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OA FOOT STEPS
VIRTUAL INTERGROUP #09670

Motion: Add the Zoom Security Document as Appendix 3 in the Policy Manual

<u>Current Wording</u>	<u>Proposed Wording</u>
n/a	Appendix 3 - Zoom Security Document (followed by full text of the document)

Submitted by:

Bylaws Committee
bylawscoordinator@oafootsteps.com

Date:

Why is this required?: The Zoom Security Document is part of our policies, so it needs to be in our Policy manual. Because of its length, it is more convenient to have it be as its own section, in the appendix.

Cost: approximate if not known: \$0

How will we do this?: The secretary will add it to the Policy Manual as an appendix and will need to be re-approved by the intergroup if the security committee has new recommendations.

OA Foot Steps Bylaws Committee Comments {if any}:

Here will be the contents of that appendix:

**ZOOM INTRUDER POLICY
JUNE 4, 2024**

PART 1: Proposed Replacement for Policies and Procedures, ARTICLE 10, Item 12:

CURRENT:

OA Foot Steps will not permanently remove or report any participants, not even intruders.

REPLACEMENT

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OA Foot Steps suggests that meetings address any disruptive members or intruders in accordance with security protocols (either those recommended by the Security Committee or established by meeting group conscience decision).

These actions may include “removing” them until the meeting session is closed by the host.

Individuals displaying particularly inappropriate behavior may be “removed and reported” to Zoom, which may result in their suspension from the platform.

This action should be taken with great care as it may result in the person being blocked by Zoom. Reporting an innocent person may well have significant consequences for them.

The Detailed Zoom Intruder Policy is available [here](#). (see below for contents)

PART 2: Proposed Actions

- The detailed Intruder policy will be managed by the Security Committee going forward. An initial draft is shown below.
- The Zoom setting “allow removed participants to return to meeting” be turned off. This means that once removed from a Zoom meeting, the participant
 - cannot reenter that particular Zoom session.
 - They can enter other meetings
 - They can enter future Zoom sessions for this same meeting.

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PART 3: DETAILED ZOOM INTRUDER POLICY TO POST ON WEB

	WAITING ROOM	REMOVE	REMOVE & REPORT	SUSPEND ACTIVITY FOR ALL	OTHER
Disruptive OA Members	Yes	Yes	No		
Annoying (interrupts meeting but does not do direct harm) protect meeting	Yes	Yes			
Disruptive OA Members	Yes	Yes	No		
Harmful (slurs, flashing lights, people gorging)	Yes	Yes	Yes		
Criminal (were it to occur in a face to face meeting, (you would call the authorities)	Yes	Yes	Yes		
Meeting out of control (attack by multiple intruders)				Yes	
Post Meeting Harassment					Block contact; Use Zoom Portal to report..

An explanation of this chart is offered below for use at a Group Conscience meeting.

BACKGROUND ON ZOOM ACTIONS

There are a number of different ways participants can intrude on a meeting. We will outline how each class can be handled below. First, let's define some Zoom terms:

- Put in WAITING ROOM: This moves the participant from the meeting and puts them in the Waiting Room, unable to see or interact with anyone, even other people in the waiting room. In fact, putting a single intruder into the waiting room is a recommended first step. The success of this action depends upon having good control of the waiting room.
- REMOVE: This “ejects” the person from the meeting such that they are not able to rejoin this session of this meeting using the same Zoom account. They would be able to enter other meetings or future Zoom sessions of this meeting.
- REMOVE AND REPORT:
If Remove is chosen, the option to also REPORT is given. When selected (by default), the reporter will be prompted for more information about the incident.
This action should be taken with great care as it may result in the person being blocked by Zoom. Reporting an innocent person may well have significant consequences for

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them.

- POST MEETING HARASSMENT: Some intruders use information shared at a meeting to target meeting participants. These can be blocked on your phone and reported using the Zoom Portal. (Security protocol recommends *not* displaying your phone number with your name).

OA.ORG also offers resources for handling online intruders in [Videoconference Meeting Training and Security/Preventive Measures](#).

It is highly recommended that two or more people from your meeting

- Attend the Security Committee’s Training Session.
- Periodically repeat this training.. The current schedule is every two months; see the OA Foot Steps Calendar. Note: OA Foot Steps Intergroup requires that two members of each group be willing to serve as Zoom security.
- Join the Intruder Alerts WhatsApp group to remain aware of current intruder activity.

INTRUDER TYPE	WAITING ROOM	REMOVE	REMOVE & REPORT	SUSPEND ACTIVITY FOR ALL	OTHER
Disruptive OA Members	Yes, but GC may specify a warning is required first	Yes, but GC may specify a warning is required first When removing, it is IMPORTANT TO <i>UNCHECK</i> THE “REPORT” OPTION.	No because this action is permanent		See Note

DISRUPTIVE OA MEMBERS:

These people disturb the serenity of the meeting, perhaps by interrupting the moderator, engaging in cross talk, or ignoring the timer. Our OA literature directly addresses this situation.

The OA Twelve Steps and Twelve Traditions, Second Edition, p. 109

Occasionally groups are plagued by members who disrupt the harmony of meetings. Of course, groups must protect their members from violence or harassment. Groups have been known to confront a person acting in an abusive manner and asking her or him to leave the meeting. Even these people are not permanently banned from the group and are denied the chance to recover

OA offers other resources: [Guidelines for Addressing Disruptive Behavior Affecting Overeaters Anonymous](#). (media.oa.org)

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Meeting Leaders can move disruptive members to the waiting room; they also have the option to disable the ability of participants to unmute themselves. OA Members who have been temporarily barred from a meeting may be denied admission from the waiting room and/or be REMOVED. It would be a violation of the Traditions to REMOVE AND REPORT as this could result in a permanent ban.

A *sample script* used in some meetings also addresses these circumstances as part of their format:

If a member is disruptive (abusive behavior, naming, and shaming, directly targeting a member in the Meeting, Parking Lot, Group Conscience, or Chat or disrupting the harmony of the meeting) they will receive a warning (verbal and/or via chat). If they continue to be disruptive, meeting leaders have the option to mute or remove them to the waiting room. If they continue to be disruptive a Group Conscience may decide to suspend them for a period of two months.

INTRUDERS

Zoom intruders engage in cyber-harassment during which an unwanted and uninvited user or group of users interrupts online meetings. This disruption occurs when such intruders gate-crash digital gatherings - sometimes for malicious purposes, such as sharing pornographic or hate images or shouting offensive language. Intruders can be dealt with based on the nature of their actions. The recommendations below follow the guidance from The Twelve Steps and Twelve Traditions cited above: "Of course groups must protect their members from violence or harassment."

Annoying intruders interrupt the meeting but do no direct harm (strange noises, pictures of food, strange pictures). To protect the meeting, zoom leaders may

- Put the intruder in the WAITING ROOM, perhaps with a warning.
- REMOVE the intruder from the meeting rendering them incapable of reentering this session of this meeting.

Harmful intruders engage in nasty or awful actions which may trigger or harm individuals (slurs, flashing lights, visuals of people gorging). To protect meeting participants, zoom leaders may

- Put the intruder in the WAITING ROOM.
- REMOVE the intruder from the meeting rendering them incapable of reentering this session of this meeting.
- REMOVE AND REPORT the intruder, triggering the process of removing them from Zoom overall.

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Criminal intruders engage in behavior that, were it done in a face to face meeting, would warrant calling the authorities.

- Putting the intruder into the WAITING ROOM is a good first step. It isolates the disruption and gives the group's Zoom security team time to take a breath and evaluate the situation.
- REMOVE AND REPORT is recommended for persistent criminal intruders..

A WhatsApp group exists to update meeting leaders specifically on intruders who are currently active. This can be helpful to identify an intruder early on and be more confident of the correct action to take. Another WhatsApp group provides intrusion support, both practical and emotional. Contact the security committee (security@oafootsteps.com) to join these chat groups.

It is important to discuss Zoom intrusions at a Group Conscience meeting prior to an intrusion occurring. Let the Group determine which of the actions described are appropriate. The directions presented here are offered by other members who have dealt with such issues and from the OA Foot Steps Security Committee [here](#). (search results for security on oafootsteps.com)