

MANAGING MEETING PARTICIPANTS



Central California Fellowship
of Alcoholics Anonymous

CCFAA Central Office
9960 Business Park Dr # 110,
Sacramento, CA 95827
Office # = (916) 454-1771
Hotline # = (916) 454-1100

Just as in the physical rooms, meetings on Zoom feature resentments, ringing phones, and other disturbances. In fact, some CCFAA groups, particularly women's meetings, are experiencing sexually predatory and violent behavior from meeting participants.

While this too can happen in physical meeting rooms, the anonymity of the internet provides a shield for the predators. Fortunately, while not possible to maintain absolute security, there are a number of features available to keep meetings safe.

These are suggestions only. It is up to the group conscious on what meeting settings to set for safe meeting management. As guidance, view the AA brochure: [View Safety and A.A. Meetings: Our Common Welfare](#)>

Requiring Zoom Registration

The highest level of safety that Zoom offers is requiring attendees to register a Zoom account to attend the meeting. It is up to the group conscious on whether to require registration and all of these settings.

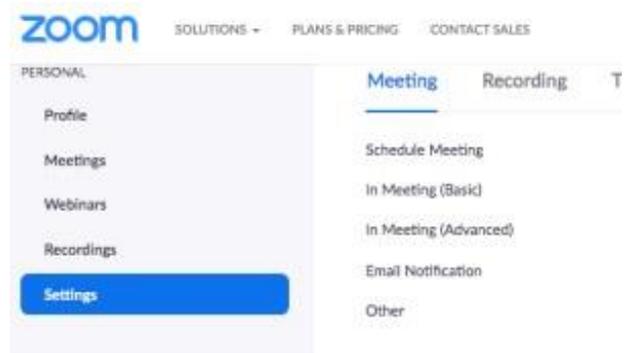
There is a concern that this setting will turn off newcomers. Consider the newcomer and fellows who attend a meeting that is disrupted.

[Hosts Instructions on How to Require Registration](#)>

Set Safe Meeting Default Settings

On the Zoom Settings page, turn off participant controls:

1. Sign into Zoom.us.
2. Click on the Settings link on the left.
3. On the right side of the page, in the "In Meeting (Basic)" section and **turn off: Autosaving chats, file transfer, screen sharing, annotations, whiteboard, and remote control.**
4. Go to the "In Meeting (Advanced)" section and **turn off: virtual background, far end camera control, auto-answer group in chat.**



Identify a Meeting Secretary *AND* a Co-Host

For starters, elect a co-host whose role is to shoulder the weight of maintaining order during the online meeting by managing the participants. This allows the meeting secretary to focus on the meeting, while the co-host focuses on managing participants and the meeting controls. Co-hosts are assigned during a meeting and cannot start a meeting.

Assign a Co-Host

1. Sign into Zoom.us.
2. Click on the Settings link on the left of the screen.
3. Scroll down to the Co-host option on the Meeting tab and verify that the setting is enabled.
4. Turn on Co-Host. If a verification dialog displays, choose Turn On to verify the change.

[More instructions for setting up a cohost of a meeting in Zoom>](#)

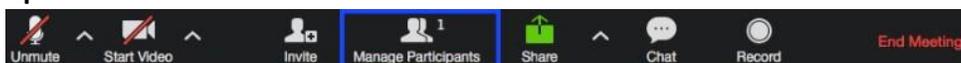


Manage Disruptive Participants During a Meeting

The Meeting Participants window offers control over most aspects of your meeting and those attending. Zoom has a 10 minute long video that is recommended viewing for all meeting secretaries who host Zoom meetings and anyone who plans to co-host a meeting at any time.

There are two sections of the Zoom meeting software that help you manage disruptive participants during a meeting: Manage Participants Window and Chat Settings.

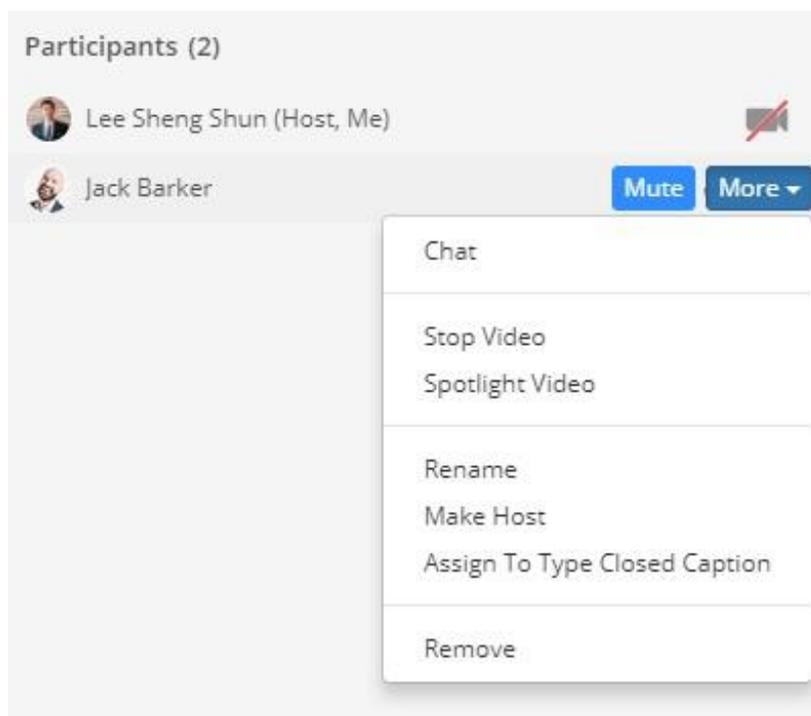
Manage Participants Window



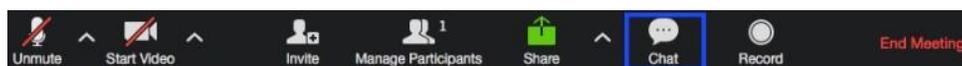
In the “Manage Participant’s” window, you can manage a disruptive participant.

1. Click on “Manage Participants” on the Zoom toolbar.

2. Find disruptive attendee's name and then click "Mute" or "Stop Video."
3. Click on "More" and select "Remove."



Chat Settings



1. Click on Chats on the Zoom toolbar.
2. Click on the "More" button on the bottom of the Chat window.
3. Under "Allow Participants to Chat With" heading, select "Host Only" or "No One."

[View our comprehensive suggestions on how to handle disruptive participants during a meeting>](#)

Suggested Other Zoom Features

Consider enabling the Waiting Room for your meeting. You then play an active role choosing who to allow into the room through the participants list.

Consider disabling Join Before Host to keep users out before the host arrives. When "Join Before Host" is enabled anyone can enter at any time.

Consider restricting In-Meeting Chat to reach only host only during the meeting. Many meetings open it up for fellowship after the meeting.

Other Suggestions for Setting Up Meetings to Keep Safe from Disruptive Attendees

- You can also take a group conscience regarding screen sharing, mute and unmute privileges, chat settings among participants and more.
- Make sure your zoom meeting is set up for anonymity by [disabling these settings](#). Hold a steering committee meeting using a private link sent to the meeting's phone list. Take a group conscious on how to secure the meetings and keep them safe. Ensure that all meeting secretaries have access to Host controls so they can take control of the meeting when the safety of the members are compromised.
- Train the host/secretary on how to kick out attendees who become disruptive. For closed meetings: Consider using a private Zoom meeting link for the meeting and send only to phone list members.
- Newcomers: Consider hosting newcomer meetings with public links, but enable the Waiting Room, so the host/secretary must allow everyone in the meeting.
- Public Information / Cooperation with the Professional Community Committees or H&I Reps – Consider reaching out to local rehab centers and let them know about new safety protocols.

We are Responsible

It is unfortunate that we have a need to address this issue but doing so and keeping online meetings going will do more to allow the sick and suffering alcoholic to find us than taking meetings underground will. Keep in mind our Responsibility Statement:

I am responsible...

When anyone, anywhere, reaches out for help, I want the hand of A.A. always to be there. And for that: I am responsible.

Additional Resources

We offer these links with the stipulation that not all their suggestions can be applied while maintaining the openness that is a part of the program of Alcoholics Anonymous.

- [How to Keep the Party Crashers from Crashing Your Zoom Event](#)
- [Zoom-bombing: How to keep trolls out of your Zoom meetings](#)
- ['Zoombombing': When Video Conferences Go Wrong](#)

