Spanish Outreach Policies and Procedures Manual

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Section 1: Welcome to the Spanish Outreach Committee

The Spanish Outreach Committee of Codependents Anonymous is known by its acronym as SPO. We commonly refer to this Committee as "Spanish Outreach" because, although there is a Committee with a similar name in CoDA, that one is English-speaking and ours functions in Spanish.

The work on this Committee may seem dizzying, but it is full of cooperation, recovery and support among members.

Here, we have had the opportunity to meet Spanish speakers from many locations. This Committee has assisted in our recovery by developing our skills as we practice surrendering to our character defects in a safe and respectful environment. We look forward to the contributions you can make to our work!

However, this document is only a guide in progress. We always get the best help from our colleagues on the Committee.

This P&P Manual sets out the service guidelines for SPO members as well as instructions for how to carry those services.

Suggestions for changes to the procedures described herein are welcome, as long as they are in line with the Traditions and Concepts and have been accepted by SPO's group conscience, as established by the inverted pyramid structure of this Fellowship.

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Section 2: History of Spanish Outreach Committee

In 2003, the Outreach Committee faced an increase in the number of emails received in Spanish. The English-speaking members decided to establish a Spanish-speaking subcommittee to answer the Spanish queries, as indicated in the report presented to the CoDA Service Conference in July 2004. Some English-speaking members were joined in that subcommittee by bilingual codependents from Central America, Mexico and the US, and began replying to such emails.

Questions in Spanish repeatedly dealt with how to obtain CoDA literature translated into Spanish, where to obtain what was then called the Starter Packet (part 2 of **FSM**, now called the *Meeting Handbook*); how to set up a meeting; and how to set up the process of translating CoDA literature. To answer this last question, it was necessary to clarify that the Translation Management Committee (TMC) was in charge of the translation process. Accordingly, those questions had to be forwarded to that committee.

Spanish Outreach was also interested in seeing that the CoDA logo be translated into Spanish. SPO was then obliged to clarify to the community that the motto "Be true to yourself" is restricted to use by the Board of Trustees. Thus, it fell to SPO to explain, in repeated announcements, that only the simplified versions of the logo, minus that motto, are to be used at the group, intergroup, regional and Voting Entity levels.

After eight years, the subcommittee members decided to seek status as a separate committee, one oriented to the needs of Spanish-speaking codependents. This came to pass when Spanish Outreach Motion 11072 was approved by the CoDA Service Conference in July of 2011: SPO became an independent committee.

At the 2013 CoDA Service Conference, Spanish Outreach (SPO) was added to the list of permanent CoDA Committees. At the following CoDA Service Conference (2014), Motion 14056 was approved, giving SPO the ability to draft and compare various translated versions of CoDA's fundamental documents and its literature, in search of consistency in the translated literature. At that same 2014 CSC, Spanish Outreach accepted the job of supervising and expanding the Spanish side of the CoDA website.

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Section 3: SPO's activities and members' responsibilities

3.1 SPO's activities

Spanish Outreach carries out the following activities:

1. **Replies to email within seven (7) days of receipt.** All email replies, whether to people requesting information or in response to other CoDA Committees, must be copied to the entire Committee using the email address espanol@coda.org.

2. **Writes and corrects those proofs of CoDA literature that have been translated into Spanish.** To do this, SPO implements ways to carry out the proofing/editing work entrusted by CoRe (the CoDA publisher) and the Translation Management Committee (sic) to SPO. This work consists of normalization into standard Spanish and comparison with the original pages in English, following the Editing and Layout Guide that SPO created for this purpose.

3. **Answers the CoDA telephone line in Spanish (888-444-2379).** Originally a Communications Committee service, for some years the line for the Spanish-speaking community has been answered by SPO. Members who wish to answer the Spanish phone line must reside in the US: calls to this line from outside the US cannot be returned as there is no budget for such costly phone calls. Accordingly, only those calls placed from within the US can be answered via this phone line service.

4. **Updates documents posted to the Spanish CoDA website (coda.org/es).**

5. **Clarifies how to subscribe to the email list** – the Spanish Outreach email list on Constant Contact, that keeps the Spanish-speaking CoDA community informed. Likewise, **encourages use of the WhatsApp receipt-only broadcast list**, number +57 3055251563.

6. **Encourages the creation of new CoDA literature in Spanish** through periodic messages, according to the needs of the other committees.

7. **Translates and disseminates announcements from CoDA Announcements**.

8. **Disseminates information about Spanish-speaking events organized by various levels of CoDA.**

9. **Cooperates with other CoDA entities** and/or committees to:
   a) Assists with translations requested by other committees or the CoDA Board.
   b) Cooperates with CoRe - CoDA Resource Publishing (www.corepublications.org), and with Communications, the committee that answers English-language emails from people looking for groups (info@coda.org) as well as with other committees that redirect Portuguese or Spanish emails to Spanish Outreach.

10. **Recruit new candidates to** Spanish Outreach (SPO) during the CoDA Service Conference and at other events. Announce the need for more SPO members via Constant Contact and SPO's WhatsApp channel.

    a) Inform candidates of the CoDA background necessary to join SPO, as well as the various roles that SPO fulfills.

    b) Evaluate the candidate's information (see section 4.3).

    c) Create a trial period of one month of training and supervision before voting on whether to accept a given candidate (see section 4.4).

11. **Organize and manage volunteer and hired translators** in accordance with the Eighth and Ninth Traditions. If translators participate in service meetings, they may voice their opinions but may not vote.

12. **Translate or revise short materials** (brochures, pamphlets) with timely content. These translations can be uploaded to the CoDA website in Spanish (coda.org/es) and distributed through the Constant Contact list and SPO's WhatsApp channel.

13. **Participate in the CoDA CSC Service Conference**, an annual activity, as well as the monthly Chairs Forum meeting.

14. **Bring the CoDA message** to the codependent who still suffers through the various social networks created by SPO for this purpose.

3.2 Committee members' responsibilities

Those candidates who are accepted commit to:

1. Participating in answering emails received by the Spanish Outreach Committee:

   a) The service tries to respond to any email received by espanol@coda.org, in accordance with the established guidelines.

   b) It is important to copy the response to the email espanol@coda.org in order to follow up, by any of the Committee members, on the information requested and/or the response sent.

   c) When this step is omitted by mistake, it must be amended as soon as possible by forwarding the message to espanol@coda.org, with the original content (including the date) of the email that was sent.

   d) Some members find it helpful to review the "sent" tray at the end of the service week to ensure that all responses have been copied to espanol@coda.org and, if not, to make amendments accordingly.

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e) It is considered a violation of the Committee's ethics to not respect the anonymity of people who write to espanol@coda.org, to use the email for personal use or to share the database with other members other than the Spanish Outreach Committee servers. or people outside of CoDA.

f) Responses to requests must be complete, clear and loving. Let us remember that people who seek guidance generally do so in a deep state of pain or despair. Any member can offer to complete or correct an answer that needs it based on the Concepts and Traditions, sharing said suggestion with the person in service.

g) Responses should be taken from the Spanish Outreach Committee-approved email response template, which is constantly updated.

h) It is necessary to consult with the Outreach Committee on how to answer questions that are not answered in the email response template.

i) Every three months you must report the number of emails answered.

2. Participate, to the extent of their possibilities and talents, in the different activities of the Spanish Outreach Committee.

3. Cooperate with the Spanish Outreach Committee in its strengthening, adhering to the Traditions and Concepts of Service.

4. Work together with the other members of the Committee in the preparation of the quarterly report in accordance with the Coordinator's instructions (see Annex A).

5. Help these objectives be carried out in a more efficient way to fulfill the Fifth Tradition, carrying the message to other codependents who still suffer.

6. Support the Outreach Committee in its participation in the CoDA Service Conference, CSC (generally the Coordinator) and also in the annual in-person meeting of the CoDA Committee Coordinators.

7. Participate in the Service meetings of the Spanish Outreach Committee that are held monthly through the platform indicated. These meetings offer several services that must be rotated among Committee members:

a) Coordinate the meeting, facilitating respect for time and content limits.

b) Take notes and prepare minutes with a summary of the topics discussed during the meeting, which will be sent to the members of the Committee for comments and corresponding adjustments, which will serve as a guide to verify compliance with the commitments made.

c) Regulate participation time when this facilitates the flow of the meeting contents.

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Section 4: New candidates and their qualifications

4.1 Finding new candidates

Formats used to seek candidates include:

   a) Constant Contact messages

   b) Regional or national CoDA conferences in Spanish-speaking countries

   c) Flyers and advertisements created by the Committee

   d) Participate in sessions that explain what SPO does to new member during the CoDA Service Conference

   e) Social networks in which Spanish Outreach is present

   f) Monthly Forums held by the Committee

   g) Committee's WhatsApp Broadcast List

   h) Any other means that Spanish Outreach decides to use

4.2 Qualifying characteristics for new members SPO

Each candidate must have at least eight months of service with CoDA, including service, where possible, at the group, intergroup, or Voting Entity level.

The candidate must send a request email to espanol@coda.org, which the members of the Spanish Outreach Committee will vote whether or not to accept the candidate at the end of the trial period.

The request email must contain a text of 200 to 300 words with:

   i. Brief history of recovery and service in CoDA.

   ii. Using the sponsorship tool (Do you have a godmother or godfather in CoDA? Do you have goddaughters or godsons?).

   iii. Reasons why you want to serve on the Outreach Committee.

   iv. Weekly time available for Committee activities

   v. Possible services to support, according to the list sent in the voting format to accept the candidate, will be carried out in the service meetings or through the WhatsApp account of the Spanish Outreach Committee.

Once the candidate is accepted, they must create an exclusive email account for working with the Committee. (e.g.: servircoda@x.com; recuperacion@y.net; or one that you devise).

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4.3 Trial period so new members learn what SPO does

To facilitate the entry of candidates, committee members will:

a) Organize a meeting to introduce all of the Spanish Outreach members.

b) **Support for the candidate**

i. <u>Two-week observation period:</u> The new member reads the email but does not answer it. Participate in committee meetings and become familiar with CoDA acronyms (see Annex C), etc.

ii. <u>Two-week period of supervised work:</u> All replies are reviewed by another member of the committee; all replies must be approved before being sent out.

c) <u>Provide the candidate with SPO's Committees Objectives List</u> (see section 2.1 of this Manual) as well as knowledge and practice of the <u>Positive Communication Action List</u> (Annex D).

4.4 Removing a member

Spanish Outreach service is understood as an opportunity for recovery. As in all service, its reward is achieved by the acquisition of communication, negotiation and execution skills, as well as the surrender of character defects such as intolerance, guessing what others think, selfishness, perfectionism, etc. It is natural for members to make mistakes and to use their skills gained in recovery to make amends as well.

In the event of any conflict, an attempt will always be made to draw the attention of the missing member with patience and consideration, if necessary, through WhatsApp or in service meetings. However, the following are considered reasons to terminate a member:

1. **Failure to respond to the Committee's requests for feedback.** For example, if you do not provide the service information requested or repeatedly avoid giving direct answers.

2. **Repeatedly violating the ethics of responding to emails** and corresponding failure to rectify that habit.

3. **Failure to communicate with the Committee for one entire month.**

4. **Transmitting or transferring SPO's internal videoconferences or internal correspondence, without prior permission. Providing access to the internal documents of the committee to those who are not members of** Spanish Outreach.

5. **Repeated failure to participate in the activities of the Committee**, or **committing to a service that you do not fulfill.**

6. **Any other violation of the Traditions and Concepts of Service such that, after holding a group conscience,** the Committee deems it necessary to dismiss the person.

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APPENDIX A - PREPARING QUARTERLY SERVICE REPORTS

- **Quarterly Service Reports (QSR)**: Prepare a quarterly report (four reports per year). Share the draft with Committee members for feedback. The QSR informs CoDA as a whole of SPO's projects and activities.

- Format the report using the Arial font: size 14 for regular text and size 16 for headers/titles.

- List SPO members and the Voting Entity that each one belongs to.

- Include the number of emails answered as well as a summary of the topics of the requests received.

- Summarize the activities of the Committee and describe any new projects being developed.

- Once you obtain consensus from the committee members, submit the QSR within 15 days following the expiration of the quarter. Submit to SPO's Board liaisons as well as to qsrsubmit@coda.org.

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APPENDIX B: HOW TO CONTACT SPANISH OUTREACH

- SPO is Co-Dependents Anonymous's Committee for Outreach in Spanish
- Electronic mail: espanol@coda.org
- Reach SPO by leaving a message in Spanish at this phone number: **1 888 444 2379**
- To receive Announcements in Spanish, visit this link: https://visitor.r20.constantcontact.com/manage/optin?v=001DZZ6lUHmx6wZT_xxilR5Fi1FMVs8P-r99fj8AOZ3a8xdSfkZMTIIM0RTaC4IKASOlvbJjyOdS1y5nXooe5gD4GtuvyFDzqUWtSQkYqXzp356QlY-pUq7dcVXQWlQNP3w-c6bExDQhI88FC_H6upPzxMXk_AR39xeVjvY8741QiXnKu7hIknoTg%3D%3D

- Interested Spanish-speaking members may join SPO's WhatsApp (Comité de Divulgación de CoDA Mundial) list to stay informed of its latest activities: +57 305 252 1563.

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APPENDIX C: ACRONYMS - CoDA BOARDS AND COMMITTEES

CoDA Boards	
CoDA, Inc. Board of Trustees	board@coda.org
CoRe Board, CoDA Resource Publishing	board@corepublications.org
CoDA World Committees	
1. CoDAteen	codateen@coda.org
2. COMM - CoDA Communications Committee plus CoDA Email Team and Cphone	comm@coda.org; email: info@coda.org phone: cphone@coda.org
3. Co-NNECTIONS (Weekly Reading; Meeting in Print)	connections@coda.org; wr@coda.org; mip@coda.org
4. DRC - Delegate Relations Committee	delegaterelations@coda.org
5. Events - CoDA Events Committee	events@coda.org
6. Finance - CoDA Finance Committee	finance@coda.org
7. H&I - Hospitals & Institutions Committee	hosp@coda.org
8. IMC - Issues Mediation Committee	imc@coda.org
9. Literature - CoDA Literature Committee, or CLC	literature@coda.org
10. Outreach	prooutreach@coda.org
11. SPO - Spanish Outreach Committee	espanol@coda.org
12. WCC - World Connections Committee	wcc@coda.org

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APPENDIX D: List of Affirmative Communication Actions

The **Fellowship Service Manual**, Part 1, pages 31 – 32, suggests that members observe the following guidelines in communication, whether by telephone, writing, email, fax or internet. The following applies to service workers (paid and volunteer) as well as the Fellowship as a whole.

List of Affirmative Communication Actions

• I respect the anonymity of others by not using a member's last name in the text of a message.

• I obtain permission before faxing or emailing CoDA identified materials to a member.

• I respect the personal integrity, anonymity, and privacy of each member, and I expect and deserve the same.

• I maintain civility and decorum in my communications to members of CoDA, as I practice developing and maintaining healthy relationships. I continue to practice healthy interpersonal behavior in communications via telephone, fax, email, and the Internet.

• When in doubt about the content or intent of a letter, telephone call, email, or other communication, I first request clarification from the author before discussing its content.

• When I participate in a group discussion (in person or by Postal Service, telephone, fax, email or on the internet), I maintain focus on the subject at hand. My attention and focus are gifts that I offer other members.

• Recovery is a process; I respect each member for where that member is in recovery. I practice my program by sharing my experience, strength, and hope with others, not by pointing out faults and flaws in others.

• The text of any forwarded message is transmitted verbatim. I do not edit it. (For the purposes of committee work where editing work is in process, I clearly mark a previous, unedited version and include it with my suggested revisions.) Generally, emails are not forwarded to people not addressed by the original sender.

• I encourage others in their recovery, and do not "flame" them. Flaming is a written attack on a person, a person's opinions, or a person's point of view, distributed to multiple addresses, usually via email. When my opinions differ from another, I share my experiences with that person, explaining how they are different or similar.

• When sending email to a list of addresses, I send the message to myself and use BCC (Blind Carbon Copy) for the list of intended recipients in order to protect the anonymity of the members.