



## Tips for a positive, well-run EDA Zoom meeting

### Starting and Leading a Zoom Meeting

*“Life will take on new meaning. To watch people recover, to see them help others, to watch loneliness vanish, to see a fellowship grow up about you, to have a host of friends – this is an experience you must not miss. We know you will not want to miss it. Frequent contact with newcomers and with each other is the bright spot of our lives.” EDA Big Book page 200 on Step 12*

Eating Disorders Anonymous (EDA) Meetings are special places where all who come can learn about recovering from their eating disorders and be a part of a community of folks sharing life together. Welcoming, inviting, and caring are all words we hope will describe our meetings. Here are some tips learned over time that can help your meeting embody these characteristics.

- Use your Fellowship Time. Each meeting has a 15-minute block before and after the hour their meeting begins. We suggest that chairs and attendees check in early. Before the meeting, the Chair can ask for volunteers to help with meeting readings, and there is usually time for people to discuss if there are items of concern before the meeting starts. The block of time after the meeting is reserved for outreach to newcomers, for those who need to share and did not get a chance, for fellowship and for Group Conscience meetings where people work together to decide on matters that affect the group.
- We suggest each EDA group, including in-person groups, hold a regular Group Conscience meeting. Many groups hold Group Conscience meetings once a month to consider items of concern to group members. For example, if your meeting grows to over 30 people and is not a speaker meeting, the Group Conscience could decide to host an additional meeting, possibly at the same time, so more have a chance to share. The Group Conscience decides topics such as whom to elect as a representative to the General Service Board (GSB), whether to have the representative vote on measures that the GSB proposes (such as new/updated literature), and whether to amend the meeting format.
- Do your best to ensure everyone gets a chance to talk. Consider using a timer for milestones and /or shares. If your Group Conscience decides to time shares, request a volunteer to help with timing before the meeting. Encourage participants to keep shares short so others have a chance to share. Consider having some time set aside for people who are new, struggling, have attended meetings but haven't been able to share due to group size, and for those who cannot use the Zoom chat features and have just called in via telephone. Remind others of the suggestion to “step up *and* step back.” The suggestion means that if you haven't been chairing or sharing, please consider contributing; if you have been sharing or chairing, please consider stepping back to give others the opportunity to be involved and be of service. Service can help address isolation and esteem issues.
- Like excessive chat window use, video feeds can be distracting. Remember to turn off your camera if you are doing anything that is likely to bother others and help others to do the same.
- Do your best to treat every participant with the same care and concern, whether you know them or not (and whether you can see them or not). We are all deserving of the same respect, time, and support. Thank you for being there!



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## Hosting a Zoom Meeting

EDA Zoom meetings often have two main service positions; the **Chair** who runs the meeting, reads the script, calls on volunteers to read, and manages the sharing, milestone, and overall meeting times. And the **Host** who is responsible for managing the meeting environment. Recently hosting has become a little more challenging due to people actively trying to disrupt some of the Zoom meetings. The GSB would like to offer some suggestions as to how to keep your meeting safe, and how to respond to bad actors.

- Meeting hosts are encouraged to log into Zoom 15 minutes early and use the host key (sometimes called the host code) to ensure they have the capability to mute/unmute and moderate the meeting effectively. EDA Zoom meeting rooms may be subjected to inappropriate material or bad actors from time to time. The person with the host key can control what is displayed on the screen, can determine who can share in the chat window, and can mute/unmute all or individual participants. Be prepared to remind people that the chat window can be distracting and encourage people to listen to whomever is speaking. To familiarize yourself with host capabilities, visit <https://support.zoom.us/hc/en-us/articles/201362603> and to learn more about in-meeting security options, visit <https://support.zoom.us/hc/en-us/articles/360041848151-In-meeting-security-options>
- In preparing for a meeting, the host can turn off features they will not use during the meeting. If your meeting doesn't use "share screen," for example, then this can be turned off (in security settings).
- **All GSB-sponsored EDA Zoom meetings are set up to permit multiple co-hosts, and have enabled waiting rooms.** Co-hosts and waiting rooms are established by the host. Co-hosts can help let people in from the waiting room and can mute/remove participants as needed. For details, see: <https://support.zoom.us/hc/en-us/articles/115000332726-Using-Waiting-Room> and <https://explore.zoom.us/docs/doc/Securing%20Your%20Zoom%20Meetings.pdf>
- **Preparing for "Zoom bombers" or disruptors**— as much as we would like for this not to be the case, most Zoom meeting are occasionally visited by disruptive people or bots. Here are a few tips on how to prepare for them:
  - Make sure someone is the host at the at the beginning of the meeting:
    - The host can make someone else a co-host in case they lose their connection, leaving a known meeting member in charge (important).
    - The host can also make the meeting chair a co-host, which enables the meeting chair to mute and unmute themselves and others as needed.
  - Then, if a meeting disruptor is active:
    - The host or co-host can immediately:
      - **Suspend all participant activity** by going to the **Meeting** menu **Security** tab and selecting the option.
      - **Unmute** and turn video on *for themselves* and let everyone know what they did and why, then ask the meeting chair to unmute and continue with the meeting while the host and/or co-host takes care of cleanup by removing Zoom bombers from the meeting and putting them in a "waiting room" or ejecting them from the meeting entirely.



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- The meeting can then proceed as normal, possibly with a little less than normal interaction until the disruptor is removed. The meeting chair will need to send an unmute request to those who are reading or want to share. This is a common practice in larger workshops and can be very smooth with a little practice.
- Once the disruptors have been identified and removed, settings can be changed so participants can again turn their videos back on and use the chat. Since chat history cannot be cleared, if chat was used to disrupt the meeting, the host/co-host should explain this.
- The above actions will get a meeting back on track as quickly as possible. This works best if the host joins early and establishes co-hosts; then the response can happen as needed.
- To obtain the host code for your meeting, have the meeting contact or General Service Board Representative (GSR) reach out to [membership@eatingdisordersanonymous.org](mailto:membership@eatingdisordersanonymous.org) who will verify that you are listed as the meeting contact and/or GSR and will send you the host code.
- It is important the host or co-host at the end of the meeting selects “End Meeting for All,” to close the meeting and reset the Zoom account for the next meeting.
- If anyone has a meeting that has been disrupted, or has had trouble getting into a Zoom meeting, please email [wm@eatingdisordersanonymous.org](mailto:wm@eatingdisordersanonymous.org) and let them know what happened.

If there is a disruption to the meeting some members might be upset and need extra support. Consider leading in the Serenity Prayer immediately after control of the meeting is regained, and work to ensure the rest of the meeting is a positive experience for all.

Thanks for your service.