

OPERATIONS MANAGER REPORT for August 2020 Board Meeting

STARTER PACKS SENT OUT: 1- Ontario

NEW GROUP REGISTRATIONS: 0

Groups Closed: 0

STATUS:

1. Vacation – N/A
2. Inventory Count – N/A
3. Outstanding Tasks – Registration as Not-For-Profit (result of COVID 19)

NEW ITEMS:

1. Sexual Harassment on Zoom lines
Concerns were reported to the office regarding ABA Zoom meetings experiencing non-members crashing meetings, behaving inappropriately and, in some cases, even sexually harassing members. An ad-hoc committee was established to research and develop guidelines for ABA as whole to protect meetings.
2. Zoom meetings
With the increase in Zoom meetings and interest in ABA, it is critical that all changes to meetings are emailed to the office immediately so that the website can be as current as possible. It is difficult to provide new passwords to the number of newcomers looking into ABA. The process requires the OM contacting the GSR/contact for the information, that person replying with the information or sometimes just providing a list of all the meetings and passwords and expecting the office to sift through all the information to determine which meeting password has been changed. For time management purposes and to meet our 3rd tradition, this delay can be minimized if this information is directly provided to the office as soon as changes are made. Please announce at meetings to mitigate this delay.
3. Canada Post error
Follow up was provided to ascertain how much Canada Post would be willing to reimburse for their error in shipping of an order to the UK. As a result of COVID19, all refunds have been discontinued. OM contact customer contact, supervisor team and management at Canada Post to no avail. UK group informed of this unfortunate situation and they graciously accepted this as out of our control.
4. Donations/7th Tradition
Many are coming in without identifying as a group donation or ABA member donation. This requires the OM to reach out to these donors requesting verification of their membership and/or group name. Many times these emails bounce back and this requires going into PayPal for more information, if any was provided. Please announce this at meetings to expedite this issue.
5. COVID19
Given the current circumstances, what used to take an hour for an errand (bank, supplies, post office, storage, medallion pick-ups, shipping, etc) is now taking double that time. The protocols, line-ups, social distancing and sanitizing after returning home requires more time. It is unknown how long this will continue.
6. The GSO/Personnel Committee
There has been a request for even more details be provided for tasks completed by the OM. It was determined that itemizing all activities separately will provide opportunities to determine if the 5 hours/week the OM is providing without pay, can be alleviated. Although this will require more time for the OM to complete, the GSO/Personnel Committee believes that, in the long run, this may be helpful and as such, have given this priority.

7. 2nd Edition

The allotted two hours were used to assist with the technical component of the changes for the 2nd Edition of the ABA book, responding to questions about the 2nd Edition from Literature Committee, story authors and members; providing committee members with documents virtually or in person; and emailing corrections to Committee members.

Written in service by,
Shahin S., Office Manager