

## Halton Service Office Monthly Meeting • Oct 16<sup>th</sup> 2025

### IN ATTENDANCE:



Gary S. (Interim Chair)

Yvette B. (Secretary)

Mary L. (District 19)

Rob B. (A4, Web Master/Technology officer)

Dave D. (A4, HSO coordinator)

Mike W. (Fellowship Group)

Jay L. (Oakville North, HSO literature in Training)

Dave A. (Oakville Group, New Treasurer)

Keith (A4, former HSO hotline coordinator)

Peter McC. (Burlington)

Trent P. (Fellowship Group, HSO Bookstore coordinator)

Serenity prayer followed by 12 traditions read by A.A. member Gary

#### Minutes Approved

Mike 1st, Rob B. 2nd

#### Treasurer Report

No treasurer report tonight. Dave A. to be passed off bank info by Jim T. and he will take over. *I feel like I've been writing this same line for months.* Let's get this done! It's just one bank meeting for goodness sake.

#### Book Store/Literature Report

Trent presented the literature report numbers. Low sales this month. See report for detailed numbers.  
Book store is spread over more hands; Mark D. is back Tuesday afternoons, Jay L. is working assorted shifts, Yvette B. to be trained. Carrie + Gary go in after A4 meetings. *With New volunteers it's an exciting time to be working at the HSO according to Trent. Jay has the brochures on display – hopefully people will see the pamphlets and buy more. Also a good way to see everything organized. Easier for stock control.*  
*(No updates on the engraving machine --- Trent needs a price for the engraving machine so we can vote on it.)*  
(KEITH 1ST, SOMEONE ELSE 2ND, All accepted)

#### H.S.O. Hotline

Keith: 13 calls this month: 10 meetings, 2 AA, 1 Alanon.  
Keith to send detailed stats via email. Talk between Gary and Keith about the phone holes. Looking for a new H.S.O. hotline coordinator.

Thanks for this text Rob!

#### Phone Shift Openings:

Telephone Coordinator (Open Position)

Wednesday D shift – 6:00 pm to 9:00 pm – Available now

Thursday B shift – 12 pm (Noon) to 3:00 pm – Available now

Thursday C shift – 3:00 pm to 6:00 pm – Available now

Friday B shift – 12 pm (Noon) to 3:00 pm – Available now

APPROVED, Rob B. 1st, Dave D. 2nd

#### Technology Report

Rob B.

Numbers this month are a little less wacky. 1,500 hits up from last month.

plug-ins were updated.

12 questions working -- users from Sudbury, Australia, Are you an Alcoholic? From the A.A. pamphlet.

Should we review our cookie policy? from "Cookie Yes" to "Compliance" – free software version. Rob to be paid an invoice.

#### Other

We should be posting via Mary regarding volunteer positions etc...

Service meetings throughout the groups to make members aware of what service is out there to fill -- as per Jay

Dave to bring along the new district position people in December. Mary asked why do that? They can learn as they go. Maybe some will show up next month and get a feel of what we do at the H.S.O. and what they will contribute in their new positions. I say the more the merrier. The H.S.O. is for everyone.

#### New Business (to be discussed in Nov):

Vetting volunteers for H.S.O. hotline.

Guideline handbook. Carrie wants to be involved in vetting the volunteers for hotline and writing/amending the handbook. + a sign off sheet for volunteers.

#### Motion to close

By Gary.

1st Trent.

2nd Keith.

Meeting finished with responsibility pledge.

Meeting closed at 7:51pm with The Responsibility Declaration.

YIL & S,

Yvette

Secretary