyers in public or private places, such as airports or doctors' offices, respectively.

3. **Technology/Website**

The technology/website committee assesses technology needs and opportunities related to spreading the message of OA. This committee works to implement virtual attendance and maintains a social media presence. The committee considers new and evolving technologies that may have benefits for the service body and makes recommendations as to the feasibility of procuring and using these technologies.

Committee chair responsibilities:

- a. Prepare a calendar of OA dates for the website and keep it updated.
- b. Ensure the presence of a committee member to facilitate the technical aspects of the videoconference platform.
- c. Focus on social media following [World Service Business Conference guidelines](#).
- d. Work with other committee chairs to implement a way to share information about what each committee is doing.
- e. Work closely with the webmaster regarding content and updates.

- f. Ensure that all documents (such as applications for officer positions, bylaws, articles of incorporation, this policy and procedures manual, etc.) may be found on the service body website.

4. **Webmaster**

The duties of the webmaster include keeping the website up to date with meetings and Board-approved newsletters, flyers, and announcements. The webmaster works in close contact with the meeting list and public information and professional outreach committees and may solicit others for help if they so desire. The webmaster may be an OA member and/or an employed “special worker” per Tradition Eight.

5. **Meeting List**

This committee ensures that all meetings on the list are registered with the World Service Office and that all information is up to date. They compare the meeting list that comes from the World Service Office with the service body meeting list and ensure that copies of the meeting list are posted on the service body website and printed each month, if necessary. The committee presents the cost of these copies for inclusion in the budget.

6. **Newsletter**

The committee chair, who usually has some editing skills:

- a. Asks members to work on this committee,
- b. Requests and acknowledges receipt of articles, and
- c. Has the newsletter approved by the board before submitting to the webmaster for posting.

The newsletter is not to be used as a vehicle for anyone's personal agenda, but rather to reflect recovery through the Twelve Steps and Twelve Traditions of Overeaters Anonymous. *(Note: The General Data Protection Regulation in the European Union requires releases prior to publication in order to be compliant.)*

7. **Governing Documents Committee**

A governing documents committee reviews the service body's bylaws, the policy and procedures manual, and the standing rules, and may be an ad hoc or standing committee. The purpose is to ensure that the documents reflect current practices and needs of the service body, and that the bylaws are in compliance with OA Bylaws, Subpart B. Where applicable, these documents may need to be updated to address processes related to privacy, technology, data storage, management, and protection laws. It is recommended that these documents be reviewed every one to two years.

a. **Bylaws:**

Bylaws are based on a template provided by the World Service Business Conference or the service body. Bylaws contain all of the requirements to be a registered service body. The committee chair should examine all motions presented to be sure they are in compliance with OA Bylaws, Subpart B and the service body's bylaws. Once adopted and approved by a two-thirds vote, make changes within thirty days and send to the trustee liaison for the service body's region for approval.

- b. Policy and procedures manual:
This document is intended to be a more detailed description of how the business of the service body gets done. It is always a work in progress, as the needs of the service body change. Therefore, it requires only a majority vote to make a revision. The committee chair should examine all motions presented to be sure they are in compliance with the policy and procedures manual and the bylaws, and promptly make changes that are adopted.
- c. Standing rules:
These are fair and efficient guidelines to help service body meetings run smoothly. They emphasize group conscience deliberations but can allow simplified parliamentary *Robert's Rules of Order* to ensure that everyone is heard and respected. These standing rules are on the agenda and voted on at each service body meeting. They require a two-thirds vote to amend or a majority vote with notice.

8. **Special Events Committee**

OA is self-supporting through voluntary contributions. Registration fees for special events may be waived or reduced (maintaining anonymity of participants) for those needing financial assistance.

- a. Convention:
The service body may hold a convention once a year. Conventions offer an opportunity for inspiring recovery activities, fun, and fundraising. It is ideal to establish convention co-chairs and many subcommittee chairs to plan and execute the event. The service body votes on the date and location. It is helpful to pass on a notebook of information each year to help guide the process. When the service body wins a bid to host a region business assembly and/or recovery convention, that gathering replaces the service body's yearly convention.
- b. Recovery events:
Share-a-thons, workshops, marathons, and OA holidays and celebrations are all events that OA members have enjoyed. They are generally held on a weekend and provide a supercharged meeting on a theme or topic. Usually multiple sessions take place, with different speakers, activities, and sharing time for all participants.
- c. Retreats:
These are usually weekend getaways held in quiet, secluded locations such as a camp or retreat center. The atmosphere is casual, and abstinent meals are provided for the weekend. A variety of events take place, including plenty of time to share and reflect. Sometimes retreat leaders or speakers are brought in from other areas.

APPENDIX B – FINANCE: SAMPLE TRAVEL AND EXPENSE PROCEDURE

Expense Statement Guidelines and Instructions:

1. The service body shall fund the transportation, lodging, registration, and meals (including tips) for representatives and delegates to attend region assemblies and the World Service Business Conference.

2. A person traveling is a trusted servant and is expected to spend service body funds frugally. Persons traveling on behalf of OA should consider the least expensive mode of transportation and lodging. Please refer to the suggested service body per diem or specified budget amount.
3. Airfare should be purchased at least thirty days in advance.
4. Car rental must be approved in advance of the trip by the service body board.
5. Mileage for use of a personal car shall be reimbursed equal to the Service and Charitable Organization rate established by the United States Internal Revenue Service *or* according to local government guidelines.
6. Overnight accommodations will generally be reimbursed at the half the rate charged by the hotel for a double room, including taxes and other fees. Persons traveling on behalf of OA are encouraged to share a hotel room with at least one other OA person attending the event.
7. The service body will reimburse expenses validated by receipts and accompanied by an expense statement, found ____ [*place URL or directions to procure and submit statement*].
8. Normally persons traveling will use their own funds for travel purchases, but advances may be given at the discretion of the treasurer.
9. Meal expense guidelines, including taxes and tip: (*Note: Alcohol charges are not reimbursed.*)
 - Breakfast: \$ ____
 - Lunch: \$ ____
 - Dinner: \$ ____
10. All expenses should be submitted within ____ [*number*] weeks of completing travel. This will ensure prompt payment and accurate and current financial statements.
11. Expense statements and attached receipts should be reviewed and approved by the treasurer and/or one of the cochairs before a reimbursement check can be issued. The service body treasurer or office manager will issue a reimbursement check on approved expenses no later than ____ [*number*] weeks following the receipt of expense statement and receipts.

APPENDIX C – MISCELLANEOUS EXAMPLES

1. Committee Chair Orientation

An orientation meeting shall be held annually for committee chairs. This meeting shall serve to introduce newly elected committee chairs to the general procedures of being a committee chair. At

this meeting, all necessary forms, etc., shall be provided. The vice chair shall arrange and preside at this meeting, scheduling and coordinating to include past committee chairs' participation.

The orientation meeting shall be scheduled to be held after the annual election, but prior to new committee chairs taking office. The vice chair shall arrange an optimally convenient time for all committee chairs and the incoming vice chair (if applicable).

2. **New Representative Orientation**

Help new service body representatives acclimate to their roles by providing a brief overview of how service body meetings are conducted and introducing them to other service body members.

Procedure:

- a. Set a time to meet with new service body representatives for orientation.
- b. Provide a binder to new service body representatives which includes the following items:
 - 1) Welcome to the service body and a "Thank you for your service" letter from the service body board
 - 2) Service body policy and procedures manual
 - 3) Service body bylaws
 - 4) List of the current year's service body meeting dates
 - 5) Names and contact information for current service body officers and members
 - 6) Service body standing rules
- c. Show the new representatives where to find information (meeting agenda, treasurer's report, meeting lists, newsletters, flyers, etc.).

3. **Insurance**

1. The service body shall keep in effect a liability insurance policy with coverage of _____ [*currency amount*] which shall cover any service body-sponsored meetings or events.
2. The service body shall consider purchasing liability insurance covering board members.

OA Responsibility Pledge

Always to extend the hand and heart of OA
to all who share my compulsion;
for this I am responsible.

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