

# NEWSLINE

## WSO RESTRUCTURING EXPECTED TO RESULT IN BETTER SERVICE

Company restructuring—the phrase usually evokes images of massive layoffs, dramatically reduced services, and automated everything. But for WSO, we're not restructuring for the usual reasons, so we're not likely to have the usual results. We find we must do some restructuring to maximize very limited resources and be ready to provide service to a rapidly (and unpredictably) changing organization.

Since the 1994 World Service Conference, the WSO has been engaged in a comprehensive effort to improve the services delivered by its staff. One of the primary elements of the overall effort has been a systematic training of all staff members. The training has been intended to raise the general knowledge of the staff about a broader range of WSO responsibilities, while minimizing specialization. In other words, we need to ensure that more employees know how to perform a wider range of tasks to operate with our very limited resources. We no longer can afford the luxury of having staff assigned to an area of responsibility in which they are the sole expert.

As we expected, there has been a higher incidence of error in many of the things that the WSO did for years almost error-free. This is one of the predictable, albeit unfortunate, side-effects of a company-wide broad-based training program. Over the long term, this type of training program will result in better service. We will have at our disposal groups of staff with knowledge of all the tasks and responsibilities involved in a particular area instead of one or two individuals who can perform very specific functions within a limited area. Obviously, we haven't completed this process; however, we are seeing tremendous progress in some areas.

We would like to thank you, the fellowship, for your patience and understanding with our errors in shipping and literature orders, etc. All of the teams at the office are striving for quality improvement in the delivery of services. Our objective is to have more knowledgeable and better trained staff in place before major changes to the service structure are made. We believe that in this way the WSO can be the stable resource the fellowship expects. As one

of our executive co-directors, Anthony Edmondson, put it, "The fellowship hasn't slowed, one bit, in its expectation that the WSO is the place to get information and assistance."

Another change has involved the staff team composition. Several of the teams have been realigned. The Conference Services Team has merged with the Fellowship Services Team. A Technological Support Team has been formed. The Shipping and Accounting Team has been split into two teams: the Asset Management Team and the Production, Distribution, Research and Development Team. Also many cross-team functions have been identified, such as the tasks associated with the world convention, communications, and editorial services.

Again, this has resulted in less specialization, but more staff capable of handling a broader range of responsibilities. We think that this is the best internal structure we can have given the expected changes to world services. With this structure, the office will remain stable throughout the implementation phase of the world services inventory and can provide service to the NA Fellowship and its service structure no matter what changes are implemented.

## ABOUT OUR BUSINESS PLAN

Without a vision, no organization can ever reach its full potential. Without clearly stating and describing its vision, an organization won't be able to sustain a focus long

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enough to accomplish much of anything. WSO has been plagued by just this situation for many years. We've attempted a variety of cures for what ails us, some of which have been very effective short-term solutions. However, the only way to bring all of our efforts together and be assured that our unified vision and the means to carry it out will stay on track is to develop a business plan.

While the process of developing a business plan is daunting—a great deal of work is involved—we have made a start. We are pleased to report that we have written mission and philosophy statements for the WSO, Inc. and developed a framework for the remainder of the business plan. We will eventually have a document that provides a sufficient organizational overview to special workers, the WSO board, other trusted servants, and the fellowship as a whole. It will include a historical perspective as well as a current description of the WSO. Because of the nature of our organization, the WSO business plan will not be a fixed and unchanging piece of work. It will instead be fluid, reflecting our consensus-oriented fellowship and the value we place on two-way communication. To that end, the document will include a method by which annual review and revision can take place.

The completed framework has been sent to the World Service Board of Trustees and the WSC Administrative Committee, and we have invited their input. We have also sent copies to the WSC committee chairs and vice chairs. For more information about the WSO business plan, please see the WSO board's section of the *March Conference Report* and the WSO Annual Report.

### **Customer surveys done, more planned**

As part of the work associated with developing the business plan, we conducted a random survey of WSO customers. The results strongly influenced many of our decisions about the business plan. The surveys were so well-received and the information obtained so valuable to us that we plan to conduct customer surveys on a regular basis, most likely annually.

## **WSO SALES POLICY**

### **MORE STRINGENT ENFORCEMENT PLANNED**

The WSO sales policy has provisions about credit orders and payments that we haven't enforced over the past several years. Unfortunately, this has resulted in delays in the time it takes for WSO to receive payments for literature orders. Last year, we began notifying our credit customers of our intent to more strictly enforce our credit policy. This is the last time we will provide such notice. *Effective immediately, we will be strictly enforcing our credit policy.*

Since we have a spiritual mission as well as a business responsibility, we understand that there may be times when special circumstances exist and we are prepared to deal with those exceptions. However, the rule will be strict

enforcement. If you have any questions about what this means, please feel free to contact Tom Rush, the WSO comptroller.

### **COME VISIT US AT OUR NEW WEB SITE**

As we reported in the most recent *Newsline*, we have been in the process of setting up a home page on the World Wide Web of the Internet. We are pleased to announce that, as of 25 January, the primary service center for the NA Fellowship is online. The address (or URL) for the web site is <http://www.wsoinc.com>. We're confident that our home page will meet the needs of our members and others who are looking for information about us.

The opening screen serves as the "entryway," allowing the visitor to choose a portion of the site to visit by selecting one of five "doors." The doors are:

1. Basic Information About Narcotics Anonymous: This contains narrative that explains what NA does, how it does it, who we are, and how to contact us. The worldwide NA phonenumber directory is in this section. The trustee bulletin, "What is addiction?" provides a clear picture of our philosophy about recovery.
2. Service Material: This area contains a variety of information for use by our members. It gives visitors the opportunity to download trustee bulletins addressing a variety of issues, Fellowship Intellectual Property Trust bulletins, and other general information about NA. As new bulletins are published and others revised, they will be available in this area. We also plan to publish future issues of the *Conference Report* and *Digest*, and the *WSO Newsline* in this area. We hope that sometime in the future we will be able to add a listing of group and service committees here. It is our hope that this can be an interactive section, allowing members to update their group and service committee information as necessary.
3. Product Information: This area is our "online catalog," albeit without an order form. We are working on making this section interactive sometime in the future so that members can purchase products online.
4. Information of Interest to Professionals: This area provides presentation papers about NA, articles from *NA Update*, and other pertinent information. It is geared primarily toward professionals and agencies in the drug treatment and addiction research fields.
5. Search Engine: We spent some time deciding whether or not we should provide links to other local sites. Due to the linkages of some of those sites, we felt that it would not be appropriate for us to do so, but we still wanted to provide visitors with a means to search the Internet if they did not find the information they were looking for at our web site. Rather than affiliating with a search engine provider, we chose a generic site where all modes of Internet-wide searches can be conducted.

We also revisited our decision about providing an e-mail address. We felt it essential that a means be provided to visitors who wanted to send comments or request catalogs or other information. So there is an e-mail button; it is linked to the person at the office who is responsible for the maintenance of the web site. We still have some concerns about the volume of e-mail we might receive and the possible expectation that e-mail will be handled with a higher priority than mail received through other means. We intend to handle e-mail in the same way we do other mail. We'll see how everything progresses, and we'll keep you informed about any changes.

### NEW ASSISTANT EXECUTIVE DIRECTOR JOINS WSO STAFF

Over the past year, the WSO has been faced with a significant loss in its management staff. Steve Sigman, a longtime employee has been out on an extended leave, and we don't know when he'll be able to return. We were also notified recently that Stephan Lantos, another longtime employee, plans to leave the office in June. These departures, combined with a need to give our executive management more assistance, led us to institute a search for an assistant executive director.

We are pleased to announce that Becky Meyer joined our staff on 1 February 1996. Becky comes to us with more than fifteen years of experience in management, most recently running her own manufacturer's representative agency, and before that, as a stockbroker and operations manager for an investment firm. Becky's experience in world services—eight years on the World Service Board of Trustees—make her a valuable addition to our staff. Please join us in welcoming her.

### WSO FINANCIAL SUMMARY

PERIOD	SALES	EXPENSE	NET
January 1995	\$816,452	(543,477)	272,975
February 1995	\$425,490	(381,031)	44,460
March 1995	\$344,972	(438,554)	(93,582)
April 1995	\$615,164	(563,665)	51,499
May 1995	\$420,803	(330,517)	90,285
June 1995	\$631,992	(644,215)	(12,223)
July 1995	\$415,544	(438,791)	(23,248)
August 1995	\$389,710	(441,026)	(51,316)
September 1995	\$559,357	(602,296)	(43,336)
October 1995	\$331,478	(366,886)	(35,408)
<b>TOTAL YTD 1995</b>	<b>\$4,950,963</b>	<b>(4,750,857)</b>	<b>200,106</b>
MONTHLY AVG.'S	SALES	EXPENSE	NET
1995 avg. YTD	\$495,096	(475,086)	20,011
1994 avg. months	\$472,048	(458,475)	13,573
1993 avg. months	\$458,917	(434,239)	24,678
1992 avg. months	\$406,237	(396,044)	10,193
1991 avg. months	\$357,328	(378,230)	(20,902)
1990 avg. months	\$370,665	(401,011)	(30,346)
1989 avg. months	\$430,504	(418,339)	12,165
1988 avg. months	\$358,694	(345,069)	13,625
1987 avg. months	\$278,405	(266,618)	11,787
1986 avg. months	\$217,415	(201,148)	16,267
1985 avg. months	\$138,265	(128,124)	10,141
1984 avg. months	\$69,126	(50,687)	18,439

Figures reflect combined WSO-Van Nuys, Canada, and Europe income statements for respective periods. "Sales" shows undiscounted total income plus other income. Discounts are included in the figures totaled in the "expense" column. 1992 and 1993 Canada and Europe data were converted into USA dollars each month at rates reflecting market conditions at the time accounts were closed. The 1994 figures are adjusted to reflect actual year-end closing figures.

### FROM THE WORLD CONVENTION CORPORATION

#### An Open Letter to All Members

Well, we suppose you've heard by now. NA is growing—growing at a rate and in ways we hardly imagined a few years ago. And if you ever want to see the evidence of all this growth in one place, all you have to do is come to a world convention. A world convention also seems to have all the things that challenge NA as a whole—plus a few of its own. There's a variety of languages spoken in NA; our members with special needs must be accommodated; getting to the convention site somehow must be managed; registration should be accomplished without having to stand in line for hours; and there should be enough merchandise. Most of all, we want our members who come to the world convention to enjoy our fellowship's celebration of recovery.

Making sure this happens requires that we take definite steps to ensure that our fellowship's diversity is properly supported. Last year, at WCNA-25, members from more than twenty countries attended the convention. Anticipating such attendance, we translated the convention flyer into seven languages. While English was the official language of the convention, simultaneous translations in six languages were provided in the main meeting room throughout the weekend. Several bilingual meetings took place. Multilingual staff and volunteers were placed in key areas to help convention-goers find their way around and get their questions answered. We provided discount travel packages to the convention from as many places as possible. We had greeters stationed at the airports on the heavy arrival dates to assist travel-weary and bewildered members. The result was that we had the most diverse worldwide celebration of recovery in our history.

It is in this spirit that we would like to plan for all world conventions. We plan to translate the registration flyer from now on. We plan to continue to provide simultaneous translations equipment at all world conventions. We will make any accommodation possible for members with special needs. We plan to negotiate discount travel packages wherever possible.

We need your help. Don't wait until you register to tell us if you require translations assistance or have special needs. Please contact us as soon as possible so that we can arrange for the things you need. We also need your ideas. We are committed to making every world convention a special celebration of recovery for all who attend. Any input you have that will help us achieve this goal is more than welcome.

Please direct all questions, requests, and input to the World Service Office, (818) 773-9999, extension #172.

# WORLD CALENDAR

## AUSTRALIA

**New South Wales:** 3-5 May; Australian Regional Convention; Sydney; info: 61-2-3653652

## CANADA

**Alberta:** 28-30 June; 6th Canadian Convention; Highway Motor Inn, Edmonton; rsvns: (800) 661-5193; info: (403) 450-3449; CCNA, 1907-36th Street NE, Edmonton, Alberta, Canada T6L 3N1

**British Columbia:** 17-20 May; Spring Clean, Gambier Island; info: (604) 527-2066 or (604) 323-1615; Spring Clean, Box 78051, Grandview RPO, Vancouver, BC, Canada V5N 5W1

**3)** 14-16 June; 2nd Sunshine Coast Campout; info: (604) 885-6572; SCNA Campout, RR #1, S-14 C-39, Gibsons, BC, Canada V0N 1V0

**Manitoba:** 7-9 June; Winnipeg Area Convention; Robert A. Stein Community Center, Winnipeg; info: (204) 586-4432 or (204) 774-5991; Box 25173, 1650 Main Street, Winnipeg, MB, Canada R2V 4C8

**New Brunswick:** 14-16 June; 6th New Brunswick Area Convention; Keddy's Inn and Convention Center, Fredericton; rsvns: (506) 454-4461 or (800) 561-7666; info: (506) 451-8492 or (506) 454-3465; NBACC, PO Box 20064, Fredericton, NB, Canada E3B 6Y8

**Ontario:** 9 June; Baseball/Dunk Your Sponsor Day; Little Lake Park, Midland; 1-1/2 hours north of Toronto; info: (705) 538-0672; Dunk, Box 29030, Barrie, Ontario, Canada, L4N 7W1

## PORTUGAL

**Lisbon:** 25-28 Apr.; 6th Portuguese Convention and Conference; Troia; fax: 351 1-9233766; info: Convention & Conference, Apartado 526, 2795 Carnaxide, Portugal

## SPAIN

**Ibiza:** 3-5 May; Spanish Regional Convention; Ibiza; info: 3471/805078; Convention, Apartado 1373, Ibiza, Baleares, Spain 070800

## SWEDEN

**Kramfors:** 21-23 June; 8th Midsummer Regional Convention; Høla Folkhogskola; info: 46 612 30525; Midsommarkonventkommitten, Box 5, 87024, Sandoverken

## UNITED STATES

**Arizona:** 24-26 May; Arizona Regional Convention; Little America Hotel, Flagstaff; rsvns: (800) 352-4386; info: (520) 323-3001 or e-mail. Jdbanks@azstarnet.com; ARCNA web site. [Http://www.tucson.com/budzine/arcnax.html](http://www.tucson.com/budzine/arcnax.html)

**California:** 5-7 Apr.; 5th Southern California Regional Spring Gathering; Manhattan Beach Radisson Hotel; rsvns: (800) 333-3333; info: (310) 693-5110 or (714) 638-5898; Spring Gathering, Box 2543, Orange, CA 92669

**2)** 11-14 Apr.; 18th Northern California Regional Convention; Westin Hotel, Santa Clara; rsvns: (800) 228-3000; info: (415) 381-9832; NCCNA 18, Box 14325, Santa Rosa, CA 95402

**3)** 17-19 May; Inland Empire West Area Retreat; Camp Seely, Lake Gregory; info: (909) 628-7808; Box 9413, Ontario, CA 91762

**4)** 14-16 June; 8th American River Area Campout; Orchard Springs Campground, Rollins Lake; info: Box 823, North Highlands, CA 95660

**5)** 14-16 June; 4th California Mid-State Regional Convention; Fresno Hilton, Fresno; rsvns: (800) 649-4955; info: (209) 294-8667; CMSRCNA, PO Box 27253, Fresno, CA 93729

**6)** 23 June; 4th Annual Blues Fest; West Los Angeles VA Medical Center, Golf Course; info: (310) 822-4034 or (310) 390-0279; Blues, 1800 S. Robertson #227, Los Angeles, CA 90034

**Florida:** 25-28 Apr.; North Atlanta Area 20th Annual Reunion and Fun in the Sun Convention; Panama City Beach, Florida; rsvns: (800) 224-4853 info: (904) 248-9155; 2480 Briarcliff Road, Box 243, Atlanta, GA 30329

**2)** 24-27 May; 6th Gold Coast Area Convention; Radisson Inverrary Resort, Ft. Lauderdale; rsvns: (800) 333-3333; info: (407) 961-2876; GCCNA, Box 23325, Ft. Lauderdale, FL 33307

**Georgia:** 19-21 Apr.; 11th Annual Hawg-In Campout; Reed-Bingham State Park, Exit 10, I-75; info: (912) 387-9415

**Idaho:** 12-14 Apr.; So. Idaho Regional Convention; Pocatello; rsvns: (800) 465-4329; info: (208) 236-8954; Box 4342, Pocatello, ID 83201

**Illinois:** 3-5 May; 11th Mid-Coast Convention; Ramada-O'Hara Hotel, Rosemont; rsvns: (847) 827-5131; info: (847) 872-2407 or (847) 625-0732; MCC, Box 221, Ingleside, IL 60041

**2)** 10-12 May; South City Area Convention; Holiday Inn Mart Plaza, Chicago; rsvns: (312) 836-5000; info: (312) 387-1127 or (312) 752-6657

**3)** 24-27 May; 10th Kickapoo River Run Primary Purpose Area Campout; info: (217) 373-2063; PPASC, PO Box 1332, Champaign, IL 61824

**4)** 28-30 June; Flight to Freedom Campout; Sherwood Campground, Route 37, Ina; info: (618) 244-6027; Box 1561, Mt. Vernon, IL 62864

**Indiana:** 24-27 May; North Central Indiana Area Convention; Camp Mack, Milford; info: (219) 259-9384; Box 175, Osceola, IN 46561

**Kansas:** 5-7 Apr.; 13th Mid-America Regional Convention; Ramada Inn, Hutchinson; rsvns: (800) 362-5018; info: (316) 241-6230; MARCNA, PO Box 3926, Topeka, KS 66604

**2)** 26-28 Apr.; Living Miracles Convention; Atchison; info: (913) 367-1197; 714 N 3rd, Atchison, KS 66002

**Kentucky:** 4-7 Apr.; Kentuckiana Regional Convention; University Plaza Hotel; rsvns: (502) 745-0088; info: Box 556, Bowling Green, KY 42102

**Louisiana:** 24-26 May; 14th Louisiana Regional Convention; Baton Rouse Radisson; info: (504) 291-4121

**Maine:** 7-9 June; Nature of Recovery 5; Camp Mechuwana, Winthrop; info: (207) 377-6895; Box 120, Winthrop, ME 04364

**Maryland:** 27-30 June; Baltimore Area Convention; rsvns: (800) 233-1234 or (410) 962-8300; info: Box 1331, Baltimore, MD 21203

**Minnesota:** 3-5 May; 3rd Minnesota Regional Convention; Radisson Hotel, Bloomington; rsvns: (612) 835-7800; info: (612) 823-4776; MNNAC-3, 4745 Bryant Ave. S, Minneapolis, MN 55409

**Mississippi:** 12-14 Apr.; 14th Mississippi Regional Convention; Lake Tiak-O'Khata, Louisville; rsvns: (601) 773-7853; info: Spirit of Change, PO Box 5660, Brandon, MS 39047

**Missouri:** 7-9 June; Show-Me Regional Convention; Holiday Inn/Exit 96, Cape Girardeau; rsvns: (314) 334-4491; info: (618) 661-1527; SMRCNA, 320 N Frederick, PO Box 1226, Cape Girardeau, MO 63702-1226

**New Hampshire:** 21-23 June; Granite State Area's Fellowship in the Field; Bethlehem; info: (603) 645-4777

**New Jersey:** 24-26 May; 11th New Jersey Regional Convention; Berkeley Carteret, Asbury Park; rsvns: (800) 776-6011; info: (908) 826-2148; Box 576, Keyport, NJ 07735

**New York:** 26-28 Apr.; Greater New York Regional Convention; Concord Resort Hotel, Kiamesha Lake; rsvns: (800) 431-3850; info: (212) 242-8140; Freedom 11, 154 Christopher Street #1A, New York, NY 10014

**2)** 31 May - 2 June; Awakenings, the ABCD Area Retreat; info: (518) 465-5588 or (518) 462-2384; Retreat, PO Box 13504, Albany, NY 12212

**Ohio:** 24-26 May; 14th Ohio Regional Convention; Radisson Airport, Columbus; rsvns: (800) 333-3333; info: (614) 488-1371; OCNA, PO Box 15284, Columbus, OH 43215

**Oklahoma:** 28-30 June; 8th Annual Mirror of Miracles Campout; Wyandotte, Oklahoma; info: (918) 542-3471 or (316) 231-0903

**Oregon:** 24-26 May; Pacific Cascade Convention; Eugene Hilton; rsvns: (800) 937-6660; info: (541) 342-7243; Box 1581, Eugene, OR 97440

**Pennsylvania:** 5-7 Apr.; Greater Philadelphia Regional Convention; Downtown Marriott, Philadelphia; rsvns: (800) 228-9290; info: (215) 324-1183 or (215) 424-2979; GPRC, PO Box 14170, Philadelphia, PA 19138

**Tennessee:** 3-5 May; Recovery on the Ridge; Big Ridge State Park, Andersonville; info: (800) 249-0012; Box 864, Knoxville, TN 37901

**2)** 10-12 May; NA in May in Memphis BBQ and Campout; Meeman-Shelby State Park; info: (901) 274-5071

**Texas:** 5-7 Apr.; 11th Lone Star Regional Convention; Dallas/Ft. Worth Airport Hyatt; rsvns: (214) 453-1234; info: (214) 245-8972 or (800) 747-8972; LSRSO, 1510 Randolph #205, Carrollton, TX 75006

**2)** 27 Apr.; Tyler Texas NA Twelfth Anniversary; 117 W. Front Street, Tyler; info: (903) 533-3380

**Utah:** 7-9 June; Celebration of Recovery Convention; American Legion Hall, Vernal; info: (801) 789-6675; HUASC, Box 1476, Vernal, UT 84078

**West Virginia:** 10-12 May; Serenity on the Lakes, Cedar Lakes, Ripley; info: (304) 372-7860; RSC, PO Box 2381, Morgantown, WV 26502

You are invited to join us at  
**WCNA XXVI**  
*Show Me  
 How to Live*  
 August 29, 30, 31, September 1, 1996  
 St. Louis, Missouri

**Hotels** WCNA XXVI will be held at the America's Convention Center

- 1 Adam's Mark** — This deluxe hotel serves as headquarters for the convention and is located six blocks from the Convention Center. Rooms are \$99.00/night.
- 2 Missouri Athletic Club** — This private executive athletic club boasts very comfortable historic sleeping rooms located two blocks from the Convention Center. Room rate includes continental breakfast and full use of the all athletic facilities. Rooms are \$85.00/night (no triple or quad accommodations). Suites with one queen bed are \$99.00/night.
- 3 Doubletree Downtown Suites** — This quaint European-style boutique hotel offers beautifully decorated suites and is located immediately across the street from the Convention Center. Suites with one or two beds are \$99.00/night.
- 4 Drury Inn Convention Center** — This moderately priced hotel situated in a historic building located two blocks from the Convention Center offers free Quickstart breakfast, coffee, and parking for all guests. Rooms are \$89.00/night.
- 5 Drury Inn Union Station\*** — This economy hotel is located seventeen blocks from the Convention Center along the Metrolink line. Rooms include free Quickstart breakfast, coffee, and parking for all guests. Rooms are \$89.00/night.
- 6 Hampton Inn Union Station\*** — This economy hotel is located nineteen blocks from the Convention Center and is accessible to the Metrolink line. Rooms include free Quickstart breakfast, coffee, and parking for all guests. Rooms are \$85.00/night.
- 7 Holiday Inn Convention Center** — This moderately priced hotel is located on the west side of the Convention Center. Guests are offered free coffee in the morning, and free cribs for children are available upon request. Rooms are \$79.00/night.
- 8 Holiday Inn Riverfront** — This budget hotel is located five blocks from the Convention Center. Suites include kitchens, and pots and pans are available for a small deposit. Rooms are \$69.00/night. Suites with one or two beds are \$79.00/night.
- 9 Hyatt Regency\*** — This deluxe hotel situated in historic Union Station is among the most beautiful Hyatts in the USA. It is attached to the old train station which offers many shops and eateries. The hotel is located fifteen blocks from the Convention Center along the Metrolink line. Rooms are \$99.00/night.
- 10 Marriott's Pavillion** — This moderately priced hotel, offering free cribs upon request, is located ten blocks from the Convention Center. Rooms are \$85.00/night.

\* Limited Bus Shuttles between these hotels and the Convention Center will be available between 11:00pm and 3:00am when the Metrolink is not running.

**WCNA XXVI Hotel Reservation**

PLEASE PRINT ALL INFORMATION CLEARLY

**IMPORTANT NOTE:** It is very important that your reservations are made BEFORE the August 1st cut-off date. Convention rates may not apply and rooms may not be available after above cut-off date.

**READ CAREFULLY:** Confirmation will be sent by the hotel to the individual named in Part I. If more than one room is required, this form may be photocopied. If confirmation has not been received within thirty days following your acknowledgement from the Housing Bureau, contact assigned hotel directly.

Send To:  
**WCNA Housing Bureau**  
 c/o St. Louis Convention & Visitors Commission  
 10 South Broadway, Suite 1000  
 St. Louis, MO 63102 USA  
**or Fax to (314) 621-9467**  
 No telephone reservations will be accepted

**PART I**

Last Name \_\_\_\_\_ First Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ Province/State/Country \_\_\_\_\_  
 Zip/Postal Code \_\_\_\_\_ Telephone ( ) \_\_\_\_\_

**PART II**

**NOTE:** Rooms are assigned on a first-come/first-serve basis in the order received. If your first choice is not available, assignment will be made at next available choice. An acknowledgment of your room assignment will be mailed to you by the Housing Bureau. All changes and cancellations must be made directly with the hotel.

Select four choices from participating hotels. Enter name below:

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_ 4. \_\_\_\_\_  
 (first choice) (second choice) (third choice) (fourth choice)

Arrival date \_\_\_\_\_ Departure date \_\_\_\_\_

	<b>Names of additional occupants:</b>	<b>Check room type:</b>
<b>Please check:</b>	1. _____	<input type="checkbox"/> Single—One Bed/One Person
<input type="checkbox"/> smoking	2. _____	<input type="checkbox"/> Double—One Bed/Two Persons
<input type="checkbox"/> non-smoking	3. _____	<input type="checkbox"/> Double/Double—Two Bed/Two Persons
		<input type="checkbox"/> Triple—Two Bed/Three Persons
		<input type="checkbox"/> Quad—Two Bed/Four Persons
		<input type="checkbox"/> *Suite—One Bed/One or Two Persons
		<input type="checkbox"/> *Suite—Two Bed/Two to Four Persons

Special Request (i.e., handicapped room, etc.) \_\_\_\_\_

\*Suite accommodations refer only to hotels #2, #3, and #8 as described on the previous page.

**PART III**

An advance deposit of \$100 is required for each room. Forms will be returned to sender if received without deposit. Checks should be made payable to the **WCNA Housing Bureau**. The **WCNA Housing Bureau** accepts no liability once deposits are transferred to the assigned hotel. Deposits will be forfeited for any cancellation not made in writing directly with the hotel at least 72 hours prior to the scheduled arrival.

Enclosed \$ \_\_\_\_\_ or charge my:  AMEX  VISA  MasterCard  Discover  Diners Club

Charge Card # \_\_\_\_\_

Signature \_\_\_\_\_ Expiration Date \_\_\_\_\_

## Discount Airfare

Special discounted airfare is available on American Airlines as follows:

- A discount is being offered to St. Louis from all American airline cities in the United States; Canada; San Juan, Puerto Rico; St. Thomas; St. Croix; Bermuda; and the Bahamas. Reservations can be made directly with American Airlines by calling (800) 433-1790 and refer them to **Star file #S3086PA**.

**You must give them the Star file number in order to receive the discount.**

- For international flights from Europe, Central and South America, special rates are available for travel no more than seven days and six nights. To purchase tickets, please call your local American Airlines office. Ask for the international congress desk and give them the **Star file #S3086PA**.

**You must give them the Star file number in order to receive the discount.**

Additional discounts to St. Louis from all international cities are available for groups of ten or more traveling together to the convention. For more information, please contact the WSO at 19-1(818)773-9999, extension #172.

## Special Convention Merchandise Offer

For the first time, you can now purchase a convention tee-shirt and mug with your registration. In our effort to assist registrants in obtaining convention merchandise, a special seven-ounce heavyweight embroidered tee-shirt and a large eleven-ounce coffee mug can now be purchased if you register before the July 1, 1996 general registration cut-off date.

This merchandise is limited to one of each item per paid registration. Please refer to the registration form to place your order.

**All purchased merchandise will be available to be picked up on-site at the convention.**

## Wish to Speak?

Speakers must be at least eight years clean for main meetings, and at least five years clean for workshops. If you would like to be considered as a speaker or would like to recommend someone for consideration, please submit a tape along with the speaker's name, address, telephone number, and clean date.

Consideration will also be given to individuals without a tape if they are recommended by their area or regional service committee. This recommendation should also be accompanied by the speaker's name, address, telephone number, and clean date.

**All tapes and speaker recommendations must be received by May 1, 1996.**

All submissions should be sent to the:

### WCNA XXVI Program Committee

c/o World Service Office, Inc.

PO Box 9999

Van Nuys, CA 91409-9099 USA

## Volunteering to Help?

If you would like to volunteer to help at the convention, or would like to chair a marathon meeting, please report to the convention information booth located in the Convention Center beginning Wednesday, August 28, 1996.

## WCNA XXVI Registration

PLEASE PRINT ALL INFORMATION CLEARLY

Last Name \_\_\_\_\_ First Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Province/State/Country \_\_\_\_\_

Zip/Postal Code \_\_\_\_\_ Telephone ( ) \_\_\_\_\_

Additional Registrants \_\_\_\_\_

*"Confirmation notices will not be mailed to you for any registration received after August 1st."*

EVENT	PRICE	QUANTITY	TOTAL
Registration (before 1 July 1996)	\$30.00	X _____ = \$ _____	
Late Registration (after 1 July 1996)	\$40.00	X _____ = \$ _____	
**Stand-Up Comedy Show	\$15.00	X _____ = \$ _____	
**Live Concert	\$30.00	X _____ = \$ _____	
**Saturday Jazz Breakfast	\$15.00	X _____ = \$ _____	
*11oz. Coffee Mug	\$7.00	X _____ = \$ _____	
*Heavy Embroidered Tee-shirt	\$15.00	X M ___ L ___ XL ___ XXL ___ = \$ _____	

\*Limited to one of each per registrant paid before 7/1/96.

See "SPECIAL MERCHANDISE OFFER" on back page.

Newcomer Donation: \$ \_\_\_\_\_

\*\*Limited seats available.

Total Amount Enclosed: \$ \_\_\_\_\_

METHOD OF PAYMENT:  U.S. Check  Money Order  Credit Card

Enclosed \$ \_\_\_\_\_ or charge my:  AMEX  VISA  MasterCard  Discover  Diners Club

Charge Card # \_\_\_\_\_

Signature \_\_\_\_\_ Expiration Date \_\_\_\_\_

Do you need translations? If yes, what language? \_\_\_\_\_

Please specify any special needs: \_\_\_\_\_

Please fax credit card registrations to the WSO at (818) 700-0700

or

Make checks payable to WCNA XXVI and mail to:

### WCNA XXVI

c/o World Service Office, Inc.

PO Box 9999

Van Nuys, CA 91409-9099, USA

For more registration information, please call 818-773-9999 ext. 200.

CUT HERE



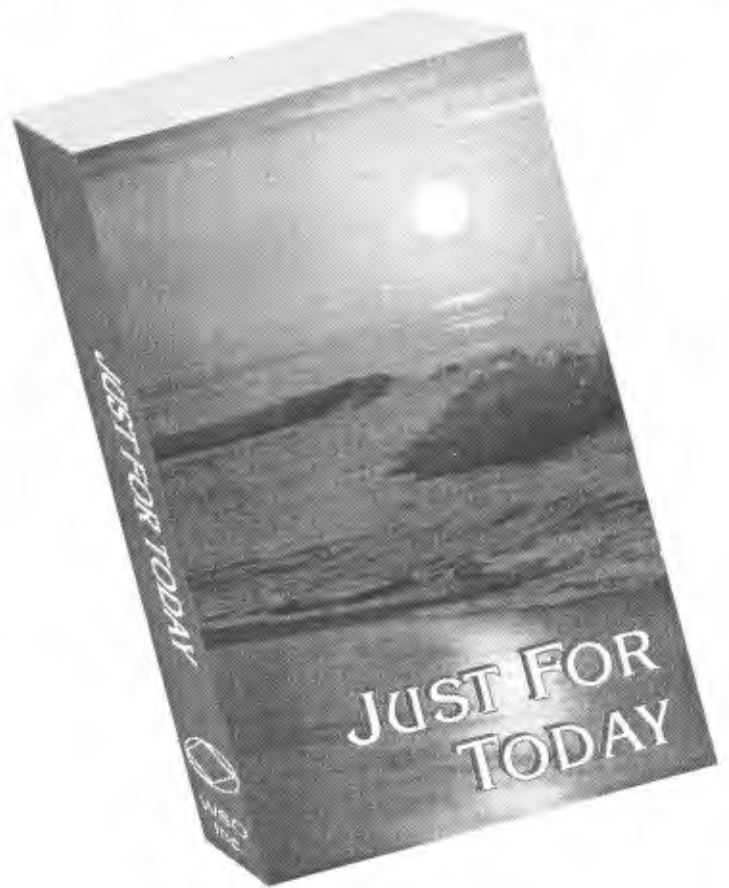
# PRODUCT INFORMATION UPDATE



## JUST FOR TODAY HAS A NEW COVER

Earlier this year we began selling *Just for Today* with a re-designed cover. The new cover, as illustrated here, was derived from a color photo of a sunrise. The content of book has **not** changed, only the look of the cover has.

Item no. EN-1112 ISBN 1-55776-151-5 US\$7.30

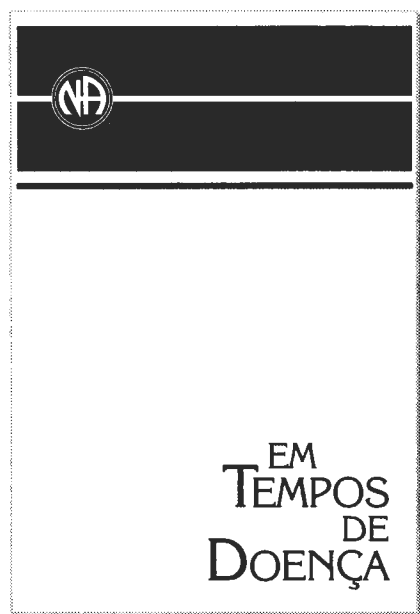


## INVENTORY ITEMS TO BE DISCONTINUED

At the August Board of Directors' meeting, various items were eliminated from our active inventory such as the *Twelve Traditions* Group Reading Card (#9128), *Just for Today* Group Reading Card (#9129), *H&I Handbook* without Tape (#2102), and H&I Audio Tape Supplement (#8810). These products were sold on a temporary basis as supplements to update or complete sets.

Due to low sales, it is no longer economically feasible to continue carrying the following items. However, these items will be available as a special order until our inventory stock is depleted. The ASC/RSC Check Register (#9000), Group/Area Contribution Form (#9002), International Meeting Directory Set (#2200), International Meeting Directories (#2201-2204), 1 Pocket Literature Rack (#9052), 3 Pocket Literature Rack (#9053).

## TWO NEW PORTUGUESE BOOKLETS



### *Em Tempos de Doença*

(In Times of Illness)

This booklet helps the recovering addict address a variety of issues related to illness:

Informing our doctors. Emergency care.

Chronic and terminal illness in recovery.

Item no. PO-1603 ISBN 1-55776-243-0 US\$0.60

### **Narcóticos Anónimos: Um Recurso Na Vossa Comunidade**

(Narcotics Anonymous: A Resource in Your Community)

This booklet describes what Narcotics Anonymous is and how it may be used as an effective tool to help individuals recover from drug addiction.

Item no. PO-1604 ISBN 1-55776-244-9 US\$.030

