Canceling Disruptors

SDC CoDA

Latest Update: November 2024

Purpose

This document has been created to help train trusted volunteers to provide security in our meetings, diminish the impact of disruptors and return to the purpose for which our meetings exist - *to reach the codependent who still suffers.*

Note

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This document describes some methods and best practices for managing disruptors based on the experience of several SDC CoDA members. Meetings are free to follow any methods that are useful for their circumstances.

This is a *live* document. As additional tips or feedback are received, we will update this information.
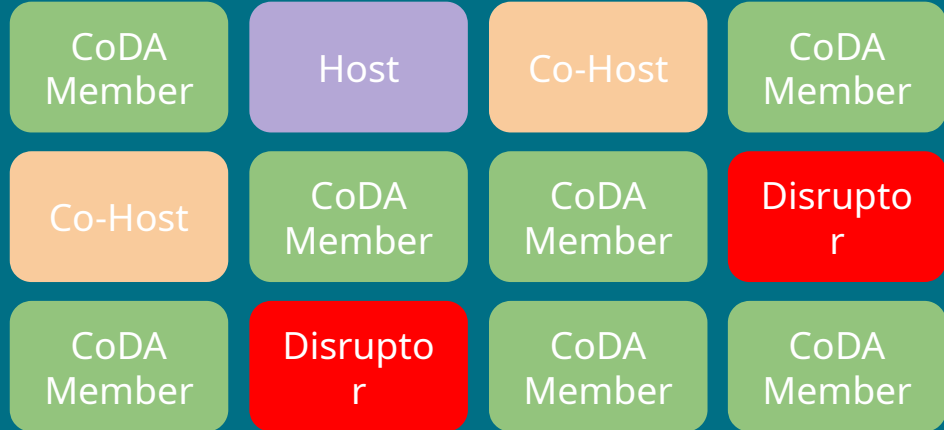
Link to this document: https://tinyurl.com/CancelingDisruptors
Additional Feedback/Changes:

Zoom Participants

In our Zoom rooms, we have four different types of participants:
- Host
- Co-Hosts
- CoDA Members
- Disruptors

CoDA Member	Host	Co-Host	CoDA Member
Co-Host	CoDA Member	CoDA Member	Disruptor
CoDA Member	Disruptor	CoDA Member	CoDA Member

We use "monitors" to refer to both host and co-hosts in this document.

Disruptor

What is a Disruptor?

A *disruptor* is an individual or group of individuals who take pleasure in upsetting a meeting by saying rude things, making offensive sounds and noises, placing offensive images or statements in the chat or displaying crude and offensive images on the screen.

Disruptors often will join in groups of 2-8. They also share the join link or meeting log-in details online to overwhelm a meeting.

What is a Host?

A host is a *monitor*, who has been entrusted with a host key, or has log-in privileges to the meeting's zoom account.

Upon claiming host or joining a meeting, the host has the responsibility to *prepare the meeting security settings* and assign co-hosts for additional support as soon as possible.

Meetings only have one host.

What is a Co-Host?

A co-host is a *monitor*, and a trusted servant who has volunteered to provide support such as preparing meeting settings, muting, removing disruptors, and monitoring the chat box.

Meetings can have many co-hosts.

What is a Monitor?

Hosts and Co-Hosts are *monitors*. A monitor is a trusted member of the group who has volunteered to remove the disruptors as quickly as possible. When monitors are able to act quickly, problems are removed within minutes and the meeting can get back to the peace and serenity we have come to appreciate.

Trusted is an important point here as when responsibility was accidentally given to individuals who just show up, there was chance for a disruptor to receive access and disable the meeting space and open the meeting to more of their friends. Knowing the members we have chosen for this task are people we recognize and are comfortable with adds to the confidence of our efforts.

Monitors: *Our Mission*

Monitors are committed to providing a supportive and safe space for sharing while implementing the *minimal effective security measures* necessary to maintain an open meeting with order and respect. We approach our role not as enforcers, but as guardians of a safe experience, intervening only when absolutely necessary to restore and preserve the integrity of our shared space.

Our goal is to be discreet in our actions, swift in addressing disruptions, and always mindful of the trust placed in us by the community.

Host Responsibilities upon *Entry*

1 | Assign Co-Hosts

Verify individuals by *visual or voice* as trusted co-hosts enter the room.

(Use caution: some meetings have reported that disruptors were accidentally given co-host abilities by impersonation of trusted servants.)

2 | Check Security Settings

Under the Security menu, uncheck the following:

- Share Screen
- Share Whiteboards
- Share Notes
- Collaborate with Zoom Apps

3 | Monitor the Room

Continue to monitor the room. Some disruptions are video only and may go unnoticed. Also watch for suspicious, suggestive or inappropriate names: Ted Kaczynski, Jackie Chan, etc. monitor closely or remove.

Security

Co-Host Responsibilities upon *Entry*

1 | Volunteer

Volunteer or remind the host you are willing to provide security monitoring.

(Note: some meetings have reported that disruptors were accidentally given co-host abilities by impersonation - we recommend using visual or voice to contact the host.)

2 | Check Security Settings

Under the Security menu, uncheck the following:

- Share Screen
- Share Whiteboards
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- Collaborate with Zoom Apps

3 | Monitor the Room

Continue to monitor the room. Some disruptions are video only and may go unnoticed. Also watch for suspicious, suggestive or inappropriate names: Ted Kaczynski, Jackie Chan, etc. monitor closely or remove.

Host - When a Disruption *Begins*

1 | Enable Waiting Room

Under the security menu at the bottom of the screen, check Enable Waiting Room.

This prevents disruptors from sharing the link to our meeting and flooding in.

Security

2 | Uncheck Rename Themselves

Under the Security menu, uncheck the following:

● Rename Themselves

Security

3 | Assist with Removal and Reporting

Click on the disruptor's block and select *Report*.

Clicking *Report*, simultaneously removes and reports the disruptor.

(Tip: some teams of co-hosts work together to minimize the length of disruption. One co-host may *Mute* or *Stop Video* while the other focuses on *Report*.)

Co-Host - When a Disruption *Begins*

1 | Remove Disruptors

Click on the disruptor's block and select *Report*.

Clicking *Report*, simultaneously removes and reports the disruptor.

(Tip: some teams of co-hosts work together to minimize the length of disruption. One co-host may *Mute* or *Stop Video* while the other focuses on *Report*.)

2 | *Carefully* Admit from Waiting Room

Often disruptors join in teams of 2-8. Once a disruption begins, use discretion when admitting participants from the waiting room. It's recommended that co-hosts are familiar with regular participants, only admitting familiar names and faces for about 5 minutes, carefully allow and monitor others. See tips for more.

3 | Follow-up Reporting to Zoom

You will receive an email from Zoom, please follow-up and confirm the report.

Confirm the Report
This link will expire if not confirmed within 7 days.

Extreme Disruptions

It is not recommended to use these options unless the disruption is well-coordinated, overwhelming, highly offensive or repeating. It is not recommended to leave these features in effect for longer than 10 minutes as our goal is to use minimal effective security measures and restore our meeting to a safe and open space as soon as possible.

Uncheck Start Video

Monitors have the option to prevent any new video ability by all participants by unchecking *Start Video* in the security panel.

When this is unchecked, no one can start new video. Those currently on video will remain on.

Lock Meeting

In extreme video disruptions or coordinated disruptions with multiple video events or with repeated entry by disruptors throughout the meeting, a host may opt to *Lock Meeting* under the security panel. When this is checked, no one else can join the meeting.

Suspend Participant Activities

The ultimate lock-down. Under Security Menu, select *Suspend Participant Activities*. After you click Suspend, participants will not be able to share their webcam, use their microphone, chat, share their screen, or annotate. Additionally, the meeting recording will stop, the breakout rooms will be stopped, and your meeting will be locked so no one else can join.

Communication

Some members and newcomers may be confused or disturbed when disruptions happen. Some groups have:

- Communicated in the beginning of the meeting about what to expect if we experience disruptions
- Taken a 30-second timeout
- Recited the serenity prayer as a group
- Answered questions during fellowship
- Added a short sentence to the script requesting that members remain on mute so they are not mistaken as a disruptor and removed accidentally.

Secretary or Host Communication

If a secretary or host is available to speak to the group during a coordinated or lengthy disruption, meetings have reported hearing something reassuring is helpful to the group. Some leaders have communicated things such as:

- We are currently experiencing a zoom disruption
- Everyone please *stay muted* so you are not confused with the disruptors
- Please remain calm
- We have a team working on this
- We have created a waiting room. Co-hosts, please do not admit anyone at this time

Secretary or Host Communication

After handling an extreme disruption, some meetings have paused and briefly reaffirmed the group's commitment to providing a safe space. Acknowledge the incident without dwelling on it, and redirect the focus to the meeting's purpose.

Some hosts have spoken to the group, and some have posted a reassuring message in the chat, such as:

"Thank you to our monitors for keeping this space safe from disruptions. If anyone feels challenged when this happens, we suggest turning your speaker off for a short time and recite the Serenity Prayer. This actually assists holding a safe space for all of us."

Script Language

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Please remember, if we experience Zoom disruptors, we have a team in place to remove them as quickly as possible. If a disruption begins, *please stay muted* so you are not mistaken as a disruptor and accidentally removed.

Meeting Script

Zoom disruptions can happen and we understand how disturbing they can be. This meeting has a team in place to remove disruptors as quickly as possible.

If a disruption occurs, *you can help us* by staying muted so you are not accidentally removed from this meeting.

We recommend silently reciting the Serenity Prayer to yourself while our team does their work. Thank you for helping us return this meeting to a safe place where we can focus on the healing and spirit of recovery.

Information for the Chat

Zoom Disruptions: We understand that disruptions and confrontation can be traumatic for codependents. When disruptors became an issue in our Zoom meetings, we created a method for removing them. Our focus is to return our meeting to a place of safety and serenity – and not focus on the negativity of the disruptors themselves. Monitors have been trained to remove the disruptors as quickly as possible and are ready to serve toward that outcome.

You are a member of this meeting, and our focus is your safety and recovery. You can help toward that return to recovery by remaining quiet and muted, so you are not accidentally removed.

You can close your eyes and recite the Serenity Prayer to yourself until the issue has been resolved. Our monitors are quite good at what they do and learning to spot disruptors before they can do any damage. Disruptions are usually resolved within a minute. It may seem longer and understand it is that way for most of us.

Once the disruption has been resolved, anyone has the option to request a 30-second timeout, followed by the Serenity Prayer, to help us regain focus and serenity.

If you have any questions, we can address them during fellowship after the meeting.

Thank you for working with our monitors to create a safe and supportive space for all.

Awareness of the Impact

Many monitors have expressed feedback on the physical toll that the role can bring, such as the body's natural reaction to stress, adrenaline rush, high heart rate, anxiety and nausea.

Experienced monitors can provide training to trusted individuals who are interested in volunteering and practicing for a time to see if it is a good fit for them.

Not all disruptions can be prevented and some level of disturbance is to be expected in open meetings. Trust and patience from the group has been reported as very helpful, supportive and encouraging.

Monitors can practice self-care and rotate service as needed. They are encouraged to take breaks, especially after handling a difficult situation.

Meetings can provide support, express appreciation to the team and provide a safe place to share/debrief.

Tips

In the Zoom desktop application settings you can view up to 49 zoom blocks per page.

Tips

If someone has disrupted the meeting, *report* them. Do not place them in a waiting room where they may accidentally be readmitted. The purpose of the waiting room is to prevent multiple disruptors and their friends from joining all at once and overwhelming a meeting.

Tips

Please follow up with Zoom emails to confirm your report within 7 days.
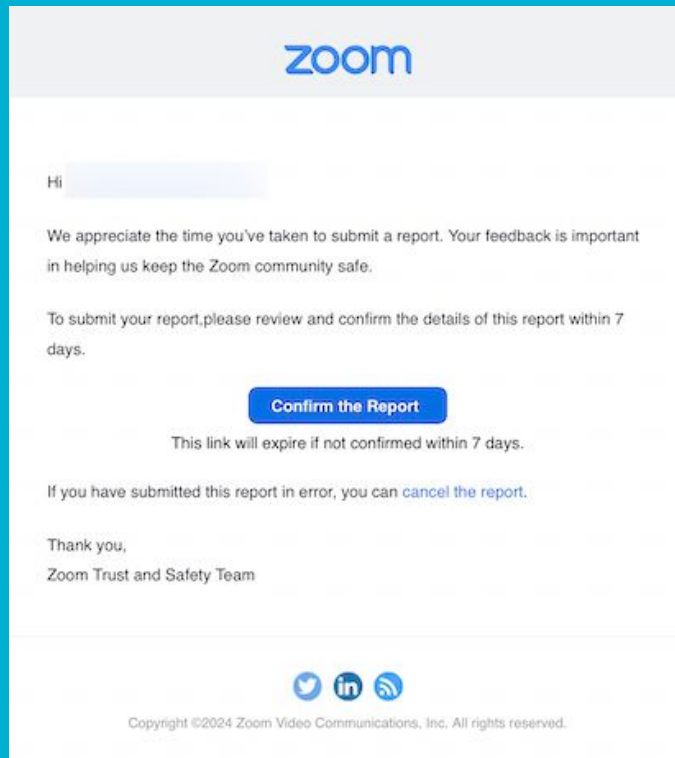
Tips

If a disruptor begins dumping photos or inappropriate language into the chat, you can quickly disable chat under the security menu, uncheck *Chat*. Then remove the participant and delete photos and messages from the chat window.

Tips

It's recommended that co-hosts appoint one or two monitors to carefully admit once a waiting room is created. *All co-hosts (*<u>*even non-monitors,*</u> *such as members who have been co-hosted to post chat announcements)* will see the *Admit* button appear when someone joins the meeting.

It is best practice to train the team and train <u>all</u> co-hosts to appoint one or two monitors who will carefully admit familiar names and *slowly* allow unknown participants in one at a time. Allow time to monitor new participants and watch for suspicious behavior (unmuting, starting suspicious video) in the room before admitting more.

Tips

One meeting reported difficulty removing disruptors. In this case, when monitors clicked on the block to remove, the disruptor's block would suddenly change to the monitor's own block. The team reported using the security menu to uncheck *Unmute Themselves* and uncheck *Start Video* and *Lock Meeting.*

If this situation happens again, they plan to use the security feature *Suspend Participant Activities* until the disruptors can be removed or leave.

Tips

Disabling AI Companion and hiding the option from your meeting control toolbar:
Sign in to your Zoom account in a web browser. On the left side panel, click Account Management and then select Account Settings. Click the AI Companion tab.Disable both features under the Meeting section: Meeting Summary with AI Companion and AI Companion Questions.

With these disabled, there should be an additional option displayed below each setting, indicating their visibility in the meetings toolbar.Click those options for each setting so that it shows Hidden in Meetings toolbar, then select Save to confirm the changes.
This should disable and remove the options from your meeting toolbar. Keep in mind, this would only work if you are the owner of the account or an admin for the account, and would only affect meetings scheduled by you and others on your Zoom account. If you join someone else's meeting, their account settings may be different.