

**EANA**

**GROUP SERVICE**

**REPRESENTATIVE**

**(G.S.R.)**

**ORIENTATION PACKET**

**This packet was created as an informational resource to help GSRs to more effectively serve their groups. It is not meant to be the final word or complete description of their duties but merely a suggested guide and should not override any group autonomy. We hope that this will be an inspiration to more effectively serve in the GSR position.**



# WELCOME TO AREA SERVICE!

This GSR Orientation Handbook was written to welcome you and provide information to serve better in your position as a Group Service Representative. All positions are important to carrying the message of recovery so thank you for your service! We want you to know that we are all here to support and help you to get comfortable in your service position within your Area. Although this orientation package is tailored towards GSRs, any member might find this resource useful. Our first suggestion is to obtain and read the Guide to Local Service and familiarize yourself on Area Service and its purpose. And if you have a question, just ask it!

## **EANA History**

Narcotics Anonymous has been present in the Edmonton locality since 1984. With slow growth at first it has seen a massive explosion in fellowship numbers with over fifty weekly meetings currently being held. In much thanks to members, many with decades clean today, who came together in individual groups and collectively combined their group resources to form an Area Service Committee to help carry the message of NA in Edmonton City and surrounding lands; The Edmonton Area of Narcotics Anonymous (EANA)

EANA service committee held an annual convention, supported groups in getting NA literature from NA World Service, begun carrying the NA message into institutions, and much more. Previously, the boundary stretched as far south to include Red Deer and due to our vast size the groups in that area later chose to form the Central Alberta Area (See map on last page).

The committee meeting itself has grown over the years, like all areas of service in NA. EANA formed its own set of policy and procedures as recommended, and has adapted these many times over the years to meet its ever evolving needs as the fellowship evolves and matures. Guided by the Twelve Traditions of NA and the Twelve Concepts for NA Service, these are our agreed practices for creating unity, being responsible with NA funds, being mindful of trusted servants well being in service, and ultimately to facilitate carrying the NA message to the addict who still suffers.

As an example of change, one thing you may hear about from our past is Robert's Rules of Order. No longer in use, these were formal ways of conducting committee business. As of 2014, EANA has been moving more steadfastly towards what is called Consensus Based Decision Making. Changes to our current Policy and Procedures are to reflect this change.

Today, as ever, the committee belongs to the groups and is there to follow your guidance.

**Welcome!**

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Български

मराठी

Bahasa Melayu  
Kannada

Українській

Íslenska

Portugueses

عربي

日本語

Punjabi

Afrikaans

Anglicized

हिन्दी

hrvatski

Svenska

Polski

فارسی

ਪੰਜਾਬੀ

Brasileiro

Deutsch

Swahili

Bahasa Indonesia

Norsk

Русский

Ελληνικά

Dansk

Español

ภาษาไทย

Magyar

اردو

Filipino

Italiano

Malti

Eesti

Nederlands

ಕನ್ನಡ

தமிழ்

Slovenèina

বাংলা

Türkçe

Manipuri

中文

Moldoveneasca

English

Suomalainen  
Bosanski

नेपाली

## A Vision for NA Service

All of the efforts of Narcotics Anonymous are inspired by the primary purpose of our groups. 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.

עברית

Lietuviškai

Latviešu

Slovak

Français

# **THE TWELVE TRADITIONS OF NA**

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.

# **THE TWELVE CONCEPTS OF NA**

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 communication.
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.

## **Group Service Representatives (GSR)**

“Each group elects one group service representative; even those groups hosting more than one recovery meeting elect just one GSR. These GSRs form the foundation of our service structure. GSRs provide constant, active influence over the discussions being carried on within the service structure. They do this by participating in area service committee meetings, attending forums and assemblies at both the area and regional levels, and sometimes joining in the work of an ASC sub-committee. If we are vigilant in choosing stable, qualified leaders at this level of service, the remainder of the structure will almost certainly be sound. From this strong foundation, a service structure can be built that will nourish, inform, and support the groups in the same way that that groups nourish and support the structure.

Group service representatives bear great responsibility. While GSRs are elected by and accountable to the group, they are not mere group messengers. They are selected by their groups to serve as active members of the area service committee. As such, they are responsible to act in the best interest of NA as a whole, not solely as advocates of their groups’ priorities.

As participants in the area committee GSRs need to be as well informed as they can be concerning the affairs of the committee. They **study** the reports of the committee’s officers and sub-committee chairpersons. They read the various handbooks published by the world service office on each area of service. After carefully considering their own conscience and what they know about how their group members feel, they take active, critical parts in the discussions which form the group conscience of the entire committee.

Group service representatives link their groups with the rest of the NA service structure, particularly through the information conveyed in their reports to and from the area committee. At group business meetings, the GSR report provides a summary of area committee activities, often sparking discussions among group members that provide the GSR with a feel for how the area can better serve the groups need. In group recovery meetings, GSRs make available flyers announcing area and regional activities.

At area committee meetings, GSR reports provide perspectives on group growth vital to the committee’s work. If a group is having problems, its GSR can share those problems with the committee in his or her report. And if the group hasn’t found solutions to those problems, the area chairperson will open a slot on the committee’s ‘sharing session’ [In the Edmonton Area, we call this ‘group discussion’] agenda so that the GSR can gather the experience others have had in similar situations. If any helpful solutions arise from the sharing session, the GSR can report those back to the group.”

**[Emphasis added]**

# **Alternate GSR**

Reproduced from *A Guide to Local Services in NA*, Page 36

Groups also elect a second representative called an alternate GSR. Alternate GSRs attend all the area service committee meetings (as nonvoting participants) with their GSRs so that they can see for themselves how the committee works. If a GSR cannot attend an area committee meeting, that group's alternate GSR participates in the GSR's place.

Alternate GSRs, along with other members, may also serve on area subcommittees. Subcommittee experience gives alternate GSRs added perspective on how area services are actually delivered. That perspective helps make them more effective area committee participants if their groups later elect them to serve as GSRs.

## **Acronyms**

Below are acronyms that you will most likely encounter being of service at the Area level. If you hear or read an acronym that you are unfamiliar with or that is not mentioned in this table, PLEASE take a moment to ask the Area body for some clarification.

|                |  |
|----------------|--|
| ALF            | Addicts Living Free (EANA homegroup)                   |
| Al-Sask Region | Alberta-Saskatchewan Region                            |
| Alt.           | Alternate of a specific position (e.g. GSR alt.)       |
| ASC            | Area Service Committee                                 |
| CAANA          | Central Alberta Area of Narcotics Anonymous            |
| CANA           | Canadian Assembly of Narcotics Anonymous               |
| CAR            | Conference Agenda Report                               |
| CARE           | Clean Addicts Recover Eventually (EANA homegroup)      |
| CAT            | Conference Approval Track                              |
| CBDM           | Consensus Based Decision Making                        |
| CSANA          | Central Saskatchewan Area of Narcotics Anonymous       |
| EANA           | Edmonton Area of Narcotics Anonymous                   |
| EASCNA         | Edmonton Area Service Committee of Narcotics Anonymous |
| FTW            | Face The World (EANA homegroup)                        |
| GSF            | Group Support Forum                                    |
| GSR            | Group Service Representative                           |
| H&I            | Hospitals and Institutions                             |
| IDT            | Issue Discussion Topic                                 |
| MITM           | Make it to midnight (slogan)                           |
| NA             | Narcotics Anonymous                                    |
| NLANA          | Northern Lights Area of Narcotics Anonymous            |
| PANA           | Peace Area of Narcotics Anonymous                      |
| PI             | Public Information                                     |
| P&P            | Policy and procedures                                  |
| PR/PRC         | Public Relations/ Public Relations Committee           |
| RD             | Regional Delegate                                      |

|       |   |
|-------|---|
| RSC   | Regional Service Committee                        |
| SMS   | Sunday Morning Survivors (EANA homegroup)         |
| SSANA | Southern Saskatchewan Area of Narcotics Anonymous |
| TBC   | The Breakfast Club (EANA homegroup)               |
| WSC   | World Service Conference                          |
| WSO   | World Service Office                              |
| YIS   | Yours In Service (slogan)                         |



# GSR Orientation Sheet

## What is a GSR?

- A trusted servant of their group.
- The voice of their group at the Area Service Committee (ASC)
- The voice of Area at their group.
- The financial link between their group and the Area Service Committee.
- The group's main source of information about services, activities, and events taking place in their Areas, Region, Country and/or the World.
- The group's source of information on how to get involved in service work.
- The trusted servant who attends to the specific needs of the group including questions regarding Traditions, Policy, and the 12 Concepts.

## How do they do it?

- Attend their homegroup recovery meetings and their homegroup business meetings regularly.
- Attend the ASC meeting monthly. If the GSR and GSR Alternate are not able to attend, they notify the group prior to ASC in order for the group to appoint a representative to attend in their place.
- Bring issues from the ASC to the group for a group conscience and report back to the ASC.
- Ask questions and trust their intuition when dealing with ASC business. If they do not know what decision their group would like them to make on their behalf, then they could ask to “table” and “send to groups” such business. “Tabled and sent back” means that you will have until the next ASC to talk to your homegroup members to see how they would like you to proceed and the tabled issue will be addressed at the next ASC in old business.
- Learn about the subcommittees of the ASC.
  - What do the subcommittees do?
  - When do they meet?
  - Who may attend?
  - Which subcommittees need support?
- Learn the service structure.
- Learn about the ASC, RSC, WSC, WSO, etc.
- **Study** the Guide to Local Service and the EANASC Policy guidelines.

## Qualifications for a GSR

- Is an addict.
- Attends the group they represent.
- Has a willingness to serve and learn the role of a GSR.
- Has one year clean time. (Suggested only as the GSR will handle money to purchase literature or bring group contributions to the ASC, but ultimately each group is autonomous).
- Has knowledge of the service structure of NA or the willingness to study it.

### **How does a group take care of its business?**

- At the monthly business meeting, where proposals on literature purchases, Area contributions, rent, and when a group conscience needs to be reached regarding ASC, RSC, CAR, and CAT proposals.
- By group conscience. (see **page 13**)
- By holding elections of trusted servant positions as needed with prior notice if possible.
- By sending their GSR or group representative to the monthly ASC meeting.
- By holding special business meetings when important issues surface, such as: literature reviews, group consciences, etc.

### **Should a GSR hold more than one group officer position?**

- It is suggested that members hold only one service position in the group because as many members need to be involved in service, since it is an important part of recovery!
- Also, as mentioned in our Fourth Concept, an effective leader in Narcotics Anonymous knows when to step aside and allow others to serve and the importance of the spirit of rotation in helping us to follow our Twelfth Tradition of maintaining principles over personalities.

### **How does a group communicate concerns to the GSR?**

- The group or any member may bring concerns to the GSR's attention in person or at that group's business meeting.

### **What about GSR reports? How often?**

- Usually GSRs make one report to the group at the monthly business meeting.

### **What is a group conscience?**

- “Group conscience is the means by which we collectively invite the ongoing guidance of a Higher Power in making decisions.” *A Guide to Local Services in NA*, Concept 6, p. 10
- An informed decision reached by the group as a whole, either at the homegroup or at a service meeting.
- Is best for the group as a whole.
- Is the practice of putting principles into action (Tradition 12).

### **When may a group conscience be initiated?**

- A group conscience may be initiated anytime during a group business meeting if a member feels it's necessary. In most cases, a group conscience is initiated when a group needs to make group decisions or have an Area/Regional proposal that needs to be addressed.

### **How much notice should there be before a new GSR or Alternate GSR is elected?**

- At least one month notice should be given before the planned election (recommended).

### **How does the Area contribution get from the group to the Area?**

- The group decides at their regular monthly business meeting, if and how much they would like to contribute to the ASC. A check or money is prepared and sent with the GSR or group representative to the regular monthly ASC meeting. The contribution is given to the Area Treasurer and the GSR will be given a receipt to bring back to their group.

### **GSR report: Group level - may include:**

- Attendance of groups and Elected trusted servants of the ASC.
- Open positions at Area, Region, and on subcommittees.
- Qualifications and election dates for previously mentioned open positions.
- Proposals and Policy changes that have been sent back to your groups for their conscience.
- Points of discussions made during the ASC.
- Events taking place within your Area, Region, Country, and the World.
- Ways that your homegroup members can become more involved in their Area.

### **Points the GSR should be mindful of at the ASC:**

- The GSR orientation is designed to help GSRs better understand the ongoings at the ASC.
  - e.g. how to bring forward a proposal or group concern, who to go to for certain questions, etc.
- Are there any new GSRs at the table, and how can you help them feel more comfortable?
- Are the trusted servants fulfilling their obligations to the Area? If not, lovingly hold them accountable.
- Take notice of which groups are missing at the ASC and reach out to them.
- That a GSR represents their homegroup and to try not to let personal judgments impair their decision making.
- How the business being conducted at the Area is aiding in further carrying the message. Are we being effective and how could we improve?
- That we are all addicts and other members who are familiar with the procedures and have been active in service for a while were also new once and are usually willing to share their experience and knowledge if asked. There is no hierarchy in Narcotics Anonymous, and every voice is important to our decision making process.
- Do not be shy to speak up, even if you worry that others may not agree with you. Remember, it tells us in our Ninth Concept “it is often the lone voice, offering new information or a unique perspective on things that saves us from hasty or misinformed decisions.”
- If you have a question, ASK IT DAMN IT! Fuck yeah bitches! ... with love ☺

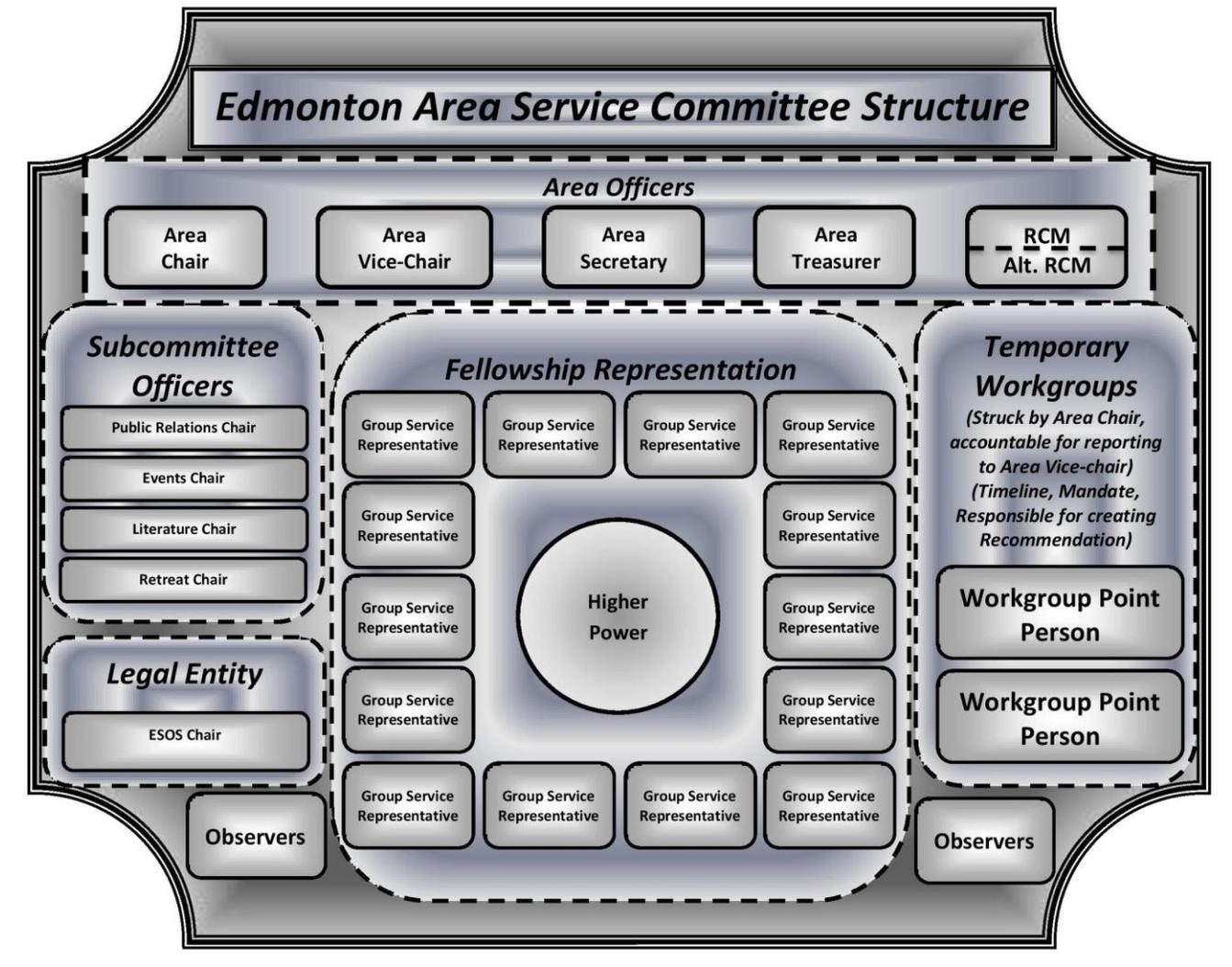
## **LIST OF SUGGESTED TOOLS**

## **FOR AREA SERVICE**

- Step Work
- Prayer
- Calling Sponsor
- A Dictionary
- Twelve Concepts for NA Service
- Twelve Traditions
- A Guide Local Services in NA
- Copy of EANASC Policy & Procedure
- Area Minutes
- The Group Booklet
- IP #2 The Group
- Service pamphlets
  - Principles and Leadership in NA
  - Group Business Meetings
  - Disruptive and Violent Behavior in NA
- Participation in Committee Meetings
- Trusted Servant Workshops
  - Conference Agenda Report
  - Twelve Concepts Workshop
  - Attend Regional Assembly
- Learning Days
- Networking in the Fellowship
- Traveling outside of home area
- Phone Calls
- Unity Version of the Serenity Prayer
- The service prayer of NA, Page xvi of our Basic text.

\*\*\*Please note that a group may provide some of the suggested literature for its trusted servants, such as service guides and pamphlets. When term is over please pass them on to the new GSR or GSR Alternate or return them to your group.

# SERVICE STRUCTURE Justin



## AREA EXECUTIVE

Much like at a homegroup, selected trusted servants open up the venue, facilitate the meeting, keep a track of the 7th Tradition money, keep a list of homegroup members, and keep the group in touch with the wider NA service structure.

And when the doors are kept open it allows for one addict to help another.

At Area, we elect the Chair, Vice-Chair, Treasurer, Secretary, Regional Committee Member and Regional Committee Member alternate to collectively fulfill this role.

This body in their service typically does not deal directly with the still suffering addict, but facilitates the resources and direction from homegroups for subcommittees to carry the message.

Sometimes matters effecting the Area committee will arise between meetings and the Executive work together to address these on behalf of the committee.

## AREA SUBCOMMITTEES

The Public Relations Committee is our area's committee that deals with hospitals, schools, jails, treatment centers and other institutions. This committee organizes speaking engagements and information panels to further carry the message to suffering addicts. Website, Outreach and Newsletter are also part of this large subcommittee.

The Literature Committee maintains a stock of NA literature for purchase by groups and members. The Literature Depot is open once a month on the same Sunday as the ASC.

The Events Committee puts on the Area's annual Convention, as well as a number of other events such as dances and campouts throughout the year, for example on holidays like New Year's Eve, Valentine's Day and Halloween. These events serve to carry a clear message of recovery and promote growth and unity within our Fellowship.

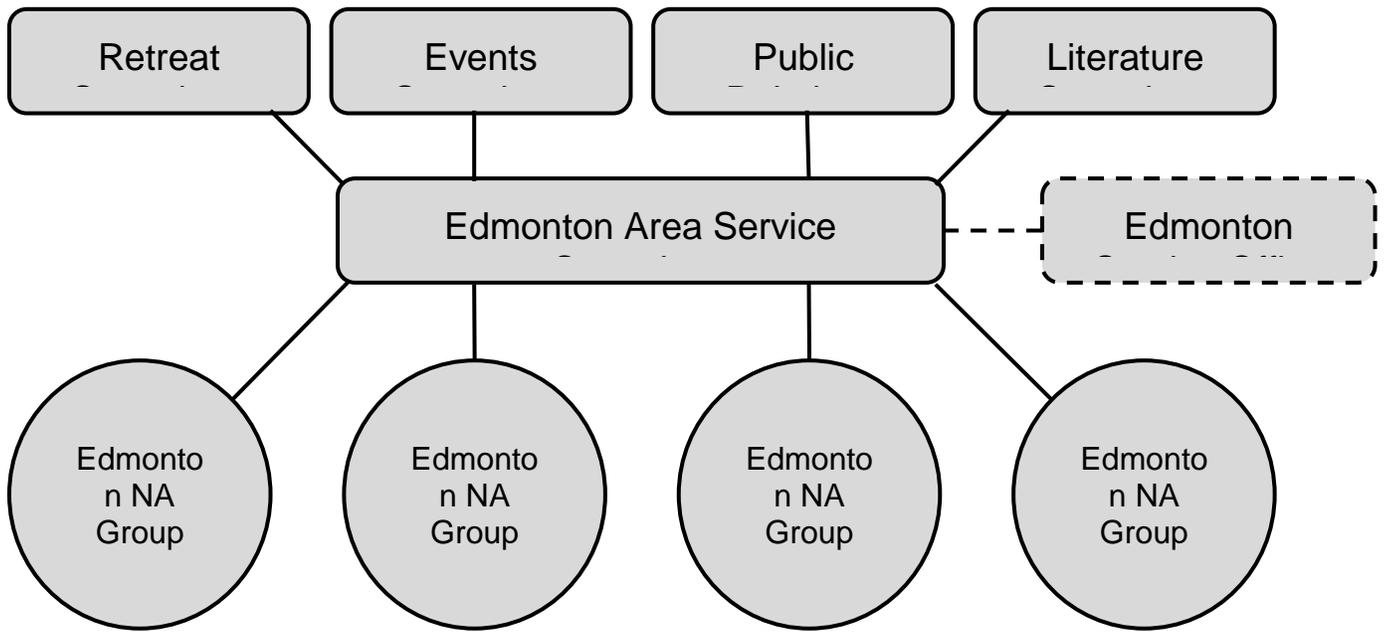
The Retreat Committee organizes the semi-annual Retreats, one in Autumn and one in Spring.

The Edmonton Service Office Society serves to maintain our insurance, office space and not-for-profit status.

## **OPERATING COMMITTEE**

This body is made up of the six Executive members and the chairpersons of the five standing subcommittees. Previously this body held a meeting at the Office in the week before Area to prepare for the upcoming Area meeting. No longer meeting in person, the body communicates via email if the need arises.

**The EANA Service Structure**



## The EANA Service Committee Structure

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## • - Electronic communication -

### Standardized emails (group and contact list)

EANA has chosen to utilise Google accounts for each of its officers. Particularly for email addresses and access to the Shared Drive that the committee uses to store recent files and report.

Each group is encouraged to use a gmail account for access to EANA files on the Drive.

(This not intended as an endorsement, merely being used to suit our needs).

The officers email addresses are as follows:

#### **EANA Chair**

eanachair@gmail.com

#### **EANA Vice Chair**

eanavice.chair1@gmail.com

#### **EANA Treasurer**

eanatreasurer@gmail.com

#### **Area Secretary**

eanasecretary@gmail.com

#### **RCM**

eanarcm@gmail.com

#### **RCM Alt**

eanarcmalt@gmail.com

#### **Events Committee Chair**

eanaconvention@gmail.com

#### **Literature Committee Chair**

eanaliterature@gmail.com

**PRC Chair**

eanaprchair@gmail.com

**EANA Retreat Chair**

eanaretreatchair@gmail.com

**Board of Trustees**

eanabot@gmail.com

## **Accessing the Drive for reports**

1. Send a request to the ASC Secretary for a link to the drive.
2. Once email is received, simply click on the link to access the Drive.
3. Officers can upload and edit files, GSRs can only view.
4. The main folder is called EANASC, there are five sub-folders (Group reports, Policy and Procedures, Executive, Board of Trustees, and Subcommittees).
5. E.g.; Executive / Secretary / Agenda or Minutes or Secretary reports.  
The RCM folder also contains reports from the AI-Sask region.

Treasurer reports give a complete breakdown of 7th tradition usage.

## **Advance Reporting**

Upcoming reports and previous meetings minutes are available three days in advance of the meeting. This gives GSRs an opportunity to study reports in advance so as to prepare and research questions. Also, it is intended that it will save time on the day by not reading the reports during the meeting. It is important everybody take personal responsibility for reading these. Make sure you and the Area Secretary has your group contact email details

-All ASC Officers and Subcommittee Chairs are required to forward their respective reports to the ASC Secretary via email, 7 days prior to regular scheduled ASC meeting.

The ASC Secretary then forwards via email to all ASC Officers, Subcommittee Chairs and GSRs 3 days prior to regular scheduled ASC meeting. To include:

- Agenda for upcoming ASC Meeting
- Previous month's minutes
- All advance reports from ASC Officers & Subcommittee Chairs

**CBDM - Zoe - contact rj to see which model  
he is using & decision making process  
(ballots are only for elections refer to policy**

## **Area Proposal Form for IDTs**

An Area proposal form is not required to be filled out or submitted at Area. Outlined below are important points to recall when presenting your homegroup's proposal because you are responsible for accurately conveying your group's conscience when presenting to the Area.

A new proposal should be written on the White board at beginning of the meeting under the call for IDTs and will be considered under New Business items in the agenda.

**Homegroup:** \_\_\_\_\_ **Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Issue Discussion Topic Proposal**

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**INTENT**

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**SET Policy :** \_\_\_\_\_ **AMEND Policy :** \_\_\_\_\_

**REPLACE Policy:** \_\_\_\_\_ **DELETE Policy:** \_\_\_\_\_

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**Area Conscience:**

**OUTCOME** \_\_\_\_\_

**TABLED** \_\_\_\_\_ **POINT PERSON:** \_\_\_\_\_

**NOTES:** \_\_\_\_\_

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**Good Questions To Discuss With Others **EVERYONE****

1.) Why do we have suggested clean time with positions?

- 2.) If you were asked to express your understanding of what group conscience means to you, what would you say?
- 3.) What are your priorities at a meeting of the Edmonton Area Service Committee?
- 4.) What is the group discussion time in the agenda for? Is it just for GSR's?
- 5.) Do you understand what discussion on an IDT is for?
- 6.) How do your principles influence your decision making?
- 7.) What are the reasons for abstaining in a vote?
- 8.) What are my expectations before, during, and after an ASC meeting?
- 9.) Is policy important? Why or why not?
- 10.) Do I get confused at an Area meeting? If so, how can we change that?
- 11.) What is the purpose of having an Area Service Committee?
- 12.) What is the C.A.R. and how are you involved as a member of N.A.?
- 13.) What is the role of the 7<sup>th</sup> tradition in the Area and N.A. as a whole?
- 14.) What are the responsibilities of your position?
- 15.) Where do spiritual principles play a part in service?

**-Map of the Edmonton Area of NA,**

including all towns where there is NA fellowship in our Area

