

Canadian Convention of Narcotics Anonymous (CCNA)
Guidelines
Updated July 10, 2022

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1.0 NAME

- The name of this event shall be CCNA (Canadian Convention of Narcotics Anonymous)
- CCNA shall consist of two work groups; CCNA Planning Work Group (PWG) and CCNA Local Work Group (LWG)
- The CCNA Local Work Group is a subgroup of CCNA Planning Work Group which is a work group of CANA and it is responsible to CANA through the National Convention Coordinator (NCRC).
- Together these two work groups shall plan and execute The Adventure on behalf of CANA
- CCNA events will be numbered in sequential roman numerals.

1.1 CCNA REFERENCES

Committees shall comply in all actions with the following:

- 12 Traditions of NA (Appendix "C")
- 12 Concepts of NA Service (Appendix "C")
- Current CCNA Policies and Guidelines
- Current CANA Guidelines
- Current CANA Consensus Based Decision Making (Appendix "B" attached)
- Future CANA directives
- A Vision for NA Service (Appendix "C")
- CANA Vision Statement (Appendix "C")

2.0 CCNA LOCAL WORK GROUP (LWG)

2.1 Purpose

To collaborate with and follow the direction of the CCNA Planning Work group (PWG) in an effort to create a successful Canadian Convention. The primary functions and responsibilities of the CCNA Local Work group (LWG) include:

- Create excitement about the convention in the local communities
- Work together as a group to further the success of the convention
- Adhere to the responsibilities laid out in the service position guidelines
- Diligently perform the duties of the service position
- Maintain regular and frequent contact with the CCNA Planning Work group (PWG) members through the NCRC
- Use pre-defined approved templates (Appendix "A") when and where available

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2.2 Members

The members, called Point Persons, of the LWG are selected by the PWG after a selection process (see Appendix "D") has taken place. The successful candidates will be offered specific positions each consisting of a set of duties and responsibilities and shall be the Point Person for those tasks.

- CCNA Chair
- Secretary/Treasurer
- Programming
- Hospitality & Convention Information
- Registration
- Fundraising & Entertainment
- Merchandise
- Arts & Graphics

Members of the LWG serve at the direction of the PWG. Members of the LWG may be temporarily suspended by the NCRC or removed by the PWG.

2.3 Responsibilities

Each Point Person will be provided with a detailed time line task list of responsibilities (found in Appendix "A") that are to be fulfilled in the priority listed. At times more than one person may need to collaborate to fulfill a mandate. In that case there will be a Point Person assigned as lead.

2.3.1 CCNA Chair:

- Signing officer of the CCNA bank account
- Attend all LWG meetings
- Prepare electronic reports in advance of all meetings
- Participate in discussions and decision making issues at LWG & PWG meetings
- Provide leadership to members of LWG
- Facilitate LWG meetings
- Work closely with NCRC

2.3.2 Secretary/Treasurer:

- Attend all LWG meetings
- Prepare electronic reports in advance of all meetings
- Compile an accurate electronic record of all meetings and make all minutes available (after review by CCNA Chair) to all LWG members within 7 days
- Participate in discussions and decision making at LWG meetings
- Manage local funds responsibly by tracking all income and expenses and making deposits within 48 hrs of receiving any monies
- Work closely with the CANA Treasurer
- Collect all mail from PO Box and process through the LWG meeting
- Works with CANA Treasurer to execute or manage the budget implemented by the PWG (at the LWG level)
- Signing officer on CCNA bank account

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2.3.3 Programming:

- Attend all LWG meetings
- Prepare electronic reports in advance of all meetings
- Participate in discussions and decision making at LWG meetings
- Work closely with the NCRC in program planning
- Prepare a work schedule for onsite programming volunteers
- Oversee Speaker Listening Groups and evaluation submission to PWG (Appendix "I")
- Work onsite to facilitate the sign in of speakers and chair people and provide welcome packages (Appendix "A" template # 051) for chair persons and speakers
- Utilize CCNA templates when and where possible (Appendix "A")
- Contact the successful workshop speaker candidates and provide workshop title and other information based on PWG approval
- Use meeting formats onsite found in Appendix "A" (#003, #015, #021, & #044)

2.3.4 Hospitality & Convention Information:

- Attend all LWG meetings
- Prepare electronic reports in advance of all meetings
- Participate in discussions and decision making at LWG meetings
- Prepare a work schedule for H & CI onsite volunteers to service information table as well as supply other committees with volunteers and security as requested/required
- Respond to convention related inquiries or forward inquiries to appropriate trusted servant in a timely manner
- Utilize CCNA templates when and where possible (Appendix "A")
- Work closely with NCRC
- Ensure the NA Way magazine and na.org have the event on their calendar
- Oversee onsite hospitality area as directed by the PWG
- Contact local professionals, organizations, treatment facilities, rehabs, etc to inform them of the event and see if they are interested in attending (work with NCRC on possible price reductions/discounts)
- Communicate with local PI, H&I, PR and Helpline committees to inform them of the event
- Contact local ASC or RSC to determine if they wish to sell NA literature at the convention
- Prepare press packages to have onsite (see template # 057 in Appendix "A")
- Ensure website has the most up to date information at all times
- Create a newsletter monthly and distribute hard copies to local groups and use the website mailing list software to send to interested members who have previously signed up
- Obtain 3 price quotes for onsite communication equipment such as walkie talkie
- Supply local PI, H&I and PR contacts information to PWG for possible collaborative local PR type of event

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- Send out convention fliers to the Canadian fellowship and bordering US communities as per the time line task list utilizing regular mail and email as identified and targeted by the PWG
- Ensure strict adherence to 12 Traditions, 12 Concepts, CANA and CCNA policies/guidelines are respected in all postings in all mediums.
- Obtain available tourist information in the host area and make available onsite.

2.3.5 Registration:

- Attend all LWG meetings
- Prepare electronic reports in advance of all meetings
- Participate in discussions and decision making at LWG meetings
- Utilize CCNA templates when and where possible (see Appendix "A")
- Use registration process outlined in Appendix "F"
- Work closely with LWG Treasurer in processing registrations
- Process all registrations in a timely matter and report all statistics to the entire LWG on a regular basis
- Prepare a work schedule for onsite registration volunteers to service registration tables
- Use templates where possible (see Appendix "A")
- Promptly send out confirmation responses to all registrants that register through regular mail. (Email would be the preferred method to respond.)
- The Registration point person may issue hardship packages in accordance with Hardship Policy (#025) in Appendix "A"

2.3.6 Fundraising & Entertainment:

- Attend all LWG meetings
- Prepare electronic reports in advance of all meetings
- Participate in discussions and decision making at LWG meetings
- Utilize CCNA templates when and where possible (Appendix "A")
- Create fundraising/awareness campaigns, discuss with LWG and submit final suggestions to PWG along with detailed plans and budgets for each event
- Prepare a work schedule for onsite F & E volunteers to service auction/raffles/event access
- Offer suggestions to LWG for onsite dance entertainment to be forwarded to PWG for final approval
- The committee must ensure they work closely with the local Area Service Committee to ensure CCNA efforts do not overlap with already planned local events. When working jointly with local committees the F&E work group shall accept responsibility for all expenses and revenues on behalf of CCNA.
- Attempt to involve all work group Point People in all event planning, both on and off site so they can have a role if practical.
- Responsible for the auction and all merchandise donated for the auction. All auction merchandise must be numbered and inventoried prior to Auction and tracked financially

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during the auction. See Template # 002. All items auctioned must be NA approved merchandise.

2.3.7 Merchandise:

- Attend all LWG meetings
- Prepare electronic reports in advance of all meetings
- Participate in discussions and decision making at LWG meetings
- Utilize CCNA templates when and where possible (see Appendix "A")
- Work closely with NCRC
- Follow direction on merchandise process found in Appendix "H"
- Prepare a work schedule for onsite Merchandise volunteers to set up/tear down and service merchandise room
- Work with PWG on possible merchandise for registration packages and items for sale in Merchandise room.

2.3.8 Arts & Graphics:

- Attend all LWG meetings
- Prepare electronic reports in advance of all meetings
- Participate in discussions and decision making at LWG meetings
- Utilize CCNA templates when and where possible (Appendix "A")
- Oversee banquet hall decorations including hanging and removing all banners in main convention room if permissible by the contracted facility.
- Oversee logo graphic contest and submit 3 choices through the LWG to the PWG
- Plan & prepare needs for advance and onsite signage and event tickets
- Secure pricing quotes for fliers and other printed materials and submit to the PWG
- Utilize CCNA templates when and where possible (see Appendix "A")
- Create all brochures/fliers and share with the PWG prior to distribution.

2.4 Service Meeting:

LWG meetings will take place in a convenient public location accessible by all LWG members. If a cost shall be incurred to facilitate meeting space it must be submitted as soon as possible to the PWG for approval.

- Meeting schedule will be agreed to in advance by the LWG members
- Meetings shall take place at least once per month until two months prior to the event when meetings will take place twice per month.
- Agenda will be created by CCNA Chair and sent out to LWG members at least 48 hrs in advance of meeting for their input (see Template # 005)
- Time line task list (Template # 040) for all Point Persons shall be reviewed at all meetings
- Items will be prioritized and dispensed with in a timely manner
- An attempt will be made to arrive at decisions by consensus when possible. Items that remain important but unresolved may require a decision by the PWG

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- All Point Persons are required to create and submit to the Secretary or post on the CCNA website, an electronic report at least 72 hours in advance of the meeting
- Though meetings may be open to interested members, the CCNA Chair has discretion on who may be allowed to speak and for how long but priority is always given to the LWG members
- A short closing meeting is to be held immediately following the last onsite convention event
- A final meeting is to be held within 30 days of the closing of the convention where each Point Person is required to submit wrap up reports including thoughts and suggestions on how to improve the convention and the planning process.

2.5 Dismissal

2.5.1 Dismissal: LWG members may be dismissed from their positions at any time for:

- Admitted interruption in continuous abstinence (loss of clean time)
- Negligence of responsibilities
- Violence or threat of violence
- Continuous absenteeism (2 consecutive LWG meetings, except for humanitarian/compassionate reasons)
- Inability or unwillingness to perform responsibilities
- Refusal to comply with the documents listed in Section 4.0 of the CCNA guidelines.

2.5.2 Process for Dismissal:

- A proposal for dismissal, showing due cause, will be brought forward to the PWG, and must receive at least 2/3 support from the PWG
- The Point Person must be notified in writing and shall be afforded the opportunity to speak on their own behalf at the next PWG meeting before any discussion or decision takes place.
- Final decision for dismissal will be determined by the PWG.
- The NCRC may suspend a LWG member for cause pending review at the next PWG meeting.
- The CCNA Chair may only be removed by 2/3 vote of PWG
- If the committee has reason to believe that the Convention Chair should be removed, a vote of confidence will take place after the Chair has been afforded the opportunity to speak on their own behalf. If the result of the confidence vote is NO-CONFIDENCE and exceeds 75%, the proposal will be forwarded by the LWG to the NCRC, who will notify the PWG. Only the PWG may remove a sitting CCNA Chair person.

2.6 Resignation

Voluntary resignation by a Point Person should be submitted in writing to the CCNA Chair. A written resignation becomes effective at the end of the meeting in which it is received and read into the minutes.

NOTE: Information on vacant positions must go out to the fellowship immediately after the LWG meeting in order to allow those who wish to volunteer their service an opportunity to submit a service resume through the volunteer section of the CCNA website and may be considered at the next PWG.

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3.0 CCNA PLANNING WORK GROUP (PWG)

3.1 Purpose

The CCNA Planning Work group is a direct work group of the Canadian Assembly of Narcotics Anonymous. The primary functions and responsibilities of the CCNA Planning Work group include:

- Collaborate with the LWG to create a successful Canadian Convention
- Oversight on all issues relating to the convention
- Final decision making on all aspects relating to the convention
- Ensure a local flavour is present in the convention when practical
- Work with local community and CANA FD to facilitate collaborative efforts during the week
- Select LWG members using a pre-defined screening/selection process (see Appendix “D”)
- Submit a report to CANA at each scheduled Assembly meeting

When planning for the convention this committee will do the following:

- Plan an effective layout and use of meeting facility
- Select all speakers for the convention
- Forward successful workshop speaker candidates contact information to programming for confirmation
- Special consideration will be given to NA World Services (NAWS) and CANA travelers as convention speakers.
- Ensure when NAWS is presenting workshops during the convention nothing is scheduled that might minimize the potential participation.
- Ensure there are marathon meetings held when possible, especially when there are no other scheduled meetings.
- Schedule at least a 15 minute break between meetings during the convention whenever possible and practical.
- Plan main program agenda; ensure to consider space requirements, time, topic and other related factors. (See Template Room Allocation (#036) in Appendix “A”)
- Ensure there is time (up to 15 minutes) set aside for the Chair and/or Vice Chair of the Canadian Assembly to address attendees during the banquet or Saturday Main Speaker meeting.

3.2 Members:

Members of the PWG are always the same positions consisting of the following CANA participants:

- CCNA Chair
- CANA Treasurer
- RD of region where event is being held
- NCRC

The current CCNA Chairperson will serve on the PWG following the selection process. Members of the PWG can only be removed by CANA Admin.

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3.3 Responsibilities:

3.3.1 CCNA Chair:

- Signing officer of the CCNA bank account
- Attend all PWG meetings
- Participate in selection of members of the LWG
- Participate in decision making issues relating to the CCNA event
- Work closely with NCRC
- Liaison between CCNA LWG & PWG

3.3.2 CANA Treasurer:

- Signing officer of the CCNA bank account
- Attend all PWG meetings
- Records and distributes minutes from PWG within the Work Group
- Participate in selection of members in the LWG
- Maintain oversight of CCNA financial records
- Implement budget presented by PWG
- Release funds as requested by the PWG
- Participate in decision making issues relating to the CCNA event
- Responsible for oversight of all monies and revenue forms, including revenues from registration and banquet tickets; pays all bills; and advises PWG on cash supply, income flow and rate of expenditures, including LWG budget
- Is responsible for administering all aspects of CCNA financials pursuant to CANA and CCNA guidelines, PWG directive and generally accepted standards of accountability in NA and reporting completely and promptly to the PWG

3.3.3 Regional Delegate of Hosting Region:

- Signing officer of the CCNA bank account
- Attend all PWG meetings
- Participate in selection of members in the LWG
- Attend LWG when possible
- Participate in decision making issues relating to the CCNA event

3.3.4 NCRC:

- Work with the local fellowships to create a list of potential host cities
- Research potential venues
- Submit recommendation to CANA for host city (see site selection process, Appendix "G")
- Negotiate contracts for venue, suppliers and services
- Single point of accountability for all things convention related
- Signing officer of the CCNA bank account
- Attend and chair the first LWG meeting and more if possible and practical

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- Attend all PWG meetings
- Participate in selection of members in the LWG
- Participate in decision making issues relating to the CCNA event
- Responsible for a working understanding of the hotel contract and ensuring its execution throughout the entirety of the convention
- Point person on planning an effective layout and use of meeting facility
- Consider when and where sound checks need to take place
- Oversee onsite speaker recordings

3.4 Service Meeting:

PWG meetings will take place by conference call. If a budget is required to facilitate these meetings it must be submitted as soon as possible to CANA.

- Meeting schedule will be agreed to in advance by the PWG
- Meetings shall take place at least once per month or more frequently as the event nears
- Agenda will be created by NCRC and sent out at least 48 hrs in advance of meeting
- Use defined meeting format found in templates located in Appendix "A" (template # 0057)
- Time line task list for all Point Persons shall be reviewed/edited and forwarded to LWG in time for first meeting
- Items will be prioritized and dispensed with in a timely manner
- An attempt will be made to arrive at decisions by consensus whenever possible. If consensus is not achievable, decisions will require a minimum of 3 for the decision to be finalized.
- All PWG members are required to create and submit to the NCRC an electronic report of action item progress at least 48 hours in advance of the meeting
- A final meeting is to be held within 60 days of the closing of the convention where each PWG member is required to submit wrap up reports including thoughts and suggestions.

4.0 Suspension, Dismissal and Resignation

4.1 Suspension

PWG members may be temporarily suspended by a 2/3 majority decision of the CANA Admin body until dismissal procedures can be considered by the full CANA body.

4.2 Dismissal

PWG members may be dismissed from their positions at any time for:

- Admitted interruption in continuous abstinence (loss of clean time)
- Negligence of responsibilities
- Violence or threat of violence
- Continuous absenteeism (2 consecutive PWG meetings, except for humanitarian/compassionate reasons)

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- Inability or unwillingness to perform responsibilities
- Refusal to comply with the documents listed in Section 4.0 of the CCNA guidelines.
- The PWG member must be duly notified in writing and shall be afforded the opportunity to speak on their own behalf at the next CANA meeting before any discussion or decision takes place.
- Final decision for dismissal will be determined by secret ballot voting.
- A minimum of 75% majority is required for the removal of any PWG member. Two CANA admin members will verify the final tally.

4.2 Resignation

Voluntary resignation should be submitted in writing to the CANA Chair. A written resignation becomes effective at the end of the meeting in which it is received and read into the minutes.

5.0 CCNA Funds

5.1 General

- The NCRC and the CANA Treasurer will assist the selected CCNA Chairperson and the CCNA Secretary/Treasurer & the hosting region's RD to be added to the existing CCNA bank account
- All PWG members (NCRC, CANA Treasurer, CCNA Chairperson and hosting RD) are signing officers on the convention account.
- The convention committee shall be funded through contributions from CANA or individual members of NA, and CCNA work groups' events and activities.
- All trusted servants handling funds must complete and sign the CANA Financial Disclosure Agreement template (#018) in Appendix "A".
- All revenue accumulated from all sources will be maintained in a general fund bank account
- The CCNA Treasurer shall deposit all revenues regularly and without delay.
- A night deposit key shall be acquired with the most convenient bank branch location. All deposits shall be made using the night deposit key when monies are received outside of regular banking hours. The Treasurers input should be carefully considered when selecting the branch location.
- In the event that a cheque is made payable to one of the co-signers, it is preferred that payee not be one of the signatories on that cheque.
- Normally, all expenditures shall be paid by cheque. Cash disbursement may be made only upon submission of receipt and approval of the NCRC. The Treasurer shall be informed of all cash disbursements.
- All proceeds from the sale of merchandise, convention profits, or funds otherwise raised through the efforts of work groups shall be turned over to the CCNA Treasurer at the first reasonable opportunity. See Financial Policies and best practices in Appendix "A" for additional clarification.
- American money is to be taken at par except in situation of a difference of more than 10% exchange rate. Rates shall be rounded down to the nearest .10 cent without exceeding current market rates.
- Upon completion of any CCNA fundraising event a full report including expenses, revenue and receipts must be forwarded to the CCNA Treasurer no later than the next LWG meeting

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- Any member handling money shall have a minimum of two (2) years clean time and sign Financial Disclosure Agreement template (#018) in Appendix "A"
- All Point Person reports will include a complete financial breakdown of their Work Groups progress. Balance Sheet template (#046) in Appendix "A" is to be used for reporting.
- All profits from every CCNA will be turned over directly to CANA
- Financial accounting for the convention bank account must be completed by Convention Treasurer no later than 60 days following the convention.
- Three quotes will be obtained whenever feasible for all requests for goods or services in excess of \$300 CAD in a budget year.
- If a member of CANA/ACNA is providing a quote, there must be at least one additional quote, up to two additional quotes if feasible.
- The CANA/ACNA member providing a quote will not be a part of the final decision in the decision-making process.
- The quote that best suits the needs of quality and price will be chosen.
- Recurring or subscription services are to be reviewed biennially (once every 2 years) with the intent of getting the best value for cost.

6.0 Amendments of CCNA Policies and Guidelines

- Any proposal to amend the CCNA Policies & Guidelines must be presented to, and reviewed by CANA.

**Appendix A
Templates List**

- 001 Artwork Release
- 002 Auction Inventory
- 003 Banquet Speaker Meeting Format
- 004 Banquet Ticket
- 005 LWG Meeting Agenda
- 006 CCNA Attendance Sheet
- 007 CCNA Bid
- 008 CCNA Chair Format
- 009 CCNA Invoice
- 010 CCNA Post Recovery Meeting Evaluation Form
- 011 CCNA LWG Minutes
- 012 CCNA Alternative Merchandise Agreement
- 013 CCNA Treasurer Workbook
- 014 Clarity Statement
- 015 Closing Speaker Meeting Format

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- 016 Comedy Show Ticket
- 017 Countdown Power Point
- 018 Financial Disclosure Agreement
- 019 Huggers Schedule
- 020 Incident Report
- 021 Kick Off Speaker Meeting Format
- 022 Main Speaker Confirmation Letter
- 023 Main Speaker Invitation Letter
- 024 Marathon Chair Sign Up Sheet
- 025 Hardship Package Policy
- 026 Past CCNA Trusted Servant Contact List
- 027 Potential Speaker Questionnaire
- 028 Program Inside Tri-fold
- 029 Program Outside Tri-fold
- 030 Potential Trusted Servant Questionnaire
- 031 Registration Confirmation Letter
- 032 Registration Flier Tri-fold
- 033 Registration Sign In Sheet
- 034 Registration Spread Sheet
- 035 Request to Sell CCNA Pre-registrations
- 036 Logistics
- 037 Serenity Keepers Shift Schedule
- 038 Speaker Copyright Release
- 039 Speaker Review Guide
- 040 Time Line Task List
- 041 Update Registration Numbers
- 042 Workshop Speaker Confirmation Letter
- 043 Workshop Speaker Invitation Letter
- 044 Workshop Meeting Format
- 045 Cash Handling
- 046 Balance Sheet
- 047 Package Transfer Request
- 048 Local Working Group Report To CCNA
- 049 On Site Financial Policies and Procedures
- 050 Inventory
- 051 Programming Welcome Package
- 052 Speaker Sharing Reminders
- 053 CCNA Expense Reimbursement Request
- 054 CCNA Meeting Announcements
- 055 Workshop Speaker Meeting Format
- 056 Chairpersons Workshop Package
- 057 Chairpersons Best Practices
- 058 Chair Persons Meeting Package

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- 059 Speaker Best Practices
- 060 Information For the Media
- 061 Workshop Chairperson Confirmation Letter
- 062 Speaker/Chair Sign In Sheet
- 063 Logo Contest Flier
- 064 Newsletter
- 065 Facility Group Announcement

Appendix B

Consensus Based Decision Making Procedure

A Working Definition of Consensus

Derives from the Latin *con* meaning “with” or “together with” and *sentir* meaning to “think” or “feel”. So, “*consensus*” means to “*think or feel together.*”

Consensus is a process by which a common mind of the meeting is sought about the wisest way forward on a particular issue at the time.

Consensus decision making is...

- **A cooperative process for making decisions in which everyone consents to the decisions of the group**
 - Not everyone’s first preference necessarily, but true consent
 - Decisions should reflect the integrated will of the whole group
 - Preserves the interests and integrity of all participants
- **A problem-solving orientation for people who wish to work together**
 - Not a process for determining whose ideas are best, but searching together for the best solution for the group
 - A questioning process
 - The decision is in this room — our job is to find it
 - Have respect and enjoy the process of coming to a decision together

How It Works

- **Discussion of the item:** If you have a discussion topic, put it on the discussion topic list. The item is discussed with the goal of identifying opinions and information on the topic at hand. The general direction of the group and potential proposals for action are often identified during the discussion.
- **Formation of a proposal:** Based on the discussion, a formal decision proposal on the issue is presented to the group. It should be written down and read aloud so we’re clear on what is being discussed.
- **Test for consensus/Straw poll:** show of hands - to find the amount of support and the concerns of those opposed
- **Identification and addressing of concerns:** If consensus is not achieved, each dissenter presents his or her concerns on the proposal, potentially starting another round of discussion to address or clarify the concern.

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- **Modification of the proposal:** The proposal is amended, re-phrased in an attempt to address the concerns of the decision-makers. The process then returns to the call for consensus and the cycle is repeated until a satisfactory decision is made.

Call for consensus: The facilitator of the decision-making body calls for consensus on the proposal. The facilitator will ask if there are any concerns and if not, we will move forward with the decision reached. The decision reached by consensus takes into account the insights of all members. The process ensures that issues are fully aired and that all members feel they have been adequately heard.

Decisions are taken not simply because one more than 50% of members are in favor of a proposal, but because all agree to a way forward.

Some may feel that it's not necessarily their first option, but ALL can support it and commit themselves not to undermine the decision.

TRUE CONSENSUS is not the same as unanimity. We must be careful to recognize that real consensus arises out of real community, and often only through real tension as people express their insights with passion and integrity, and yet with respect for really hearing others' points of view. Reaching 85% favorable after a thorough discussion will be considered achieving consensus.

Ideally.....

- Concerns and reservations will be identified and addressed through the consensus decision-making process
- When the call for consensus on a proposal is made, you should **ASSENT** if you support the proposal, all things considered.
- **Assent** does not indicate that you may agree with every aspect of a proposal, but that you...
 - *have heard the discussion,*
 - *have had a chance to participate in the process of finalizing the proposal, and*
 - *are prepared to support the final proposal.*
- **Assent is signified by remaining silent**

Three Degrees of Dissent

Assent with Reservations

Stand Aside

Block

➤ **Assent with Reservations**

"I think this may be a mistake but I can live with it"

- Assent with Reservations if you are willing to let a motion pass but want to register your concerns
- Do so by raising your hand and, when called on by the facilitator, simply saying "Assent with Reservations." The assumption is that the reservations have been heard already, and you are simply noting that you can support the proposal and continue to have these reservations.

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- If there are significant reservations about a proposal, the body may choose to modify or re-word it.
- Stand Aside
- Block

➤ **Stand Aside**

“I personally can’t do this, but I won’t stop others from doing it.”

- Stand Aside if you have a serious personal disagreement with a proposal, but are willing to let the proposal pass. The concerns of group members standing aside are usually addressed by modifications to the proposal.
- A sizable number of Stand Asides of those present will indicate that a consensus to adopt the proposal is too weak. The proposal is then either dropped or delegated to the maker of the proposal or an Ad Hoc Committee/Work group for reworking.
- If consensus is blocked or no reasonable consensus can be reached, the group stays with whatever the previous decision was on the subject or does nothing.

➤ **Block**

“I cannot support this or allow the group to support this. It is against our principles.”

- A rare and extreme form of dissent taken only if you honestly believe that one of the Traditions or Concepts is directly violated by a proposal or that some very fundamental moral position would be violated.
- A participant who blocks must be able to articulate which Tradition, Concept or Spiritual principle fundamental to NA is violated by the proposal.
- If consensus is blocked or no reasonable consensus can be reached, the group stays with whatever the previous decision was on the subject.

Consensus as an Alternative to Voting:

Robert’s Rules of Order	Consensus Decision Making
Competitive, win/lose	Problem-solving, cooperative
Discussion constrained by motion	Multiple concerns and info can be considered
Discussion takes the form of a debate with a win-lose approach.	Discussion involves active listening and sharing information.
Few constraints are placed on the order or frequency of speaking.	Norms limit number of times one asks to speak to ensure that each speaker is fully heard.
Differences resolved by voting on motion.	Differences resolved by discussion. Facilitator identifies areas of agreement and names disagreements to push discussion deeper.

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Chair calls for a vote.	Facilitator articulates the sense of the discussion, asks if there are other concerns, and proposes a "minute" of the decision.
Winners and losers are identified. Decision belongs to the winners.	Group as a whole is responsible for the decision, and the decision belongs to the group.
Chair's vote can determine the decision when votes are tied.	Facilitator can discern if a minority concerns' warrant a delay in a decision.
Dissenters' perspectives suppressed in majority vote.	Dissenters' perspectives are embraced and incorporated into decisions.

CDM Requires Practicing Spiritual Principles such as...

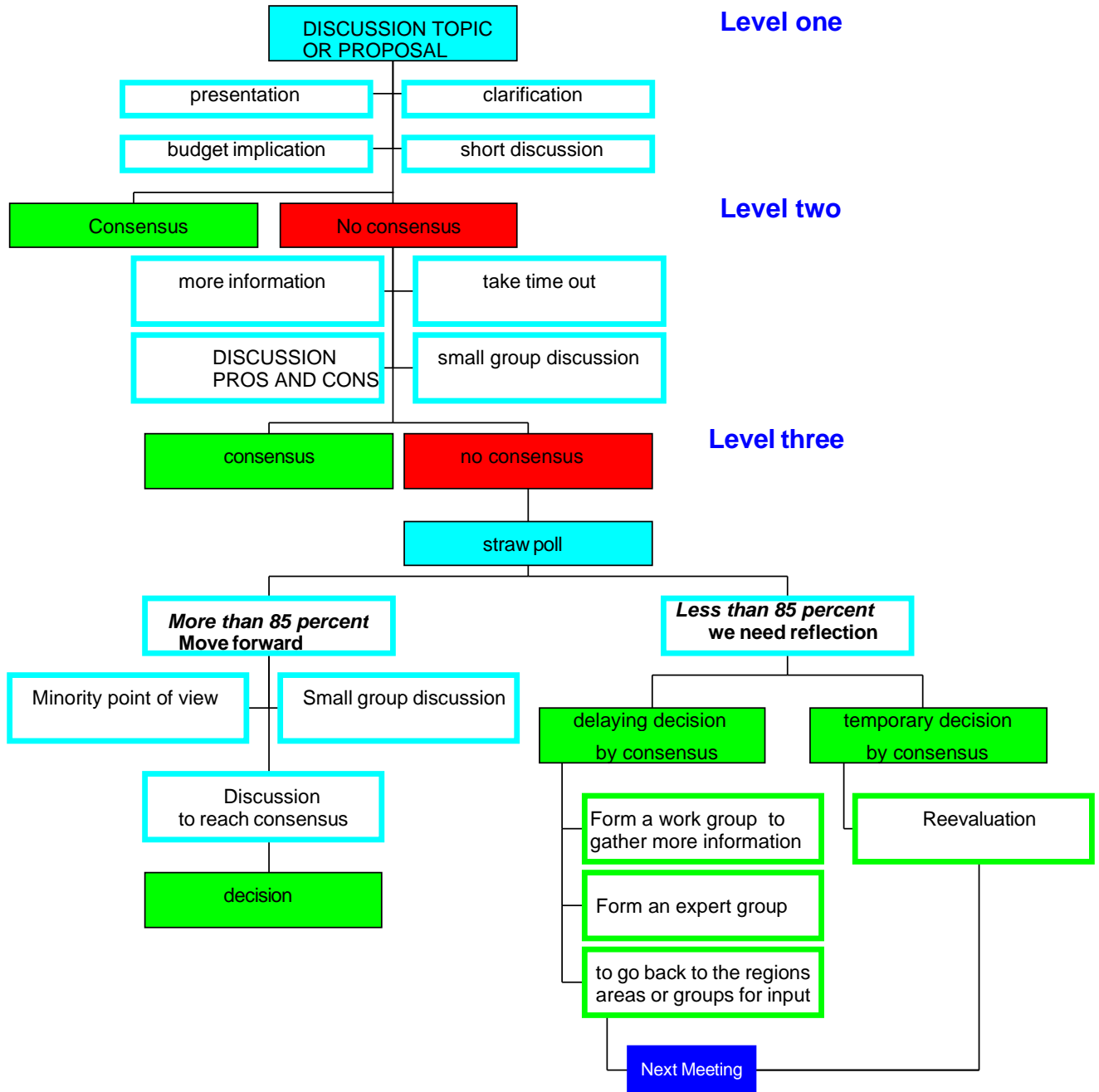
Patience

- **Open-mindedness**
- **Trust & Faith**
- **Good will**
- **Honesty**
- **Respect**

- This model can be changed to fit the needs of your service body....it is just an example.....
- Blocking a proposal is a last resort and only done in rare and extreme cases with just cause
- We need to change the way we think....to work together... "WE"
- Can I put aside my personal opinion to allow the rest of the group to move forward?
- CBDM does not have to slow down the process....
- Am I able to pass on making a point, when someone else has already made it?
- Straw Polls are just to see where the body is at with a proposal
- Some service bodies allow all participants at their meeting to participate in reaching consensus and some use each area. This would be determined by your service body.

Note: With such a small number of participants, the Chairperson shall be aware of a high number of stand asides as an indication for discussion to continue

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Appendix C
The Twelve Traditions of NA

We keep what we have only with vigilance, and just as freedom for the individual comes from the Twelve Steps, so freedom for the group springs from our Traditions.

As long as the ties that bind us together are stronger than those that would tear us apart, all will be well.

1. Our common welfare should come first; personal recovery depends on NA unity.
2. For our group purpose there is but one ultimate authority a loving God as He may express Himself in our group conscience. Our leaders are but trusted servants; they do not govern.
3. The only requirement for membership is a desire to stop using.
4. Each group should be autonomous except in matters affecting other groups or NA as a whole.
5. Each group has but one primary purpose—to carry the message to the addict who still suffers.
6. An NA group ought never endorse, finance, or lend the NA name to any related facility or outside enterprise, lest problems of money, property, or prestige divert us from our primary purpose.
7. Every NA group ought to be fully self-supporting, declining outside contributions.
8. Narcotics Anonymous should remain forever nonprofessional, but our service centers may employ special workers.
9. NA, as such, ought never be organized, but we may create service boards or committees directly responsible to those they serve.
10. Narcotics Anonymous has no opinion on outside issues; hence the NA name ought never be drawn into public controversy.
11. Our public relations policy is based on attraction rather than promotion; we need always maintain personal anonymity at the level of press, radio, and films.
12. Anonymity is the spiritual foundation of all our Traditions, ever reminding us to place principles before personalities.

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Twelve Concepts for NA Service

The Twelve Traditions of NA have guided our groups well in the conduct of their individual affairs, and they are the foundation for NA services. They have steered us away from many pitfalls that could have meant our collapse. Our various service units *serve*, for example, they do not govern; we stay out of public debate; we neither endorse nor oppose any of the many causes that our members may feel strongly about; our approach to addiction is a non-professional one; we are fully self-supporting. The traditions have provided our fellowship with essential guidance throughout its development, and they continue to be indispensable.

The Twelve Concepts for NA Service described here are intended to be practically applied to our service structure at every level. The spiritual ideals of our steps and traditions provide the basis for these concepts, which are tailored to the specific needs of our fellowship's service structure. The concepts encourage our groups to more readily achieve our traditions' ideals, and our service structure to function effectively and responsibly.

These concepts have been crafted from our experience. They are not intended to be taken as the "law" for NA service, but simply as guiding principles. We find that our services are stabilized when we conscientiously apply these concepts, much as our steps have stabilized our lives and our traditions have stabilized and unified our groups. The Twelve Concepts guide our services and help ensure that the message of Narcotics Anonymous is available to all addicts who have a desire to stop using and begin practicing our way of life.

1. To fulfill our fellowship's primary purpose, the NA groups have joined together to create a structure which develops, coordinates, and maintains services on behalf of NA as a whole.
2. The final responsibility and authority for NA services rests with the NA groups.
3. The NA groups delegate to the service structure the authority necessary to fulfill the responsibilities assigned to it.
4. Effective leadership is highly valued in Narcotics Anonymous. Leadership qualities should be carefully considered when selecting trusted servants.
5. For each responsibility assigned to the service structure, a single point of decision and accountability should be clearly defined.
6. Group conscience is the spiritual means by which we invite a loving God to influence our decisions.
7. All members of a service body bear substantial responsibility for that body's decisions and should be allowed to fully participate in its decision-making processes.
8. Our service structure depends on the integrity and effectiveness of our communications.

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9. All elements of our service structure have the responsibility to carefully consider all viewpoints in their decision-making processes.
10. Any member of a service body can petition that body for the redress of a personal grievance, without fear of reprisal.
11. NA funds are to be used to further our primary purpose, and must be managed responsibly.
12. In keeping with the spiritual nature of Narcotics Anonymous, our structure should always be one of service, never of government.

A Vision for NA Service

All of the efforts of Narcotics Anonymous are inspired by the primary purpose of the groups we serve. Upon this common ground we stand committed.

Our vision is that one day:

- Every addict in the world has the chance to experience our message in his or her own language and culture and find the opportunity for a new way of life;
- Every member, inspired by the gift of recovery, experiences spiritual growth and fulfillment through service;
- NA service bodies worldwide work together in a spirit of unity and cooperation to support the groups in carrying our message of recovery;
- Narcotics Anonymous has universal recognition and respect as a viable program of recovery.

Honesty, trust, and goodwill are the foundation of our service efforts, all of which rely upon the guidance of a loving Higher Power.

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CANA Vision statement

Inspired by the primary purpose of the groups we serve; our Vision provides direction for all the efforts and actions of the Canadian Assembly of Narcotics Anonymous. In our vision is a time:

- When addicts throughout the geographic expanse we serve need no longer suffer and die without having had the opportunity to discover and experience the miracle of recovery offered by Narcotics Anonymous.
- When the NA message of recovery is freely carried in every language and across all boundaries of culture, ethnicity and geography from coast to coast to coast.
- When the Canadian Assembly is universally recognized as a dynamic and reliable resource for NA services and information.
- When every member, inspired by the gift of recovery, experiences spiritual growth and fulfillment through service.

This vision directs all our service efforts. With the guidance of a loving Higher Power we strive towards these ideals.

Appendix D

LWG (Local Work group) Point Person Selection Process

External:

The external work group (Local Work Group) will consist of 8 appointed local members and the NCRC.

Appointed members would be selected from a pool of submitted names/resumes based on qualifications. The members of the Local Work Group will be selected by consensus of the CCNA Planning Work group (PWG).

All members of the Local Work Group will be participants in pre-convention & convention planning and assist with onsite activities. The selected Point People will be provided with a time line task list to ensure clarity in direction and maximize efficiency.

The initial Point People shall include;

- Chair
- Secretary/Treasurer
- Programming
- Hospitality & Convention Information
- Registration
- Fundraising & Entertainment
- Merchandise
- Arts & Graphics

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At the will of the PWG, the Local Work Group may expand to include additional members.

LWG will collaborate with and follow the direction of the PWG in an effort to create a successful Canadian Convention. The primary functions and responsibilities of the LWG include:

- Create excitement about the convention in the local communities
- Work together as a group to further the success of the convention
- Adhere to the responsibilities laid out in 2.3 of these guidelines
- Diligently perform the duties of the service position
- Maintain regular and frequent contact with the PWG through the NCRC
- Use pre-defined approved templates when and where available (See Appendix "A")
- Collaborate with the PWG.

The Point Persons of the LWG are determined by the PWG after a selection process has taken place. The successful candidates will be offered specific positions each consisting of a set of duties and responsibilities and shall become the Point Person for those tasks.

CCNA Chair

The CCNA Chair is also a member of the PWG. Secretary/Treasurer

Programming

Hospitality & Convention Information

Registration

Fundraising

Merchandise

Arts & Graphics

All are members of the LWG serve at the will of the PWG. Members of the LWG may be temporarily suspended by the NCRC or removed by PWG.

Selection Process:

Announcements will be sent to the hosting area and the region requesting interested members submit their service resume/experience to the PWG for Point Person positions; clean time requirements outlined below:

- Chair - 6 Years
- Secretary/Treasurer - 6 years
- Programming - 3 years
- Hospitality & Convention Information - 3 years
- Registration - 3 years
- Fundraising & Entertainment – 3 years
- Merchandise – 3 years
- Arts & Graphics – 3 years

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Interested members complete the submission process online through “Trust Servant Submission Link” on the Canadian Convention website, completing a submission form, including but not limited to ; clean time, service experience, convention planning experience, service removal (*if applicable*), desire/willingness, etc.

Once the deadline for submissions has been reached, the PWG will review all submissions and select the most qualified candidates to oversee the Point Person designations. The selected members are then contacted by the CCNA Chairperson and invited to the first Local Work Group meeting.

Appendix E

Recording Service/Sales Process

Equipment:

- 2 MP3 Recorders
CCNA currently own and use 2 slim Sony mp3 digital recorders with built in mics. They are rechargeable using a usb connection. The recorders are capable of holding 4 GB of data and can record up to 44 hours at 192 kbps (stereo) on a full charge using internal memory. The units can hold a microSD for more storage capacity. On a full charge the unit can last between 18-24 hours. Charging for 3 minutes gives you 1 hour of recording time.
- Laptop
A laptop is used to charge the recorder through a usb connection, to download files from the recorder and using Point of Sale software to process recording sales.
- Printer
A standard printer is acceptable. CANA has a printer they use and it is available for convention use after they close late Friday afternoon.
- Bar Code Scanner
Used to scan bar codes that have unique coupon codes for each full package or single file sold.

Recording Process:

Make sure the recorders are charged and on charge when not being used. If you have easy access to a power source close to the unit it would be convenient to keep in plugged in. Be sure to monitor the battery strength and storage capacity at all times.

It is advised the persons using the equipment experiment with it in advance to ensure a high level of knowledge is obtained prior to using the recorders for live recordings.

The recorders are very capable of simply being placed on a podium, attached to a mic stand (perhaps with Velcro tape) and even placed in a shirt pocket. Just be certain the placement considers the adverse effect of potential of movement and jarring that would impede the recorded audio quality.

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The recorders should be in placed at least a few minutes before the speaker begins and should be turned on at the appropriate time. Check the unit itself to ensure it is recording. (There are small screen that will indicate functionality)

Once a recording has been made it is very possible to leave the unit for additional recording, just be aware of the battery strength and the storage capacity at that time considering the next opportunity to download files and or recharge the units. If the opportunity presents itself the unit should have the files downloaded to a laptop as a back up and for future use. Ensure the backup files are functioning properly as they will be used to distribute the recording to purchasers. When downloading and saving the files make sure they files are named/renamed appropriately to capture the uniqueness of the session that was recorded - session title - speaker name etc.

On Site Sales:

Sales of the pre-recorded downloadable speakers takes place throughout the weekend and later online. No actual files are given to the purchaser at the time of purchase but are available for download within 48 Hours from the Canadian Convention web site (www.canadianconvention.com).

A laptop is used to process sales through a Point of Sale software program which can easily be installed on any laptop. There are many products that may work for our purpose but we are using one called "EPOS-Excel (www.oneapplications.com - not an endorsement) and cost is about \$33.00 per month - though we only need the software licensed for a one month period.

The software functionality permits us to add the coupon codes for the inventory items (a number of full package codes and a number of single recording codes) and during the sale we scan a unique bar code/coupon code(s) from a bar code page sheet that is useable only one time in our online store for retrieval of the purchase(s). The full package currently sells for \$40.00 and includes are recorded sessions from the convention. Normally that would be all speaker meetings. There are times a meeting may not be recorded. There may also be a recording other than a speaker share such as a comedy show or a NAWS workshop in the full package download. The other option is for a purchaser to select any number of single files at \$5.00 each. At this point the actual recordings they prefer is a non issue as they can download any file(s) they wish when they visit the online store.

The laptop with the installed software should be prepared a month before the convention and training can take place online using a product like Gotomeeting or some other meeting software that allows screen sharing so people can watch the functionality of the system. It is important that the "supervisor" or lead person is well versed on the process and software as they will have to train others. This training can also take place online a couple of weeks prior to the convention.

The 5 digit coupon codes are prepared in advance. There are number of web sites that offer a free service that generates unique random numbers. (<https://www.randomcodegenerator.com/generate-codes>) These numbers should all be unique numbers with none being repeated. To help distinguish the full package from the single file we place a letter ahead of the 5 digit codes we downloaded from the code generator web site. ie S82133 - F25334, S for single and F for full package. These codes are printed as bar

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codes on bar code sheets and scanned by a bar code scanner as they are sold. One page has single file codes/coupons and the other has full package codes/coupons.

2 copies of receipts are printed, one goes to the purchaser and we retain one for our records. Our copy of the receipt should also contain the bar code that was scanned. Peel it from the sheet and place it in on our copy of the receipt. These receipts show the purchased items, method of payment, special coupon code(s) and the message about where and when to download your purchase from the CCNA online store. All of this information has previously been configured in the POS software.

Record of all sales shall be printed from the POS software each day as well as a complete record of sales for the weekend and given to the CCNA Treasurer. The individual receipts - along with the scanner - are given to the person who is administering the online store.

Online Store:

The online store can be found at www.canadianconvention.com/store and the administrator can login at www.canadianconvention.com/store/admin using the credentials. The online store sells speaker recorders from past conventions as well as those from the current convention. The store may also sell other items from time to time.

Preparing the mp3 files for the online store requires a number of steps;

1. Each mp3 audio file should be optimized to lessen the file size but maintain sound quality. As these recordings are primarily voice recordings the bitrate does not need to be as high as it would be for a music recording. We do want to maintain great quality and the smallest file and we found 32kbps will do that. Anything higher seems too much.
There are a number of software programs available that can optimize an mp3 recording. At this time we are using one called MP3 Toolkit. (www.mp3toolkit.com - not an endorsement). We process each file through this program but retain the original file as well
2. The next step is to upload the files to the online store. This process is done using a FTP program or our add-on module in our store. Once the files have been uploaded to the "download" folder of the store it has to be added to inventory
3. The process to add a product to the inventory is to login to the CCNA stores backend (admin section) of the web site and add an item using the "Dashboard" within the store to add, label, price and connect the data to the file for download. This process is best explained using the online stores manual available in the admin dashboard.

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4. The front end of the store (what everyone who see) displays links to all of the files available for purchase. They would register on the site as a customer either before they shop or when they are ready to checkout. The advance purchaser of the recordings follows the same process as someone who simply wishes to buy online after the event passes with one difference; they possess a coupon code that is used during the payment process that acts like cash. After the purchaser finalizes payment (using a coupon or a credit card or both) the web site will reload showing the downloads available to the purchaser. The purchaser will also receive a confirmation email to address used when signing up to the web site. That email contains a link to the download are as well. Once the purchaser has downloaded the file(s) the link to the download will disappear. Downloads can only happen once. The online store tracks all sales and all downloads.

Appendix F

Registration Process

In order to provide consistency in actions and practices, CCNA sees great value in having a process that can be executed at each event. There are a large number of things that need to take place in order to achieve that goal.

Types of Registrations:

Early Bird: This type of registration that are first offered for sale at the close of the previous convention. These registrations have sold in the past for \$25.00 - \$30.00 for cash/debit card payments and 3 % more for credit card payments. These registrations are also available online at the CCNA web site for approximately 90 days from initially going on sale. The price of these basic registrations is often as much as or more than \$20.00 cheaper than onsite registrations

Pre-Registrations: These registrations are available following the end of the Early Bird registrations. They sell for \$40.00 and are available until approximately 30 days before the start of the convention. There are a number of perks/reasons that are hoped to motivate members to make an early purchase.

They include but may not be limited to;

- Help the committee predict expenses
- Save \$10.00 off the price of the regular onsite registration price
- Receive a unique convention branded memento in registration package
- Priority access to merchandise online and onsite
- Chance to win your registration free
- Guaranteed access to event tickets if purchased in advance.
- Free admittance to Friday night dance/event if applicable

Advance Registrations: These are available online only and do not have any of the perks of the Pre-Registrations but do offer the convenience of registering in advance and ensuring a member has access to event tickets including banquet and brunch tickets which often are not available onsite.

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Onsite Registrations: These are available only at the venue during the hours posted by the Registration Work Group. They generally cost \$50.00 and include a registration package of items but not the special memento offered to the Pre-Registration and Early Bird. It is also unlikely tickets for the banquet or brunch would be available for purchase as CCNA has already made its commitment to the venue for meal quantities.

Registration Onsite Process:

The onsite registration process has two basic counter sections; for those who have prepaid - Early Bird register, Pre-Register and Advance register and a second for those registering onsite or purchasing event tickets. The prepaid section does not accept or process any payments. Each of these sections should be clearly signed to guide members to the appropriate section as they finalize their registration.

All registration preparations should be completed prior to the convention. There will be three types of registration packages:

- Prepaid (Early Bird & Pre-Reg only): Includes a number of items including unique memento. The badge inserts in this package include a name tag with a color convention logo background used to distinguish those who registered prior to the 30 day cut off and have priority access to merchandise and any other perks.
- Onsite (Advanced Registrations and Onsite Registrations): These packages have all of the same items in as in the Prepaid packages expect for two things; the name tag is black and white and there is no convention memento in the package.
- Newcomer: This is a very basic package that includes a black & white logo name tag, a badge and a program.

Onsite Prepaid Section: This secured section is for those who have prepaid for their registration and events tickets. Payments or sales are not accepted at this counter area. This area does handle items that have cash value such as event tickets and the registration packages and as such cash handling policies are in effect. Therefore, there are clean time requirements for those volunteers participating in this process.

There are 3 computer generated lists available at this station that contains all of those members who have prepaid. This list includes: name (listed by last name first), type of registration, numbered events tickets purchased and an assigned internal number. There is also an index card with each person's name and assigned internal numbers on it that lists the items they have prepaid.

At the time of pick up, ID is checked to validate the correct person is picking up the package. Then a package with generic contents are shown to the registrant and all purchased items confirmed. The assigned internal number (on a sticker sheet) is attached to the back of the name tag for the badge and the index card. The prepaid numbered event tickets are written on the index card then distributed to the registrant and confirmed. This also includes a ticket for the draw to win back basic registration package monies paid. The ticket is then torn in half with one part placed in a container that will be used for the draw and the other is kept by the registrant. The registrant acknowledges the items listed on the index card by signing the card for items received. The index card is filed. The registrants name is highlighted on the registration list showing the package has been picked up.

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Smaller conventions - under 300 - likely would only need one area for this process where larger ones may wish to have two areas.

Onsite Registration: This secured section is for those who have Advanced registered (less than 30 days prior to the convention start date, onsite registration purchases and newcomer requests. This area is set up to accept payment for new registrations, event ticket sales, & newcomer contributions. All volunteers handling cash, credit cards, registration packages and event tickets much follow cash handling process. A cash drawer and a laptop with POS software is used to process transactions. All transactions must be processed through the POS system including contributions. Cash, credit card (Visa & Mastercard) and debit card are acceptable forms of payment. There is an additional 3 % fee charged for credit card payments and a .05 cent charge for debit cards to offset processing fees.

All onsite packages include a pre-assigned internal numbered sticker attached to the back of the name tag and an index card. During a transaction a member may purchase a registration package, event tickets and a ticket(s) to win their basic registration value (\$2.00 each). After processing payment, a package with generic contents are shown to the registrant and all purchased items confirmed. Any numbered event tickets are then distributed to the registrant and confirmed and documented on the index card including the event ticket(s) number(s). If purchased, the ticket for the draw is then torn in half with one part placed in a container that will be used for the draw and the other is kept by the registrant. Finally, the registrant acknowledges the items listed on the index card by signing the card for items received.

Policies:

- There are no refunds permitted. All sales are final.
- A prepaid registration package may be picked up by someone other than the registrant if the Registration Work group is notified at least 7 days in advance by the registrant and the person picking up the package has a letter from the registrant.
- CCNA is a badge only event. That is to say all attendees must be wearing a badge. Failure to wear a badge may lead to removal from the event.
- No badges will be replaced do to loss or other issue.
- Different badges allow for various levels of priority access to merchandise room and events
- Requests for free or discounted admittance to CCNA will be processed by the Registration Point Person, CCNA Chair or NCRC

Appendix G

CCNA Site Selection Process

This process will be used to determine the location of future CCNA locations.

- The geographic rotation as per CANA guidelines will be determined first
 - West (BC and AL-SASK), East (Quebec and CARNA), then Central (Ontario and Manitoba)
 - If the previous year's convention was held in a small urban centre (small market), then the following year should be in a large urban centre (large market)

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- The NCRC will approach the RD from the region with the information that their region is a front runner for hosting a future CCNA, and will request suggestions of potential cities that would be best suited to host CANA and CCNA.
- The NCRC will then send a letter to the region requesting support in principle from the region to host CANA and CCNA in their region in a specific year.
- Once there is a list of potential cities, each city will be considered using the following criteria:
 - Local/neighboring fellowship population can sustain/attend the event
 - Available trusted servants willing to volunteer
 - City has an airport or one close
 - Viable venue to host event
 - Suitable and available hotel accommodation for attendees
 - Potential to make a positive impact on the community
 - No competing events scheduled within 100 km for a minimum of 3 months on either side of the date
- Based on the criteria above, the NCRC will submit a recommendation to CANA

Appendix H

Merchandise Process

There are three basic tracks that merchandise can follow:

- 1) Pre-Purchase of items.
- 2) Enter into a contract with an outside NA licensed vendor who provides the merchandise.
- 3) Combine process one with process two.

The preferred method is option two as it a position of confidence without liability for CCNA.

Pre Purchase Merchandise:

This process would have the Planning Work Group collaborate with the Local Work Group to consider items that would be popular at the convention. Special consideration should be given to items that help promote CCNA, CANA as well as recognize the local community. Past history of convention attendance, pre-registration numbers, uniqueness of the merchandise, and time of year will help determine the quantities to order. It is much better to order large quantities of low priced items and smaller quantities of higher priced items. We should consider our audience and our Traditions and not offend either with a controversial item. In fact, pre-selling merchandise online with registrations or post online registrations will help ensure little to no excess merchandise. CCNA branded merchandise purchased for onsite sale should be a minimal risk. It is reasonable to expect to sell a CCNA branded Tshirt to 1 in 5 attendees if the artwork is appreciated. If you expect 300 attendees you will sell approximately 60 Tshirts. The average dollars spent per attendee in past CCNA's averages approximately \$12.00. Ideally we would like to change the culture of the members purchasing habits by encouraging presale items rather than being held hostage to the idea that we must have some kind of souvenir available for everyone. In fact, everyone already received a memento in their registration package. When purchasing merchandise outright - be conservative.

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A focus on non dated & non event specific merchandise items will offer a better opportunity to resell left over merchandise at a future CCNA. Example; CCNA Tshirt rather than CCNA XX??. A CANA Tshirt etc...

The LWG Merchandise Point Person will attempt to gather 3 separate quotes for each proposed item and deliver those quotes within 120 days of the convention.

The budget should be well thought out including all related expenses including set up fees, taxes, shipping and base costs must be considered. No item should be purchased for resale that is projected to fall short of at least break even status but ideally selling out would be the target.

The mark up of a product from cost to retail will be determined by an average of the past 2-3 conventions unless there are special circumstances. A Tshirt can cost anywhere from \$5.00 to \$10.00 depending on brand, artwork and quantities. A retail price of \$20.00 is consistent with past practices.

Licensed Vendor:

This practice has taken place at the past 4 CCNA's with very good results. This is the preferred option as it minimized our financial liability while offering CCNA a reasonable commission from gross sales of all the vendors merchandise and not just CCNA branded merchandise. Though the vendor inherits the financial risk, CCNA still retains the rights as to what may be sold onsite and for what price.

Using this method would have the NCRC negotiate a contract with a licensed vendor using template # and a POS agreement found in template # 056.

Attempting to do business without these signed documents will place the parties at risk for potential disagreement and hardship.

Combining Pre-Purchase & Licensed Vendor:

As stated above, there is also the concept of deploying both the outside vendor and the pre-purchase methods to find a balanced approach to meet certain needs. Should this be pursued, the contract templates mentioned in "Licensed Vendor" above as well as the cautionary notes in the section on "Pre-Purchase Merchandise" should be followed. Though this might seem a practical solution it will place CCNA at some financial risk.

Appendix I

Speaker Evaluation Process

In an effort to streamline speaker selection and ensure continuity and consistency the Canadian Convention has determined a well-defined process would yield the best results. It is with that concept in mind we use the following:

Call For Speakers:

Each CCNA event makes a request to the fellowship at large for potential speakers. This request would be included but not limited to:

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- Registration Flier
- Canadian Convention Web Site: CCNA newsletter and online submission form
- Hosting Area's newsletter
- Various Areas and Regions Announcements
- NAWS web site

The request would be an invitation to volunteer as a main and a work shop speaker at the upcoming CCNA. Those submitting are encouraged to offer a share from a previous event in the form of an online upload or physically mailing an audio file via regular post to our PO Box.

Speaker Qualifications:

To be considered as a speaker a person must be a member of NA and meet clean time requirements. To be considered by the PWG, speaker suggestions must be sent to the PWG through the regular mail, online website submission form or through the LWG and meet any posted deadlines.

- **Main Speakers:** Must have at least 8 years of continuous abstinence, an NA sponsor, regularly attending NA meetings and actively working a program. Submission must be received by the Local Work Group no later than 120 prior to the convention start date.
- **Workshop Speakers:** Must have at least 3 years of continuous abstinence, an NA sponsor, regularly attending NA meetings and actively working a program. Workshop speakers are selected only from members who have registered for the convention.

Speaker Listening Groups:

Members interested in evaluating the speaker submissions are invited to sign up on our web site to be a part of the process. From the members who sign up listening groups are formed that consist of 4-6 members each. Any member can participate in this process. There is no clean time requirement. LWG and PWG members may also evaluate and submit speaker evaluations.

Each listening group will be assigned access privileges to a password protected section of the CCNA web site to access the audio files for download or online streaming.

There are specific criteria the listener is evaluating including:

- Do they speak clearly?
- Do they use proper NA language?
- Do they overuse vulgar language?
- Does their share connect with the steps/traditions
- Do they avoid drugalogs?
- Do they share about the solution?
- Is there a particular theme to their share? (ie. death, relapse, relationships) If so, what is the theme(s)

The member is requested to complete an evaluation form for each speaker they review. Each listening group member can only evaluate one speaker one time. That form is template # 039 . Once completed

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they can scan the form or take a picture of the form and submit the form through the password protected section of the Canadian Convention web site. They may also simply fill out the online submission form on the website. Evaluators are requested to submit their forms immediately following the review as time lines are very sensitive.

Speaker Evaluation Form Compilation:

All of the forms submitted through the web site or via regular post and brought together and inputted into a single spread sheet (see template # 054). Once the data has been compiled and all comments and scoring has been added, an average of the score shall be created for each speaker.

Speaker Selection:

Selecting speakers entails consideration of a number of factors;

- Budget
- Diversity
- Quality of the message
- Availability

To be considered as a Main Speaker, a member must get at least a 3.5 average score. A workshop speaker must achieve at least a 2.5 score.

The Local Work Group members are invited to offer suggestions for speakers but the Planning Work Group will make the final determination and then contact the selected members for confirmation and travel arrangements if necessary.