Guidance for a CA Service Team:
Addressing Concerns about a Member's Conduct toward a Newcomer

When concerns arise about a member possibly taking advantage of a newcomer, it's essential to handle the situation with compassion, integrity, and a strong foundation in CA's spiritual principles. Our primary purpose is to help the addict who still suffers, and our actions should reflect love, tolerance, and responsibility.

1. Pray and Pause Before Taking Action

Before approaching anyone, it may help to pray for guidance, seek group conscience, or consult with trusted, spiritually-grounded members.

Avoid acting out of emotion or personal bias. This is about preserving the safety and integrity of the fellowship.

2. Prioritize the Safety and Well-being of the Newcomer

The newcomer is the most important person in any CA meeting. If they express discomfort, fear, or confusion, respond quickly and gently.

Create a safe space for them to speak, and let them know their feelings matter. Reassure them that CA is a place of support, not harm.

3. Approach the Member with Care and Principle

Use a loving and non-confrontational tone: "Hey, can we talk for a moment? Something's come up that we'd like to understand better."

Avoid accusing or labelling. Instead, bring up the concern as something that needs clarity and spiritual reflection.

Invite the member to consider how their actions might be perceived and whether they're living the principles of the program, especially in their interactions with newcomers.

4. Seek Guidance through Group Conscience or Trusted Servants

If the issue is more serious or unclear, it may help to bring it to a trusted committee, such as the local service body, trusted long-time members, or a designated group conscience.

Keep anonymity and dignity intact throughout this process.

5. Emphasize Spiritual Growth, Not Punishment

If amends or course correction is needed, encourage the member to reflect, perhaps with their sponsor, and make appropriate spiritual amends.

This is an opportunity for growth, not shame.

6. Maintain a Healthy Fellowship Environment

Without naming individuals, the group may benefit from a general reminder about boundaries, respect for newcomers, and why we're all here: to carry the message.

Consider having a group inventory if the issue reflects a wider concern in group culture.

7. Continue to Check In

Gently follow up with the newcomer and the member involved to ensure everyone feels heard, safe, and supported.

Encourage continued involvement in the fellowship, and offer sponsorship or service opportunities as appropriate.

Remember: We are not saints. But we strive to grow along spiritual lines. Our unity, safety, and purpose as a fellowship depend on how we love and serve one another — especially the newcomer.