<u>Suggestions & Best Practices for Zoom Meetings</u>

In this time of limited access to in-person meetings addicts have found other ways to stay connected. Online and phone NA recovery meetings is a rapiding evolving situation. The Greater New York Region of Narcotics Anonymous wants to communicate to the Areas some "best practices" that groups are using.

We do not see this bulletin as the final word on online/phone recovery meetings. Furthermore, given the autonomy of all groups, these "best practices" are not to be construed as rules; they are merely suggestions for your consideration.

This document is designed to help groups meeting virtually through the Zoom platform. **NA neither endorses nor opposes any particular method and/or communication provider.** Many other tele-conferencing platforms exist that are free or low cost. Each group is welcome to select the best platform for their needs.

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Your Anonymity & An Atmosphere of Recovery

Zoom displays your full name

Please be aware that Zoom displays first & last names of all participants who join.

This image is taken from Zoom's support website. This **does not** represent addicts.

You can change what you share in a few ways:
1. During a meeting, you can change your display name
2. You can change your Zoom profile settings

Attending from a public space

For the protection of our members, we suggest joining a NA Zoom Meeting from a **private location.**
If for whatever reason you must join from a public location, wear **headphones** (do not listen from audio speakers).

By following these guidelines, you are respecting the anonymity of all addicts in the Zoom meeting. Otherwise, anyone can see faces, read names, and hear voices and shares if you are in a public space.

Zoom 101

## Joining Zoom from Laptop, Mobile Device, or Telephone

You can join a Zoom meeting from many different devices. Each option has a slightly different interface and some devices may have restrictions on ways to participate in a meeting.

- Computers, Tablets and Smartphones: Click on your group's Zoom link provided and follow directions to download the Zoom App onto your device. Meeting will open automatically after making Audio/Video choices.
- IF you have not received a link yet: Go to your appropriate App store and download Zoom. It is a free download. Once done, click on links you are provided or find online meeting info and Zoom App will open automatically. Make Audio/Video choices and enter the meeting.
- IF you have challenges ask for help. The Zoom website/FAQs or another recovering addict will be happy to help.
- IF you want to join a meeting from a landline telephone: each Zoom meeting has a Call-In Number for local calling. See the section below for more information on how to join from a telephone.

Gallery View / Speaker View

Once a member is in a meeting they can choose how to view everyone's video feeds:
- **Speaker View:** the view automatically shows whoever is speaking. Be aware that the Zoom software interprets any sound as "speaking" and therefore ANYONE Unmuted who has ambient sound in their location will be shown as the "Speaker" in the main video window.
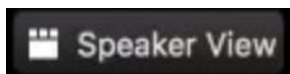
- **Gallery View:** the main window will display all of the participants video windows in a series of pages. By clicking the appropriate arrows left or right they can look through all of the participants.
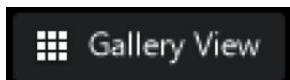
To select which view you want:
- On a Laptop/Desktop Computer: in the upper right-hand corner of the Video window, tap the icon to switch between views
- On an iPad/Tablet: Speaker View is the default setting when you enter the meeting. In the upper left hand corner of the main video window there is a "Switch to Gallery View" button. The participants can page through the video windows by right & left swipe.
- On a Smartphone: the interfaces change depending on screen size, so directions for switching views varies by phone. On larger, newer phones "Speaker View" is the main screen which shows first. Swiping right displays your Gallery View.
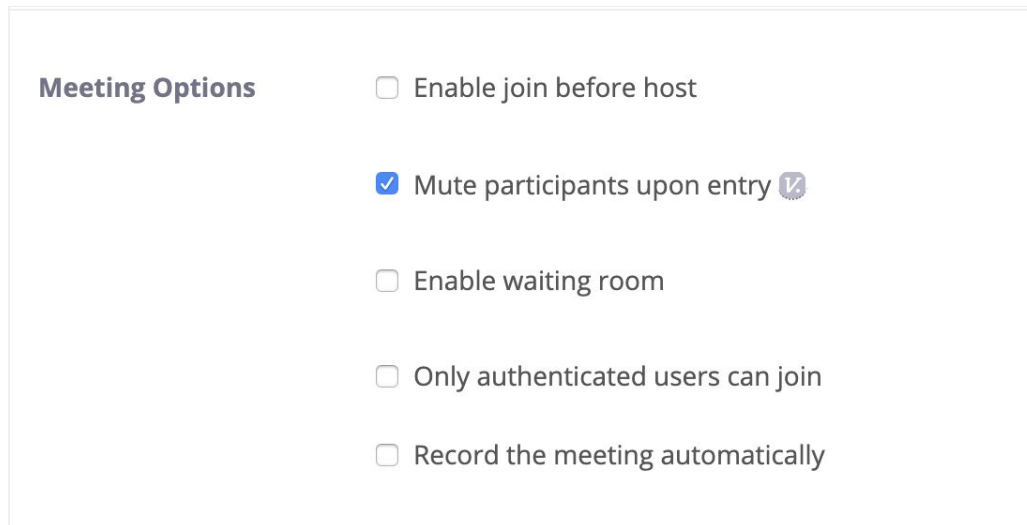
Mute/Unmute

As meetings grow, perhaps the most powerful tool to maintain an atmosphere of recovery is the ability to Mute/Unmute an attendee. Please remember:
- Open (Unmuted) microphones add to ambient noise levels in the meeting. This can make it very difficult to hear the current speaker.
- Open microphones pick up sounds in each room: Outside conversations, sirens, music, kids, cats & dogs.
- Open microphones are also very sensitive to very small things: Hands tapping, clothing rustling, papers shifting around, crinkling bags of chips etc.. These sounds will quickly drown out a speaker if not muted.

Given the challenges of open Mics we suggest that the Host/Co-Hosts select "Mute Participants on Entry" in the settings for the meeting & "Mute All Participants" except the people reading or sharing.

Meeting Options	☐ Enable join before host
	☑ Mute participants upon entry 🔲
	☐ Enable waiting room
	☐ Only authenticated users can join
	☐ Record the meeting automatically

The Host/Co-Host has the ability/responsibility to Mute/Unmute attendees throughout the meeting. Mute/Unmute once in a meeting can be found in the following places:
- Laptop/Desktop Computers have a Mute/Unmute button at the bottom left on the control bar. You can also find Mute/Unmute if you hover over your Video feed or on your line in the Participants list.
- iPads/Tablets display the Mute/Unmute in the control bar at the top right of the main video window. You can also Mute/Unmute in the Participants list.
- Smartphones display Mute/Unmute button at the bottom of the screen in control tab. User must tap screen for this to appear.

Raise Hand

- Can be found clicking "participants" from the menu options at the bottom of the screen (app and desktop) and then under the list of names there is an option entitled "raise hand"
- Is suggested that the 'host' lower the hands of those who have been called on afterwards

Chat

- Some meetings might find the chat feature disruptive, and the 'host' can either remove the chat from the meeting, or your group may want to make an announcement not to use the chat to carry out casual conversation, just as you wouldn't talk during an actual meeting
- Some members are using the chat when they do not understand how to do certain functions in Zoom, as time progresses though, it is likely less people will need to ask these questions via the chat
- There are options as well that can be set up so that everyone in the meeting has an option to privately message one another, or can only privately message the host

Calling into a Zoom Meeting on the Phone

- Here is a list of phone numbers to dial into:
  - 888 788 0099 (Toll Free)
  - 877 853 5247 (Toll Free)
  - +1 646 558 8656 (New York)
  - +1 646 876 9923 (New York)
  - +1 253 215 8782 US
- You need to know the Meeting ID: if you have a meeting link the meeting ID will come after the "/j/"
  - For example, in the link "https://zoom.us/j/786371967" the meeting ID would be 786 371 967
- After you enter the meeting ID you will be prompted to enter a participant ID. This is not needed for NA meetings and you can simply press # to enter the meeting
- The two main functions you need on a phone are:
  - *6 - Unmute / Mute -- this is different from your phone's mute button!
  - *9 - Raise Hand -- note you cannot lower your hand yourself
- For more information, check the Zoom website

How to Chair/Host a Zoom Meeting

Why you should have a Zoom Host & Co-Host

What is a Zoom Host?

This person has access to special Zoom functionality to facilitate a meeting. Especially with large meetings, the Host helps call on people, keep the audio focused, and maintain an atmosphere of recovery. Hosts have special abilities on Zoom to do the following:

- Mute/Unmute one or all participants
- Spotlight video on the speaker for all participants
- Manage "Raise Hands" feature
- Hold or remove disruptive participants
- Prevent Screen Sharing (see image below)
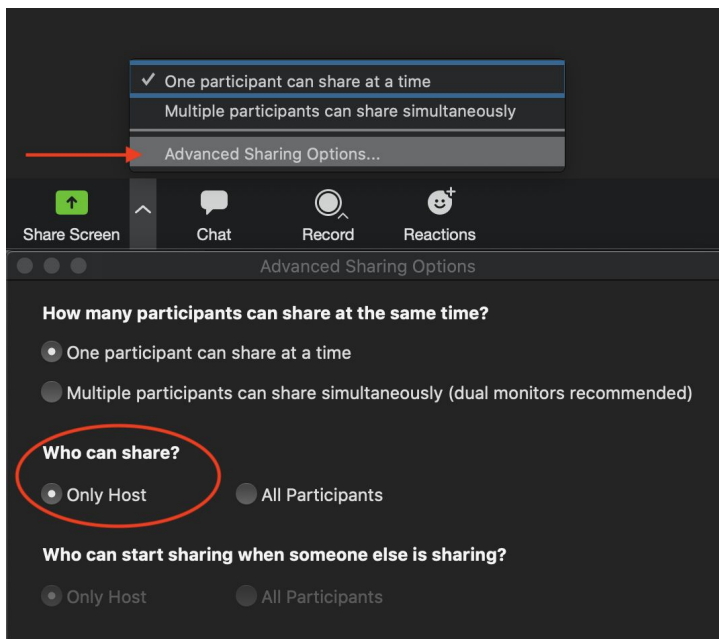

Having a Co-Host

- Having a Co-Host is greatly beneficial, especially with big meetings or when learning how to Zoom Host. Co-Hosts help share facilitation responsibilities with the Host.
- You can have multiple Co-Hosts.
- You can learn more about Co-Host from Zoom.us

Host Responsibilities ([Tutorial Video](#))

This is a 2-minute video showing basic Host functionality and how to chair a meeting

Your job as the Host is to facilitate sharing. This is accomplished by muting, unmuting, and calling on speakers. These actions are available in the **Manage Participants** panel
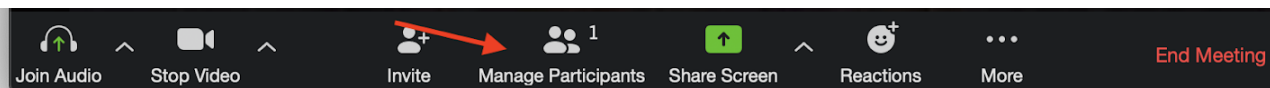
MUTE / UNMUTE ALL
- Quickly Mute All participants
- It's recommended to **unselect** "Allow participants to unmute themselves"
- You can always mute & unmute participants one at a time
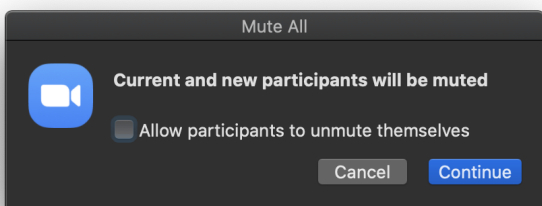
RAISE / LOWER HANDS
- Open sharing is managed by participants using Raise Hand
- Call on someone to share and Unmute them
- Don't forget to Lower Hand and Mute them again!

HOLDING OR REMOVING DISRUPTIVE MEMBERS

As meetings get bigger, issues may start to come up: offensive on-camera behavior, offensive images, Tradition violations, and the use of drugs are a few examples.

To help keep an atmosphere of recovery:
- Put an Attendee On Hold: this allows the Host/Co-Host to temporarily remove someone from the meeting to a virtual "penalty box" where the Host can message them regarding behavioral issues.
- Remove Participant (see below): Removing an attendee is the most extreme measure if someone persists in disrupting the meeting. We suggest muting their Audio and if necessary turning off their video before resorting to removal.
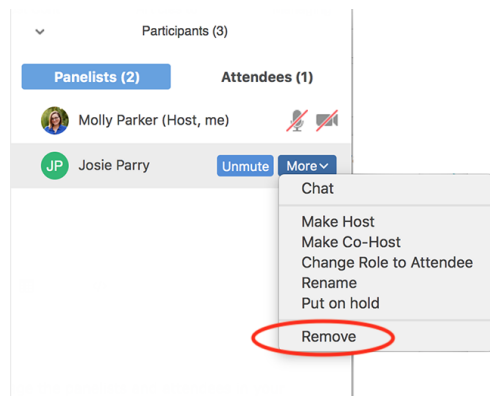
- Lock Meeting: If you are having unruly members continue to enter your meeting, you may lock the meeting to prevent them from returning. In the participants box, you will see a button that says Lock Meeting. When you lock the meeting, no new participants can join, even if they have the meeting ID and password. If you remove a participant after locking the meeting, that participant cannot rejoin. This should be used as a last resort.
- Other options for managing disruptive members include closing the chat and disabling screen-sharing.

Before starting the meeting

Host / Claim Host
- It's suggested to have a Host for your meeting to facilitate the meeting (here's why)
- Who gets to be Host:
    - If you created the Zoom meeting, you are automatically the Host
    - You can Claim Host, but you need the Host Key from the person who set-up your Zoom meeting

Assigning readings
- Arrive at least 15-minutes early to hand out readings
- There are various ways to distribute readings:
    - Ask an addict to look-up the reading on their own
    - Readings are available on NAWS and through a Google Search (e.g., "How It Works NA")
    - You can send PDFs through the Chat panel
    - You can Screen Share the readings

Open sharing portion of the meeting

- Using Zoom's Raise Hand functionality, you can take shares from the floor
- Hands are listed in the order each participant raised their hand
- Call on a participant and unmute to start their share
- As the Host, it's easiest to give any time limit warnings
- Don't forget to Mute and Lower Hand when the share is over

Closing the meeting

- As the host, consider choosing Leave Meeting (instead of End Meeting for All) to keep the Zoom open for a little virtual fellowshipping :)
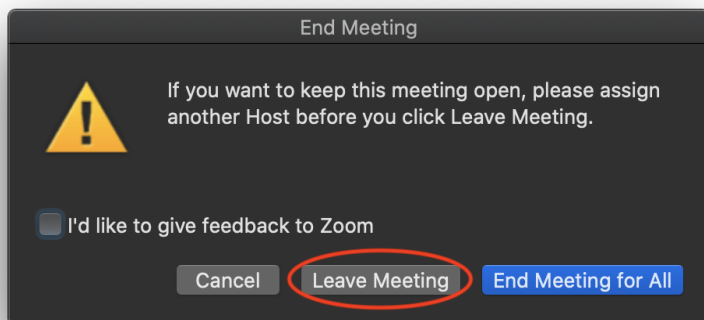
Adapting Your Meeting for Zoom

Adapting Scripts

Please take some time to revise your existing scripts to accommodate the virtual meeting:
- Consider adding language about maintaining anonymity in regards to members names, and logging on from a public space
- Eliminate anything about your physical space, where the bathrooms are, not going to certain parts of the building etc
- Consider discussion of proper on camera behavior, some examples might be wearing proper clothing, not using an offensive background, not using on camera, PDA, etc.

You will likely want to add language regarding the functions of Zoom:
- **Mute/Unmute** (found in the bottom left hand corner of both the app and desktop version)
- **Raise Hand** (found in the "participants" tab at the bottom of the screen of both the app and desktop version)
- **Chat** guidelines may also want to be something your group wants to discuss. We have already laid out some of the different chat options here.

7th Tradition

There are several popular options coming up to accept 7th tradition virtually. We recommend suggesting members label their contributions as 7th tradition for that specific meeting as to best keep an accounting record and avoid any confusion.

Venmo
- Must be done through an individual person's account, cannot be set up for a group.
- Venmo can display your payments and receiving payments, so it is suggested that either the treasurer make their settings so all payments **default to private**, and helps to reiterate this option for those making the payment in the script.
- Both the sender and receiver must have Venmo to use.

Paypal
- Can be set up with an individual's email or with a new email for the group, however depending on where the group is donating, it may have to be transferred into an individual's account (however the Greater New York Region accepts Paypal donations).
- Paypal is the easiest app for accepting donations from members out of the USA, and the only one of these options that is available internationally, so if your meeting is getting members from overseas it may want to look into setting up a paypal.
- Remember to ask members to send payment as **"Friends & Family"** to avoid PayPal fees

Cash App
- Must be done through an individual person's account, cannot be set up for a group.
- Both the sender and receiver must have the Cash App to use.

Zelle
- Zelle can be done through several major banks banking apps or through the Zelle app.
- Both the sender and receiver have to be enrolled with Zelle and it sends money directly into that person's bank account.
- The sender simply needs to know the email address or phone number that the receiver has used to link that bank account. Because of this, an email set up for a group may be used. However the funds will still be directly transferred into one member's bank account.

Literature

For updates on the status of physical literature orders, please call the RSO at (212) 929 7117 or check online at www.newyorkna.org

Free Literature
Some literature is available for free from NAWS
- This includes Booklets, Informational Pamphlets (IPs), and Group Readings (i.e. Who is an Addict, How it Works, etc)
- PDF versions can be accessed on the NAWS website - https://www.na.org/?ID=ips-eng-index

Where to buy e-books
NA books can also be accessed digitally for a low price. These websites are set up directly with NAWS which means that purchasing them still supports NA as a whole. We suggest you let your members know they can purchase books from the following vendors:
- Amazon
- Google Books
- Apple Books

Members or groups can also purchase gift certificates for these e-book retailers as a way to still gift literature to newcomers, if it is something they wish to do