



## **ISSUES MEDIATION COMMITTEE (IMC) POLICIES AND PROCEDURES MANUAL**

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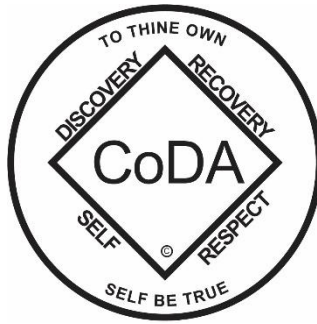


## **Issues Mediation Committee Mission**

### **Section 1**

The Issues Mediation Committee (IMC) facilitates dispute mediation for Voting Entities, Intergroups, and other CoDA entities as needed. Decisions at all levels of CoDA are made with the guidance of our Higher Power as expressed through the group conscience. As stated in Tradition One: "Our common welfare should come first. Personal recovery depends upon CoDA Unity." and Tradition Two: "For our group purpose there is but one ultimate authority—a loving Higher Power as expressed to our group conscience. Our leaders are but trusted servants; they do not govern." Thus as with all our recovery, group conscience is about aligning the "self" to the will of the Higher Power.

1. The committee may act as an interface between delegates, voting entities, Group Service Representatives (GSRs), Intergroups and CoDA's committees, as well as handling conflict mediation when requested and by the Group Conscience.
2. The committee handles request from Voting Entities to divide into two or more entities.
3. The committee also tracks and maintains the status of Voting Entity issues.
4. We also have the additional sections to guide us in the mediation process. (Please see Sections 1, "Twelve Service Concepts," and 2 "The Disagreement, Mediation and Resolution in our Group Conscience Process" of the Fellowship Service Manual).



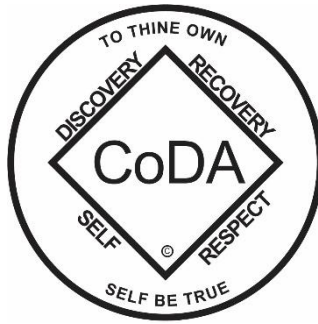
## **Purpose of Policies and Procedures**

### **Section 2**

This manual standardizes and provides the Issues Mediation Committee (IMC) and CoDA, Inc. with internal operating procedures and practices (guidelines).

This manual records the IMC's part of CoDA's history by providing and documenting the IMC's policies and procedures.

This manual is a living document meant to be revised as necessary by the Group Conscience of the ever-changing members of IMC.



## **Committee History**

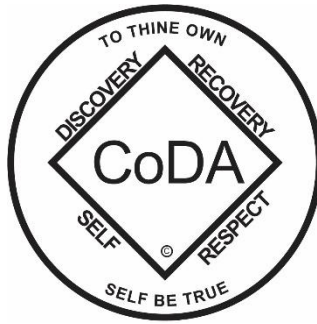
### **Section 3**

The 1990 National Service Conference (NSC, the name at the time of the CoDA Service Conference, CSC) adopted guidelines for problems or complaints in CoDA groups. In 1992 the Delegate Relations Committee (DRC) became a standing committee to resolve Conference non-agenda items that became conflicts within the CoDA fellowship. The Delegate Relations Committee evolved into the Issues Mediation Committee (IMC) in 1998. The "Disagreement, Mediation, and Resolution in Our Group Conscience Process," was added to Section 2 of the CoDA Fellowship Service Manual (FSM) in 2003.

Accordingly, the FSM Section 2 is used today as a method for handling any conflict within the CoDA fellowship by the IMC. In 2008 the IMC was given the task of tracking the status of Voting Entity Issues. In 2011 the IMC played a critical role in resolving an issue of violating CoDA's 12 traditions and 12 concepts threatening CoDA unity. In 2013 the IMC presented a simplified process for dealing with disagreement which is on the CoDA World website.

In 2014 the IMC completed a detailed operations manual providing procedures before, during and after a mediation process. Motions: 90018, 92013, 98072, 03033, 08022. In 2015, the IMC acknowledged CoDA's Bylaws that the IMC will handle requests for CoDA to recognize Voting Entities. Through the group conscience process, Voting Entities select Delegates and Alternate Delegates to carry the will of the membership of CoDA, Inc. meetings. In order to guarantee voting rights, each Voting Entity service board must be duly authorized by the Issues Mediation Committee. In the absence of a Voting Entity service board, members of that Entity shall present an alternative selection process based on group conscience decision making to the Issues Mediation Committee. This procedure ensures adherence to the program of recovery endorsed by this Fellowship. Prior to 2015, the process of verifying Voting Entities (and thus procedures to verify Delegates who came to Conference and those who were awarded Travel Reimbursement Opportunity/TROs) were not in place and/or used. It made sense for the IMC to get involved with the TRO process along with the Events and Finance committees to verify VE/Delegate authenticity and status. This also included other duties such as the being a part of the selection and awarding of TROs to new delegates on a yearly basis, and updating and tracking TRO awards on SMART (computer system).

Further meetings with the Board Secretary, IMC Chair and IMC members led to IMC developing suggestive guidelines and criteria for Voting Entities to follow when creating and forming Voting Entities and service boards. Hence, with these newer duties (including to act as a liaison to Voting Entities and the Board Secretary in reference to updating the VE contact list; and attending and interacting with Delegates each year at Conference to gain key contact information and structural change updates), a need for a separate and dedicated trusted servant was imminent. Therefore, a Voting Entity Liaison (VEL) position was created within IMC to work with Voting Entities, Delegates, the Board Secretary, the Events and Finance Committees through the group conscience decision making process with the IMC. A description of duties and responsibilities was designed to support that decision and is included in Exhibit 9.1.



## Committee Membership

### Section 4

#### 4.1 Qualification

4.1.1 All eligible members should either have an in-depth knowledge of, or share a strong willingness to learn, CoDA's FSM principles, guidelines and Bylaws. *Reference FSM Section 7, Page 34.*

#### 4.2 Election Process

4.2.1 CSC elects members of the Issues Mediation Committee (IMC) according to guidelines established by the Conference. To be eligible to serve on the IMC, a candidate shall be a current or past Voting Entity Delegate or Alternate.

4.2.2 New applicants shall be present at CSC to be elected.

4.2.3 A Current IMC member may be re-elected even if they are not attending the Conference by expressing an interest to continue service by written communication to the Conference, submitted by another IMC member and/or other trusted servant. *Reference FSM Section 7, Page 33.*

#### 4.3 Duties and Responsibilities of a Committee Member

##### 4.3.1 Chair Responsibilities

4.3.1.1 Acknowledge all incoming communication with a response.

4.3.1.1.1 For inquiry response, *Reference FSM Section 4.*

4.3.1.1.2 For general response, *Reference FSM Section 8.5*

4.3.1.1.3 To be efficient, a simple request for "clarification" of the situation may be sent by the chair to obtain the information for the subsequent GC by the group on how to officially respond to the request.

4.3.1.2 Take action so that Committee focus does not stray from the pursuit of the Committee mission.

4.3.1.3 Coordinates, facilitates, and prepares the agenda for the monthly teleconference meeting, ensures minutes are taken, distributed for approval and forwarded to Board Liaison and records the teleconference meeting.

4.3.1.4 Attends Chairs Forum.

4.3.1.5 Ensures budget constraints are met.

4.3.1.6 Does or asks for volunteer and/or input to write Quarterly Service Report (QSR.)

4.3.1.7 In preparation for CoDA Service Conference (CSC):

- Prepares and submits IMC budget for following year.

- Guides committee in developing Annual CSC Committee report, Goals & Objectives.
  - Presents Committee report at CSC.
- 4.3.1.8 Provides Web Coordinator with necessary email addresses for alias, and gives committee members a list of IMC members with pertinent information.
- 4.3.1.9 Participates with any committee recruiting efforts and/or Board/Chair events.
- 4.3.1.10 Provides IMC members with the Finance Liaison and Board Liaison contact information.
- 4.3.2 **Committee Member Responsibilities**
- 4.3.2.1 Participates in disagreement response teams.
- 4.3.2.2 Participates on Sub-Committees.
- 4.3.2.3 Participate with administrative duties as needed (e.g. taking meeting minutes, auditing minutes, writing the QSR, etc.)
- 4.3.2.4 Remains prudent with F2F location selection and airfare & hotel prices.
- 4.3.2.5 Helps write motions per CSC deadlines.
- 4.3.2.6 Tracks Vote Entity Issues.
- 4.3.2.7 Actively participates in committee meetings to the best of their abilities or listens to meeting recordings if missed.
- 4.3.2.8 Reviews committee communications to the best of their abilities.
- 4.3.2.9 Actively participates in group discussions.
- 4.3.2.10 Participates with any committee recruiting efforts and/or Board/Chair events.
- 4.3.2.11 Suggests CoDA members email IMC, if approached directly about an issue.
- 4.3.2.12 Personally model mediation guidelines while avoiding, if possible, occasions for recusal in the future.
- 4.3.2.13 Participate in evaluating and determining Vote Entity Split requests.
- 4.3.2.14 Handles requests from CoDA's Fellowship recognizing Voting Entities.
- 4.3.2.15 VEL (Voting Entity Liaison) position has its own duties/responsibilities
- 4.3.2.15.1 Example duties include assisting with the selection and awarding of TROs (Travel Reimbursement Opportunities); tracking TROs on SMART computer system; serving as a liaison between the Board Secretary and Voting Entities for Voting Entity contact list information, etc. See Appendix.
- 4.4 **RECUSAL (Removal from process/participation to avoid a conflict of interest)**
- 4.4.1 **Authority to institute recusal**
- 4.4.1.1 The committee shall have authority to institute recusal by informed group conscience.
- 4.4.1.2 The committee shall inform the member of the recusal without indicating the reason for the recusal but providing the *query file* or case code, due to our obligation of confidentiality.
- 4.4.1.3 Recusal can take place at any time that reasons for recusal become evident.
- 4.4.2 **Reasons for recusal**
- 4.4.2.1 Direct involvement, currently or in the past, by the member as a party to the disagreement.
- 4.4.2.2 A close relationship with any party to the disagreement.
- 4.4.2.3 Request by a member to recuse him/herself.

4.4.2.4 Request by either party to the disagreement that a particular member be recused.

4.4.3 ***Effects of recusal***

4.4.3.1 All communications about the matter, except the use of the code for scheduling, shall take place through means that are not accessible by the recused member.

4.4.3.2 Emails referencing the substance of the matter shall be exchanged using personal addresses and not the committee alias or group email address.

4.4.3.3 Documentation shall not be shared with the recused member.

4.4.3.3.1 This will require not including the documentation in any folder that is shared with the recused member.

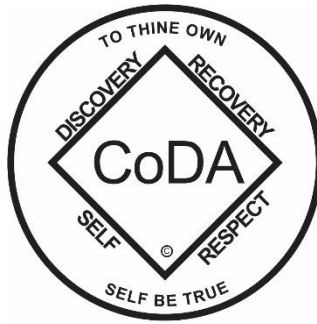
4.4.3.4 Discussion of the case shall take place in the absence of the recused member.

4.4.4 ***Reversal of recusal***

4.4.4.1 Informed Group Conscience may reverse all or parts of the effects of recusal.

4.4.4.1.1 Members who have requested self-recusal may later submit a request for reversal for informed Group Conscious.





## IMC Disagreement Resolution Process

### Section 5

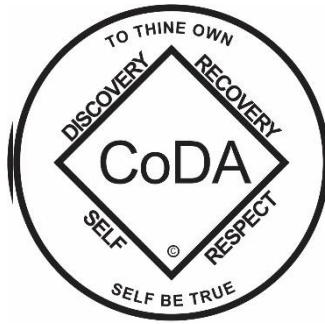
*General statement: No action is taken by IMC without a written request.*

#### 5.1 Inquiry Response Process

- 5.1.1 When a written request is received by IMC, assign a code to the file according to this code description, thus beginning documentation:
  - 5.1.1.1 First two numbers for the year, followed by a dash, then the number in sequence of the case followed by location identifiers based on time zones, “p,m,c,e” going west to east and “i” for international.
  - 5.1.2 Acknowledgement letter sent immediately by Chair along with “Dealing with Disagreement” diagram, Section 8.1.
  - 5.1.3 Updates to the “Summary of Dispute Cases” Spreadsheet should be made whenever an acknowledgement letter is sent and/or any other communications made.
  - 5.1.4 Assign a response team of at least two members.
  - 5.1.5 Recusal of members, if needed, in accord with section 3.4.
  - 5.1.6 Response team sends formal response to the person that sent the request composed by the team. In order to “be available” to those seeking our help, there may not always be a set approach to dealing with requests. Response team may also use direct communication by phone, this will depend upon the Group Conscience. If only a small quorum is available for this group conscience, then a majority of that quorum is a Group Conscience.
  - 5.1.7 If by letter or email: No further action until a response is received. If there is no response within six weeks, a closure letter also composed by the response team is sent with an indication that we remain ready to assist.
  - 5.1.8 Continue dialogue with initiator, through the use of the “**Dealing with Disagreement**” diagram, Section 8.1 and FSM.
  - 5.1.9 Listening is essential for IMC work.
  - 5.1.10 If there is any question about proceeding to the Mediation Process, the response group will consult with IMC
- 5.2 **Mediation Process**
  - 5.2.1 ***Criteria to open a mediation case***

- 5.2.1.1 “Dealing with Disagreements” diagram/FSM Section 2 has been followed by initiator as evidenced through the Inquiry Response Process (Section 4.1) and initiator believes CoDA-Principles have not been followed.
- 5.2.1.2 IMC believes CoDA Principles have not been followed.
- 5.2.2 **Mediation Guidelines**
- 5.2.2.1 IMC members know and comply with the Fellowship Services Manual, 12 Service Concepts, 12 Traditions and IMC operations manual.
- 5.2.2.2 Adhere to strict confidentiality.
- 5.2.2.3 All substantive communications are to be documented.
- 5.2.2.4 When possible, at least two response team members are to be on every phone call.
- 5.2.2.5 State that IMC keeps disagreements and all information about them confidential.
- 5.2.2.6 State that IMC is the mediator and we ask that both disputing parties communicate through the IMC & support our confidentiality policy.
- 5.2.2.7 Request permission to record phone conversations explaining that the purpose is to avoid misunderstandings and that the recordings will be destroyed after the case is closed. If they refuse, we do not record.
- 5.2.2.8 State that the interview is being recorded after the recording begins.
- 5.2.2.9 Sense person's comfort zone.
- 5.2.2.10 Start all meetings and interviews with the Serenity Prayer. Show mutual respect; remain non-judgmental; try to adopt interviewee’s frame of reference.
- 5.2.2.11 Allow dispute parties to be a major part of the mediation process; part of their own solution.
- 5.2.2.12 Stay positive right away, acknowledge how hard this might be and thank both parties for their willingness to participate with the mediation process.
- 5.2.2.13 Try to focus our intention on connecting with the underlying feelings and needs of the parties, or the situation.
- 5.2.2.14 Response team members should remain objective; follow CoDA Traditions and policies; remain understanding.
- 5.2.2.15 Ask open-ended questions first; avoid leading questions & allow them to tell their story and/or version of events.
- 5.2.2.16 Later ask more specific questions if needed for clarification trying to focus on the process. (DO ask what, how, who, when, where questions especially about their efforts at solving the problem themselves).
- 5.2.2.17 Always allow for questions.
- 5.2.2.18 End each communication with an inquiry around how the parties are experiencing the process.
- 5.2.2.19 Talk to each party about their experience of self-discovery during the process as it pertains to CoDA’s principles and policies.
- 5.2.2.20 Response team facilitates information between the two parties until the parties are prepared with communicate to each other.
- 5.2.2.21 Ask 1st and 2nd party (separately) what their perspectives are on the issues/disputes (open-ended questions).
- 5.2.2.22 Possibly end the interview by asking the 1st (and then 2nd) party what solution they think is best.

- 5.2.2.23 Ask for any CoDA document they may have referenced.
- 5.2.2.24 Perform a 10th step before and after any interview.
- 5.2.2.25 Response team members work on the basis of their Group Conscience.
- 5.2.3 **Mediation Case Procedures**
- 5.2.3.1 Reassess assignment of response team members.
- 5.2.3.2 Members assigned to the case send standard **Case Acceptance Form Letter - Initiator** (Exhibit 8.2) informing of acceptance by IMC of the case for mediation and inviting a written response.
  - 5.2.3.2.1 If no response to the **Case Acceptance Form Letter** from the initiator within 2 weeks, send **“No Reply” Form Letter** (Exhibit 8.3) acknowledging the fact that IMC has not received a response.
  - 5.2.3.2.2 Close case after two weeks if no response to **“No Reply” Form Letter**.
- 5.2.3.3 When appropriate response received, case committee sends a parallel **Case Acceptance Form Letter - Respondent** (Exhibit 8.4) to the other Party in dispute, outlining disagreement, describing the process and inviting a reply.
- 5.2.3.4 Response team members proceed with the case in accordance with the general guidelines in (Section 5.2.2).
- 5.2.3.5 Response team members consult with and report to committee as necessary.
- 5.2.4 **Mediation Case Resolution**
- 5.2.4.1 Guidelines
  - 5.2.4.1.1 Make sure each party understands what the other party sees as an acceptable resolution keeping in mind CoDA’s 12 Traditions and Principles.
  - 5.2.4.1.2 Ask for Higher Power’s help.
  - 5.2.4.1.3 Avoid speculation and hearsay.
  - 5.2.4.1.4 The response team can discuss how to proceed with the resolution process and decide through group conscience.
  - 5.2.4.1.5 Parties do not have to accept and/or follow any mediator’s behavioral recommendation.
  - 5.2.4.1.6 If at any time, refusal by any key party requires consideration of transition to a case for investigation (Section 6).
- 5.2.4.2 Indications for closing of a Mediation Case.
  - 5.2.4.2.1 No response to a communication by either party within 3 months OR
  - 5.2.4.2.2 Both parties indicate desire to end mediation process OR
  - 5.2.4.2.3 Parties come to resolution between themselves.
- 5.2.4.3 Response team brings recommendations to the committee for decision by group conscience.
- 5.2.4.4 Procedure when closing a Mediation Case.
  - 5.2.4.4.1 Send letters to all parties indicating closure of the case and thanking them for participation in mediation process.
  - 5.2.4.4.2 Anonymous brief status report included in next Quarterly Service Report (QSR).
  - 5.2.4.4.3 Response team writes an anonymous case history recording steps taken and results for committee documentation.



## Investigation Procedures

### Section 6

#### 6.1 Criteria

6.1.1 Both Criteria must apply

6.1.1.1 Perceived threat to CoDA unity. An example might be apparent or flagrant violations of CoDA principles such as within CoDA meetings, breaking confidentiality, anonymity etc.

6.1.1.2 Refusal by one or more key parties to participate in IMC mediation process.

#### 6.2 Guidelines for the gathering and documentation of facts and relevant information.

6.2.1 Obtain from parties to the disagreement and document external facts, documentation, emails, names.

6.2.2 Contact all relevant individuals in disagreement (from both parties).

6.2.3 Maintain documentation of all steps in the process for report and conclusions/recommendations.

6.2.4 Interviews: Ask WHO; WHAT; WHERE; WHEN; HOW (Facts); Keep confidential.

6.2.5 Have at least 2 response team members during any teleconference call.

6.2.6 Request permission to record phone conversations explaining that the purposes-to avoid misunderstandings and will be destroyed after case is closed.

6.2.7 State interview is being recorded after recording begins.

6.2.8 Response team members do not discuss dispute case outside of the committee.

6.2.9 Ask for any relevant documentation from interviewee.

6.2.10 Create and send off an email of “thanks” to the interviewee each time for their participation.

#### 6.3 IMC Internal Discussion

6.3.1 Discuss additional facts of disagreement.

6.3.1.1 What is the real problem between two parties?

6.3.1.2 What Traditions; Service Concepts, FSM policies were violated?

6.3.2 Group Conscience vote taken regarding the disposition of the investigation.

6.3.2.1 IMC decides to investigate, refer to Section 5.1

6.3.2.2 IMC judge’s issues has become moot.

6.3.2.3 IMC, after investigation, decides not to move forward with case and retains documentation.

6.3.2.4 IMC decides to defer case to Board or CSC in accord with FSM.

#### 6.4 Investigation Case Resolution

- 6.4.1 Apply Mediation Case Resolution Guidelines as appropriate, (Section 4.2.4.1).
- 6.4.2 Response team creates and distributes confidential disagreement report.
  - 6.4.2.1 Summary page.
  - 6.4.2.2 History of disagreement.
  - 6.4.2.3 Any Violations of CoDA Principles.
  - 6.4.2.4 Conclusions & (Consequences, if they apply).
  - 6.4.2.5 Description of Procedures.



## **Voting Entity Split Process**

*Reference Page 38 in FSM*

*Reference Section 2 in Bylaws*

### **Section 7**

The By-Laws (Section 2) authorizes a VE to sub-divide; explains the logic and assigns IMC to oversee and approve the division. It also gives some guidance for the VE and IMC. After the division, both VEs will have two delegates.

- 7.1 The Process of Dividing a VE may arise for any of many reasons.
- 7.2 The IMC recommends the following issues and process be considered.
  - 7.2.1 Make sure a division will solve some problem or issue with representation of the membership.
  - 7.2.2 Consider geographical boundaries.
  - 7.2.3 Consider division by Language.
  - 7.2.4 Consider city, county, parish, state boundaries.
  - 7.2.5 The division should be agreed upon by both new VE's.
  - 7.2.6 All meetings from the current VE should be included in one of the new VE's.
- 7.3 Application form available on CoDA's website under IMC in Trusted Servants Area Committee Work Area, also Section 7.4.



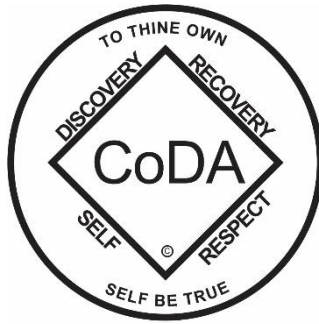
## Voting Entity Issue Tracking Process

### Section 8

- 8.1 Board either takes on VEIs or assigns VEIs to appropriate World committee.
- 8.2 Board, or Committee appoints a member or committee to track Voting Entity Issues.
- 8.3 Obtain copies of Voting Entity Issues and committee assignments from CSC documentation.
  - Create/Update the master Voting Entity Issue document.
- 8.4 Send master Voting Entity Issue document to Web Coordinator to post on CoDA World website.
- 8.5 Monitor QSR's of assigned committees for reports on progress.
  - 8.5.1 If progress not reported in committee QSR, contact committee requesting information on progress. *(This will function as a reminder to the committee.)*
  - 8.5.2 If progress reported in committee QSR, update master Voting Entity Issue document and send to webmaster to post on CoDA World website.
    - 8.5.2.1 Continue this process until final resolution reported by committee.
  - 8.5.3 Request reason for final choice if not reported by committee.
  - 8.5.4 Update master Voting Entity Issue document with final resolution and the reason for it and send webmaster to post on CoDA World website.
  - 8.5.5 Email Voting Entity with this information.
  - 8.5.6 Include report of progress on Voting Entity Issue resolution by numbers only in IMC QSR. Annual report to Conference will identify VE Issues and the status of them and the Committees assigned to them.
  - 8.5.7 Send Initial Reply Form Letter – see Exhibit 8.1
  - 8.5.8 Send Case Acceptance Form Letter – see Exhibit 8.2
  - 8.5.9 Send No Reply Case Form Letter – see Exhibit 8.3
  - 8.5.10 Send Case Acceptance Form Letter – see Exhibit 8.4
  - 8.5.11 Send general email response “Thank you for your email. We will respond when we reach Group Conscious.” (Modify response as needed)
  - 8.5.12 Send VE splitting Form (see IMC area of web site)
  - 8.5.13 Tracking Voting Entity Issues
    - 8.5.13.1 A web-page, <http://www.coda.org/status/VEI.htm>, was built on coda.org for the purpose of tracking the status of Voting Entity Issues in 2009. This web-page can

be highlighted, copied and pasted to a WORD document. The IMC committee members familiar with the Microsoft WORD computer software can add rows to the document for new VE issues to be added. The IMC can contact CoDA World Committees quarterly that have been assigned by the CSC to determine the validity of a VE issues for their progress. Once the WORD document is updated, the coda.org webmaster can be sent a copy of the WORD document to update the coda.org web-page.





## Group Conscience Section 9

This Operations Manual was accepted by the following Group Conscience procedures (GC) and shall constitute Group Conscience procedures for IMC.

### GROUP CONSCIENCE PROCEDURE

1. Any member of the committee may call for a GC at any time about any topic.
2. The initiating member is urged to facilitate some conversation before proposing a GC
3. "GC" is to be in caps in the title if sent by email
4. A specifically worded proposal is to be presented
5. All persons entitled to vote are listed so each can register her/his vote
6. A deadline for voting is announced
7. The person calling the GC is to keep track of the votes and announce the results.

### EXHIBITS:

1. **Exhibit 8.1** - Initial Reply Form Letter
2. **Exhibit 8.2** - Case Acceptance Form Letter - Initiator
3. **Exhibit 8.3** - "No reply" Case Form Letter
4. **Exhibit 8.4** - Case Acceptance Form Letter – Respondent
5. **Exhibit 9.1** - CoDA IMC Voting Entity Liaison Volunteer Position Description



## IMC Policies & Procedures

### Exhibit 8.1 - Initial Reply Form Letter

(Modify letter as needed)

Hello \_\_\_\_\_,

Thank you for contacting CoDA Issues Mediation Committee.

We understand that you are seeking support and your request is important to each one of us at IMC. Will be contacting you shortly after discussion of your issue.

In the meantime our Fellowship Service Manual (FSM) has guidance on how to approach disagreements and the diagram below summarizes some of the procedures. The FSM can be downloaded in full or in part from [coda.org](http://coda.org).

In the service of CoDA unity,

Issues Mediation Committee

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#### DEALING WITH DISAGREEMENTS

Disagreements in CoDA are opportunities for growth since healthy resolution requires us to act with courage, humility and honesty. Winning should not be the goal.

Disagreement, Mediation and Resolution in Our Group Conscience Process FSM Section Two provides guidance that can be used for the resolution of disagreements at all levels of our fellowship. . The following summarizes and supplements it. If the issue clearly involves the group, start at #3.

1. **PERSON TO PERSON:**

Resolve the issue between the individuals involved...If one party refuses to address the issue or the other party feels unsafe, GO TO...

2. **RECRUITING SOME HELP:**

Recruit a third party trusted by both to witness and support resolution....If resolution does not result from this and the issue is a personal one, limiting contact with that person may be best....If the issue involves CoDA principles in a CoDA group, GO TO...

**3. SEEKING HELP FROM LOCAL MEETING:**

Go to a local meeting group; present the issue; focusing on CoDA principles. Ask for a Group Conscience, (see DMROGCP)....If the local meeting does not seem to be acting according to CoDA principles, GO TO....

**4. SEEKING HELP FROM INTERGROUP:**

Present the issue to the local Intergroup (if you have one) for a Group Conscience decision (see DMROGCP)....If the Intergroup does not seem to be acting according to CoDA principles, GO TO...

**5. SEEKING HELP FROM GROUPS REPRESENTING LARGER REGIONS:**

Seek additional support from your Regional group (if you have one); continue to present the issue(s)....If this group does not seem to be acting according to CoDA principles, GO TO...

**6. SEEKING HELP FROM WORLD SERVICE;**

Seek help from Issues Mediation Committee of CoDA World Service (imc@coda.org) ....IMC will begin by asking about these previous steps.

**IN GENERAL:**

- Take responsibility for one's own words and actions
- Keep the focus on CoDA principles rather than on beliefs about personalities
- Respect boundaries - CoDA unity is violated when third parties take sides in personal disagreements
- Use behavioral rules such as:
  - Agree to study DMROGCP before meeting together
  - State issues in writing
  - Start by agreeing on the goal being sought from the discussion
  - Provide equal opportunities to speak, using timer if needed
- Agree on thirty second rule in groups (see DMROGCP)



## IMC Policies & Procedures

### Exhibit 8.2 - Case Acceptance Form Letter (Modify letter as needed)

RE: **<CASE # >**

Dear **<INQUIRY INITIATOR>**:

CoDA's Issues Mediation Committee (IMC) thanks you for following CoDA's Fellowship Service Manual (FSM) disagreement guidelines to date. Since your disagreement was not resolved, the IMC will move forward with your inquiry. IMC's role (in accordance with CoDA's FSM) will be to facilitate the disagreement mediation process as needed using the group conscience process. Please understand that the group conscience process does take some time, so please be patient.

At this time, we ask that you send us any additional documentation to assist us via email (**<SUB-COMMITTEE EMAIL ADDRESS>**). We will contact others directly involved as appropriate.

We would also like to arrange a conference call to get your further input. This call will include members of the assigned sub-committee of this case: **<IMC COMMITTEE MEMBER FIRST NAME>** and **<IMC COMMITTEE FIRST NAME>**. Please note that IMC is the mediator and we ask that both disputing parties communicate through the IMC and support our confidentiality policy. IMC keeps disagreements and all information about them confidential.

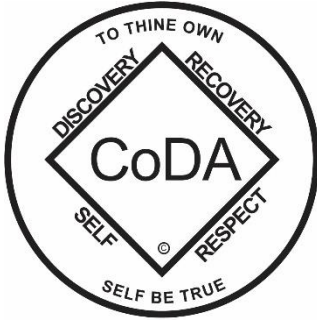
We would like to set-up this time to talk with you before **<DATE>**. If this is not convenient for you, please let us know. Otherwise, please contact us at **<EMAIL ADDRESS>** to arrange a date and time. If we do not hear from you within two weeks of receipt of this letter, the IMC will assume you no longer want to pursue this case, and the case will be closed.

The IMC hopes to work out this dispute in a mutually advantageous, helpful and timely manner. If there is anything we can answer for you, please let us know. We appreciate your cooperation in this matter which supports CoDA unity.

In service,

**<IMC MEMBER & FIRST INITIAL>**  
**<IMC MEMBER & FIRST INITIAL>**

For the Issues Mediation Committee  
[imc@coda.org](mailto:imc@coda.org)



## IMC Policies & Procedures

### Exhibit 8.3 - “No Reply” Case Form Letter (Modify letter as needed)

RE: **<CASE # >**

Dear **<INQUIRY INITIATOR>**:

CoDA’s Issues Mediation Committee (IMC) has not received a response from you.

In the event of no-reply within two weeks from the reception of this letter we will proceed to close the inquiry. However, we remain available for any concerns you may have in the future.

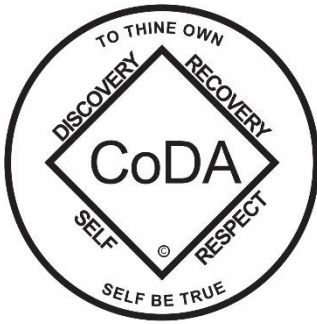
In service,

**<IMC MEMBER & FIRST INITIAL>**

**<IMC MEMBER & FIRST INITIAL>**

For the Issues Mediation Committee

[imc@coda.org](mailto:imc@coda.org)



## IMC Policies & Procedures

### Exhibit 8.4 – Case Acceptance Form Letter (Modify letter as needed)

RE:< **Case #** >

Dear <**RESPONDENT**>:

CoDA's Issues Mediations Committee (IMC) is requesting your assistance with resolving a disagreement.

Recently, the IMC received an inquiry from <**INITIATOR'S FIRST NAME/ENTITY**> concerning <**DISAGREEMENT ISSUE**>. < **DISAGREEMENT ISSUE DESCRIPTION, CONTINUED**>.

The purpose of the IMC is to mediate issues and disagreements that have not been resolved by the parties as outlined in the Fellowship Service Manual (FSM). We are contacting you since you have been named in this inquiry. We will contact others directly involved as appropriate. Our commitment is to adhere to guidelines in the FSM and the principles of the Program.

An IMC subcommittee was formed to handle this case. On the subcommittee are <**IMC SUB-COMMITTEE MEMBER FIRST NAME & INITIAL**> and (<**IMC SUB-COMMITTEE FIRST NAME & INITIAL**>).

We would like to arrange a conference call to get your understanding of the issue and to gather any documentation you may have that will help reach a resolution. This call will include both <**IMC COMMITTEE MEMBER FIRST NAME**> and <**IMC COMMITTEE MEMBER FIRST NAME**>. Please note that IMC is the mediator and we ask that both disputing parties communicate through the IMC and support our confidentiality policy. IMC keeps disagreements and all information about them confidential.

We would like to talk to you before <**DATE**>. If this is not convenient for you, please let us know. Otherwise, please contact us at <**EMAIL ADDRESS**> to coordinate a date and time.

The IMC hopes to work out this dispute in a mutually advantageous, helpful and timely manner. If there is anything we can answer for you, please let us know. The IMC would like to move forward with this inquiry and appreciates your cooperation which supports CoDA unity.

In service,

<IMC MEMBERS FIRST NAMES & INITIAL> for the

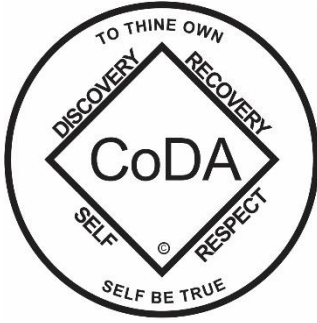
Issues Mediation Committee

[imc@coda.org](mailto:imc@coda.org)

**We encourage you to refer to the following:**

- Section 02 “The Group Conscience Process” of the Fellowship Service Manual which will be helpful in your attempts to deal with this disagreement. In particular, see the “Disagreement, Mediation, and Resolution in Our Group Conscience Process” section on page 14.
- The steps below are a supplement to Section 02 of the Fellowship Service Manual: DEALING WITH DISAGREEMENTS- (As found in item 8.1)





## IMC Policies & Procedures

### Exhibit 9.1 – CoDA IMC Voting Entity Liaison Volunteer Position Description

#### DUTIES/RESPONSIBILITIES

- Act as a Liaison between Board Secretary; Events Committee (Vice Chair); Finance Committee (Finance Liaison), and Voting Entities (national/international) to ensure IMC authorized Voting Entities and delegate(s) status
- Update and manage national and international Voting Entity (VE) list for CoDA Fellowship on coda.org website
  - Coordinate and verify delegate updates with Events Committee
  - Disseminate information and work with Board Secretary
- Attend and Interact with new Delegates each year at CoDA Service Conference and International Convention
  - Work in conjunction with Events Vice Chair
    - Obtain updated delegates information and provide educational materials/process
      - Introduce delegates to FSM
      - Offer guidelines of their responsibilities
      - Introduce TRO awarded delegate to Finance Liaisons
  - Collect updated VE structure information from VE Delegates (contacts, changes in structures, new bylaws/guidelines, etc.)
    - Possible updates to FSM in VE Structure section (website, etc.)
  - Answer any questions Delegates may have regarding their VE Structure
  - Ensure Board is updated of activity as needed
- Track yearly awarded TROs on SMART sheet
  - Ensure that financial awards are only made to any one Voting Entity twice in a lifetime
    - (There are 4 TRO's plus 1 international plus 2 HOST (hosting VEs gets to send up to two delegates free to next Convention. The HOST TRO is \$ 1,000 each; the international TROs are
    - \$ 1500 each; and national TROs are \$750 each. If a total of 4 national TROs cannot be awarded, then an extra international TRO may be awarded in the absence of a national TRO.)
- Verify Delegate status within Voting Entity regarding TRO award distribution
  - Work with Events and Finance Committees
    - Notification of award to VE, Events and Finance Committees and to the Board

- SMART (financial computer system) sheet data input

### **QUALIFICATIONS**

- Preferable, at least 1-2 years of IMC tenure
- ½-one year training from previous IMC VEL
- Working Knowledge of 12 Steps and 12 Traditions
- Communicates proactively and in a timely manner

### **TERMS OF SERVICE**

- Preferably a two –1/2 year service commitment. After second year, the next ½ year should be used to train another IMC member.