



## Digital Recovery Meeting Safety Guidelines

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**Summary:** Due to the recent rise in abusive and inappropriate behavior on Zoom meetings, we are implementing a series of policies and procedures for meeting hosts, co-hosts, and chat moderators. These policies should be adhered to in all meeting types and digital workshops to protect the integrity of our digital recovery space and the well-being of all participants.

## Required Global Zoom Settings:

These settings are in place globally and locked by the Unity Recovery administrators. These settings cannot be changed by any hosts, co-hosts, or chat moderators.

1. Participants are muted upon entry to any zoom meeting hosted by Unity Recovery.
2. Participants video is turned off upon entry to any zoom meeting hosted by Unity Recovery.
3. Participants are not able to join any zoom meeting prior to the host.
4. Participants are not allowed to screen share, file share, annotate, or share white boards.
5. Participants removed for any reason are not permitted to rejoin the zoom meeting.

## Required Zoom Meeting Settings Set By Host After Meeting Open:

The following settings should be activated by the primary meeting host immediately upon opening the Zoom meeting room each time.

1. Open the “manage participants” tab and ensure that the following settings under “more” have a check mark next to them:
  - a. Mute Participants Upon Entry
2. Open the “Manage Participants” tab and ensure that the following settings under “more” DO NOT have a check mark next to them:
  - a. Allow Participants to Unmute Themselves
3. Open the “Chat” tab and ensure that the following settings under the “. . .” menu have a check mark next to them:
  - a. Allow participants to chat with HOST ONLY
    - i. *Note: the . . . menu is next to the drop down menu that reads “everyone”*
4. The primary host should provide all scheduled co-hosts and chat moderators the “co-host” permission by selecting their name and clicking on “Make Co-Host”.

## Moderation Guidelines:

1. The primary host has responsibility to be on video and facilitate the meeting. This includes calling on participants to share that have their hand raised (in order), unmuting those called on to share manually, muting those who are finished sharing manually, and lowering hands of people who are finished sharing.
2. Co-hosts have the primary responsibility of monitoring the participants list to remove anyone who has an inappropriate name.
3. Chat moderators should continue to paste the recommended messages in the chat to “everyone”
4. Any participant joining the meeting, or renaming themselves, to an inappropriate name should be removed immediately
5. Any participant that begins sharing inappropriate content during a verbal share should be immediately muted and then removed
6. Our warning first policy for inappropriate behavior has been suspended and participants violating any guidelines should be removed immediately.

## Important Notes:

1. With chat disabled as suggested in these guidelines, hosts, co-hosts, and chat moderators are likely to get bombed via private message. We know this is not ideal and ask that if you get an inappropriate message of any type that you immediately remove the participant who sent it. If at any time you are feeling fatigued from the volume of messages or their content, please notify leadership to take a break from your hosting or moderating duties.
2. If for any reason the settings here are accidentally modified, please correct them immediately. If doing so does not solve the problem and the meeting gets out of control and the safety and wellness of participants is in jeopardy, immediately close the meeting.
3. If a meeting is inundated with troll accounts, you can lock the meeting as a last resort to get all troll accounts removed. After all questionable participants have been removed, wait 10 minutes and then open the meeting back up.

## Chat Moderation Messages

- Welcome everyone. We have made some changes to the way this meeting runs due to the level of inappropriate behavior that has been occurring on zoom rooms. Chat is now disabled for anyone but hosts and chat moderators. We have also suspended “warnings” and will remove anyone from the meeting that has an inappropriate name or begins sharing inappropriate comments. Thank you for understanding as we work to ensure a great meeting experience for everyone.
- For the safety of the meeting and all participants, you also no longer have the ability to mute/unmute yourselves and will be muted automatically. If you would like to share, please raise your hand and the host will manually unmute you.
- Zoom bombing, trolling, or otherwise disrespectful comments in a verbal share will not be tolerated. Unfortunately, we have had to change our policy of giving a warning first, and engaging in this behavior will result in an immediate removal. Thank you for understanding and being respectful as we do our best to create a safe space for recovery.
- As a reminder, this is an all recovery meeting and anyone in recovery from any pathway or program is welcome. We typically introduce ourselves as “Hello, My name is \_\_\_\_ and I’m a person in recovery”, but feel free to identify however is comfortable for you.
- Welcome everyone. Please try to limit sharing to 3-5 minutes so that everyone gets a chance that would like to speak. We appreciate your commitment to supporting recovery!
- Welcome all. If you would like to share, you can click “participants” (smartphone) or “expand participants” (computer) and then the blue “raise hand” button and it will let the host know you would like to share. When it is your turn, the host will call out your name and will unmute you. When you are finished sharing, the host will mute you back.
- We ask that you please turn off your video if you need to smoke, vape, or eat to avoid triggering those that may be in recovery from nicotine, cannabis, or disordered eating. Feel free to turn video back on once you’re done. We appreciate your support and understanding!
- If you need to verify attendance at this meeting, please visit [www.unityrecovery.org/verification](http://www.unityrecovery.org/verification) to fill out the automatic form. Your verification will be e-mailed to you. Please ensure you check your spam folders if you do not receive it within 15 minutes.

- If anyone needs extra support out there, please send a private message to one of our hosts or send an email to [contact@unityrecovery.org](mailto:contact@unityrecovery.org) and we'll get you connected to a peer! If you need extra support, but would rather text than email, our peers are standing by the text line. Send a message to (267) 935-9404 to get connected!
- If you are experiencing a mental health crisis or domestic violence, but aren't sure where to turn, You can text "HOME" to: 741741 in the US, 686868 in Canada, or 85258 in the UK to get connected to someone right now.  
<https://www.crisistextline.org/texting-in>
- We're glad everyone came to the meeting! As a reminder, we are hosting these at 7AM, 9AM, 12PM, 3PM, 6PM, 9PM, and 11PM EST. As meetings continue to stay closed, please share these with your networks and keep coming back. Full details are here:  
<https://unityrecovery.org/digital-recovery-meetings>
- We are now hosting Womxn's/Female Identifying meetings on Tuesdays and Thursdays at 7pm EST, and a LGBTQ+ meeting on Wednesdays at 11 am EST. Both can be joined at <https://unityrecovery.zoom.us/my/digitalrecovery>
- If you need technical support with the zoom application audio, please visit <https://support.zoom.us/hc/en-us/articles/201835257-Audio-settings-for-iOS>
- If you need technical support with the zoom application video, please visit <https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working>

## Meeting Scripts

Welcome to the All-Recovery Meeting.

My name is \_\_\_\_\_, (I am a person in recovery), and I will be facilitating this meeting.

An All Recovery meeting is open to any who are dealing with substance use, mental health concerns, disordered eating, as well as any other quality of life concerns or behavioral health disorders.

We also welcome those who support the recovery lifestyle, and those who have been impacted by behavioral health at any point in their life.

This is not a 12-step meeting and has no affiliation with any recovery program or any other recovery support group. We ask that you respect the views and comments of others and that you refrain from the overuse of profanity.

Let us start from a place of respect and understanding for one another, and finding common ground amongst our pursuit of recovery and wellness rather than our different paths to get there.

We ask that you please turn off your video if you need to smoke, vape, or eat to avoid triggering those that may be in recovery from nicotine, cannabis, or disordered eating. Feel free to turn video back on once you're done. We appreciate your support and understanding!

If you need your attendance verified, we will have a link posted in the chat that will take you to our verification form.

Can we start this meeting with a moment of silence to remember why we are here? Thank you.

*Introduce your topic and share briefly to set the tone by sharing on the topic*

I'm now going to open the meeting up to everyone. Please feel free to share on [*the topic*] or on anything that you feel will enhance your recovery or the recovery of others.

\*When it feels appropriate, share that this is a safe space for all paths of recovery.

**\*AT 15 MINUTES - make a last call for hands raised, and only take those who have their hand raised at that time.** Can refer to the other meeting times.

\*If we have the ability to and there are a reasonable number of people who still have hands raised to share, you may want to keep the room open for a few extra minutes to allow everyone a chance

\*CLOSING:

In closing, I would like to thank all who have attended today.

If you would like more support, to be connected with a peer, or given more information on our recovery community please email [contact@unityrecovery.org](mailto:contact@unityrecovery.org), which is listed in the chat box.

We are here, at the same meeting link, every day at 7 am, 9 am, 12 pm, 3 pm, 6 pm, 9 pm, and 11 pm EST. We also have a family and loved ones all recovery meeting at 8PM EST everyday. We also have a Female Identifying meeting Tuesdays and Thursdays at 7pm EST and LGBTQ+ meeting on Wednesdays at 11 am EST. See the chat box for the link to all of our meetings.

We will close this meeting moment of silence to reflect on what we heard today and to remember why we are here.

I'll leave the meeting room open for another 5 minutes or so for people to connect.

Thanks again for being part of our recovery community!

## Things to Remember

- Individuals may default to 12-step language, this is okay, it doesn't change how the meeting is run as long as everything is positive and strength based.
- This is why it is important for the reminders and re-welcoming every 15 minutes, remind everybody that this is a safe space for all pathways to recovery.
- Individuals may get "deep," and share personal things they wouldn't normally share face to face. There can be a sense of security and safety amongst the online setting, support everyone equally.
- Individuals will likely join late, re-welcome everybody, revisit the topic and that this meeting is a common ground for all pathways to recovery, about every 15 minutes. Also remind everybody that this is the topic of the meeting but to feel free to share anything that may help them in their recovery today.
- Use your judgement on if somebody needs to be "cut-off." Remember this is positivity and strength based. Also, many people may want to share so we want to be mindful of everybody's time.