

Zoom Meetings Instructions & Guidance

Zoom is the technology many OA groups are turning to and these references do not imply an endorsement by OA, Intergroups of OA, or any OA meeting of any outside enterprise, including Zoom.us.

You may use this text as you wish: take what you like & leave the rest.

Summary of contents

1. Sample meeting invitations
2. Before attending your first/any Zoom meeting
3. Information for Zoom training sessions and information that can be shared at a Zoom meeting to orient members to how it works...for Zoom.
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1. Sample Meeting Invites

Invites can be issued most easily by text messages, email or your meeting's WhatsApp group if you have one. It is easy to cut and paste links into a text.

Your Zoom link and phone numbers are generated once you schedule a Zoom meeting. These can be cut and pasted into your Meeting Invite.

EXAMPLE:

"meeting number and name" is inviting you to a scheduled Zoom meeting. **cut and paste LINK info here.**

2. Before attending any Zoom meeting

Please download the "Zoom" app before the meeting to a smartphone, tablet, PC or Mac. You do not have to pay for an account.

Please note:

Where possible, set up to attend a meeting in a quiet location and consider using a headset if you have one. Zoom is a video platform; please be considerate and dress appropriately.

VERY IMPORTANT: if you are logged into the Zoom platform (either via the app or the website) then your email address will be saved on the meeting Zoom account. It is therefore strongly suggested that you do not log into your account before attending the Zoom meeting.

3. Orientation to Zoom: How to enter and participate in a meeting.

Here is additional information that may be included in your invite to members who may be entirely new to Zoom.

OR This information can be used to orient “newbies” to Zoom on screen before the formal meeting starts.

Many meetings “open” the Zoom room early so fellows can come and get familiar with the meeting controls.

Be aware that Zoom looks slightly different depending on the device your members are using, this information does it’s best to cover most of them

- a) Muting and unmuting your microphone**
- b) Turning your video on and off**
- c) How to raise your (virtual) hand**
- d) How to change your name**
- e) The Chat functions**

a) Muting and unmuting your microphone

- **We kindly ask that you mute your microphone on entry.**
- Your microphone can be found on the bar at the bottom, left, or top of your screen. It looks like a microphone.
- You will find this bar by moving your mouse or finger down to the bottom, left, or top of your screen.
- It also may be found in the box where your image is, or you may find just the word mute.
- Scrolling your mouse over your image, you may find three dots ("... ") or the word mute.
- If you are on your phone, press star 6 (*6) to mute &/or unmute.
- This meeting is ***not*** recording. We have not authorized anyone to record.
- Please respect our tradition of anonymity:
what you see here, what you hear here, let it stay here.
- If you have any concerns about your anonymity, please turn off your video and change your name. (see how to below)
- OA has long respected the tradition of anonymity and has not authorized anyone to record or capture images from this meeting.

Please disable any recording or image capture devices while attending this meeting.

If you are attending this meeting, we consider that you have agreed **not** to record or capture images. These meetings may have attendees outside of the R9 district and no consent has been given to record this meeting.

b) Turning your video on and off

- Please turn your video on or off, as you wish.

- Near to your microphone, there will be an image of a video camera, click to turn on or off. The off position will place a diagonal line through the image.
- ***This meeting asks that you turn off your video if you are moving around or eating and to raise your (virtual) hand if you wish to read, share, or make an OA related announcement:***

c) How to raise your (virtual) hand

- To raise your hand on a tablet, PC, or smartphone, look for the word “**participant**”, the words “**raise hand**” or a “**blue hand**” symbol.
- It may be near the banner or box where you found for your video or microphone.
- If you have found the hand or the blue hand symbol, simply click on it to raise your hand.
- *Please lower your hand when you are done sharing.*
- You may also find the raised hand symbol under "Participants."
- "Participants" on some devices may be indicated by an image of a 2-person silhouette.
- If you still have issues finding where to raise your hand, look for 3 dots (...) or something that says "more."
- Click on "Participants," Look for your name in the participants list, click on it or click on "more" to find the raise hand symbol.

The meeting leader (host) or assistant leader (co-host) has a list of raised hands in the order they were raised and will call on you to share or read.

d) How to change your name

(as it appears in the meeting - this will not affect the settings in your personal account)

- You will also see in this on the three dots ... pull-down menu: "rename."
- The group conscience of our meeting is not to use last names.
- Please remove your last name, or the co-host will do so.
- You are not required to show your name but you need to put something in this area if you wish to be called on by the leader.
- You are welcome to use a fictitious name.
- Some members put their first name & their phone number to indicate to other members they are available for outreach calls.

e) The Chat functions

- The other thing you will see on the toolbar is "Chat." We use Chat as we use the “We Care” sheet. Here, willing members share their names & numbers with all members attending the meeting.
- **The list is for OA use only & only available during the meeting**
- Put information such as your name, phone number, email address.
- You can also write if you need outreach, are available to sponsor, need a sponsor, or have OA announcements or meeting announcements in Chat.
- **Caution: you are asked not to put your information in the Chat box if you do not wish to share it.**

- This list is transferred and stored on the Zoom platform electronically, and the host, administrator, and chat monitor will have access to it.
- We ask that you respect the OA tradition of anonymity and not use this list for anything but OA related purposes.
- *Please do not crosstalk in Chat, reference comments by members, or share non-OA related information.*
- If you need technical support, you may request this in the Chat box.
- If you are calling in via phone, when sharing - please state your name and number for the “We Care” sheet if you'd like.
- After the meeting is over, the Chat box monitor will ask if fellows on the phone want to leave their name and number. Names and numbers will be announced at the end of the meeting. If you need a sponsor or are available, you may call the Chat box monitor for the We Care information.
- It is not possible to download the whole Chat record – this has been disabled in the Zoom settings.

4. Host & Co-host Functions at a Meeting

Your meeting may need a variety of virtual service positions filled.

Please note smaller meetings (under 16 members) may not require all these positions.

However, every meeting will need a leader (host) and co-host in the event a leader loses internet connection, and to support the meeting.

Service positions that are recommended for meetings of more than 16 members are as follows:

A) The Host.

Functions include:

- screen share,
- make someone the co-host,
- lower hands (if not done by the member),
- assist meeting leader in calling on fellows to share if required,
- removes disruptors,
- assigns members to breakout rooms (if used).

B) Co-hosts – possibly one for each of the following functions

- Chat Box maintenance, and We Care list maintenance;
- Mute, unmute & stop video meeting or assign people to a breakout room;
- Name & number change for people that call in by phone (numbers must be modified. Generally, remove all but last 3 digits)
- Break-out room for newcomers or those struggling with the technology
- Meeting Leader.

Information for hosts / co-hosts:

- Changes to the chat box can be made by the host by clicking on the 3 dots at the bottom of the chat box set to no chat at all, host and participants, host only.
- Disable private messages seen is cross talk.
- As a host, you can allow others to become co-hosts.
- Select them by clicking on their name on the Participant's list.

- A box may open to the right, underneath, or there is word that says "more."
- Or you can click/press on their picture image of a member or by clicking on "more" or the 3 dots to make someone a co-host.
- Co-host controls are similar to personal controls. They allow you to click on Participants in the participant list or image.
- Sometimes you may need to click on more or scroll to the popup box left.
- Host or co-hosts can mute, unmute, stop the video, start the video, rename, raise, or lower hands.
- The host may also need to transfer the position of "host" to another participant.
- Phone participants cannot co-host or host.

Breakout Feature

- The host can use the breakout room feature for one on one Zoom training, meetings with newcomers, sponsor introductions, and to remove disrupters.
- The host can select people to send to the breakout room, clicking on the breakout room in the controls area and selecting the participants that will go to the room, i.e., newcomers, newcomers, greeters, etc.

Disrupters

- Disrupters are people who intentionally come in to disrupt the meeting.
- If you are not sure someone is a disrupter, you can put them on hold.
- Highlight their name on the participant list select ... or "more" and select "put on hold".
- HOLD will keep them out indefinitely.
- *Removal* means they can NEVER return so should not be used except in extreme situations.

Host keys

- The licenses holder for your Intergroup can schedule a meeting and share *host keys* so they do not need to be present at every scheduled meeting.
- If you are hosting a meeting, please be sure to get the host key from your licensee (or the last meeting host).
- If you have the host key, join the meeting, go to the bottom of the Participant's box with your mouse or finger and click on that area.
- You should see "claim host" and enter the key.

IMPORTANT – Always remember to close the meeting when you are finished otherwise the next scheduled meeting will not be able to access the room.

5. Conducting the Meeting & other service positions

For larger meetings, a male and female newcomer greeter it is suggested who can call newcomers after the meeting.

In these times of temporary meetings, please make outreach calls to your fellows, especially those that are missing.

If a meeting does not have a person to call missing persons, we suggested someone serve in this position, or that members review the We Care list to call missing fellows.

Readings such as the 12 Steps, 12 Traditions, Welcome home, OA Preamble, How it Works, can be read and posted online.

It is a violation of copyright law to post any OA approved literature online except for the original Big Book forward and the first 165 pages of the Big Book, and copies of leader worksheets for the (green) OA Twelve Step Workshop and Study Guide.

Reading literature together online or sharing in large groups can be difficult.

Here are some helpful tips/suggestions:

Please remember these decisions ultimately rest with each meeting.

- ❖ Let people know every few readers what book you are reading and what page you're on.
- ❖ Ask people to raise their hands using the raise hand function to read if they have the book you are reading (e.g., OA 12 & 12, Second Edition).
"Please do not read if you do not have this edition of the book since it's difficult to follow."
- ❖ The leader can see a queue of raised hands and will call on you when it is your turn to share.
- ❖ For shares, it is suggested that leaders call on the host and co-hosts first because they cannot raise their hands.
- ❖ Ask participants to respect the sharing guidelines and not participate in crosstalk, non-OA-related discussion, or advice-giving in the Chat box.
- ❖ If the Chat box is being used to capture numbers, someone needs to hold the service position of copying all names and numbers posted on the screen.
- ❖ If a meeting chooses, the chat box can be completely disabled, and fellows can leave numbers after sharing just like a phone meeting.
- ❖ The chat box can be modified so that all information goes to the host and not members.
- ❖ Your meeting can choose to offer to email the We Care List to all who leave their email.
- ❖ At the end of the meeting, allow time for numbers to be shared.
Again, following the best practices of phone meetings, members can claim their seats and ask for numbers they missed.
- ❖ Make newcomers welcome and give them time to share.

Sharing: The meeting leader will recognize you by name when it is your turn to share.

Phone callers will be recognized by their last 4 digits. Once recognized, please unmute yourself. When you are through sharing, please re-mute.

Many of our meetings are larger than usual.

Please consider adding:

"If you did not get a chance to share, please reach out to someone on the We Care list."

Shared Readings

To keep it simple until meetings are more comfortable with the technology, we recommend that the meeting leader just reads literature they have selected themselves.

By all means share what source what page, if folks have the book they can read along. Later when the meeting leaders and members get more comfortable with the controls, screen sharing and sharing readings will evolve.

Make sure the meeting leader has a copy of the meeting format.

A good way to distribute it is to attach it when email invites to the meeting are sent. That way as many people in the meeting have it to hand and can volunteer to be meeting leader. Again, as the meeting matures and all become more comfortable with the process, a group conscience can decide how the meeting wishes to schedule leaders ,hosts and co-hosts and adapt a format that best suit their needs.

Screen share is an option for displaying material.

It is strongly suggested (for safety) that this be set up for “host only” in the licensee setting. Then, only the host can either: share their screen or transfer screen sharing to a co-host or known member.

To do this Press on the green share screen, if you have the reading or format already opened, you can simply click on these to share with all.

6. Sample Meeting Format

This format was adapted from a standard meeting format on [OA.org](https://www.oa.org) Zoom meeting instructions were added. It starts on the next page so it can be used as a separate document.

Suggested Meeting Format Meeting Leader version

Welcome to the [day and time] _____ meeting of Overeaters Anonymous. My name is _____ . I am a compulsive eater and your leader for this meeting.

“Will those who wish, please join me in the Serenity Prayer:

God grant me the serenity to accept the things I cannot change, courage to change the things I can, and wisdom to know the difference.”

“As we extend the heart and hand of the OA Fellowship to those who still suffer, let us be mindful of OA’s Unity with Diversity Policy, which respects our differences, yet unites us in the solution to our common problem. Whatever problem you may have with food, you are welcome at this meeting, regardless of race, creed, nationality, religion, gender identity, sexual orientation, or any other trait.”

Here are a few procedural details for participating in a Zoom meeting:

Please be informed that similar to other web-based technology, Zoom collects data on its users. Please review the Zoom privacy policy to stay informed about how such data is used and to make an informed decision about your choice to attend.”

1. Everyone is asked to mute/unmute yourself as needed.

To keep the meeting quiet, we suggest staying muted until called upon for reading or to share.

The meeting host will mute you if background noise is emanating from your feed and you do not mute yourself.

By clicking on the “participants” tab on your screen you will see a list of all the participants at this meeting.

Please select your own name (it should be near the top of the list) and click on the 3 dots next to you name.

Choose “rename” and change your name so only your first name appears.

Please do that now.

If you are calling in via phone, the host will call on you based on the last 4 digits of your phone number.

Give them a minute to complete if needed.

2. We will ask for volunteers for the readings and later to share. To volunteer, please raise your hand by clicking on the hand icon at the bottom of the Participants List. Everybody raise your hand now so I can see you know where to click.

Give them a few seconds.

Now click on the icon again to remove

your hand.

3. Please raise your hand if you are willing to give service as the timer?

Our shares will be limited to 3 minutes.

Thank you _____ for being our timer.

4. Please raise your hand if you are at an OA meeting for the first, second, or third time?

Welcome them to the meeting

We are glad you are here. Newcomers are invited to stay after the end of the meeting so we can answer your questions about OA.

5. “The following is the OA Preamble:

Overeaters Anonymous is a Fellowship of individuals who, through shared experience, strength, and hope, are recovering from compulsive overeating. We welcome everyone who wants to stop eating compulsively. There are no dues or fees for members; we are self-supporting through our own contributions, neither soliciting nor accepting outside donations.

OA is not affiliated with any public or private organization, political movement, ideology, or religious doctrine; we take no position on outside issues.

Our primary purpose is to abstain from compulsive eating and compulsive food behaviors and to carry the message of recovery through the Twelve Steps of OA to those who still suffer.”

6. Please raise your hand if you would like to give service by reading the 12 Steps of Overeaters Anonymous?

7. Please raise your hand if they would like to give service by reading the 12 Traditions of Overeaters Anonymous?

8. THE DEFINITIONS OF “ABSTINENCE” AND “RECOVERY” IN OVEREATERS ANONYMOUS: 1.

Abstinence: The act of refraining from compulsive eating and compulsive food behaviors while working towards or maintaining a healthy body weight.

2. Recovery: Removal of the need to engage in compulsive eating behaviors.

Spiritual, emotional, and physical recovery is achieved through working and living the Overeaters Anonymous Twelve Step program.”

9. TOOLS: “The OA Tools of Recovery help us work the Steps and refrain from compulsive overeating. The nine Tools are: a plan of eating, sponsorship, meetings, telephone, writing, literature, an action plan, anonymity, and service. For more information, read *The Tools of Recovery* pamphlet.”

10. SPONSORS: “Sponsorship is one of our keys to success. Sponsors are OA members committed to abstinence and to living the Twelve Steps and Twelve Traditions to the best of their ability.

Sponsors share their program up to the level of their experience, and they strengthen their recovery through this service to others. To find a sponsor, look for someone who has what you want and ask how he or she is achieving it.

If there are 20 or fewer participants:

Let us take a minute and introduce ourselves.

Will all abstinent sponsors also please identify themselves?”

I will call on you by name or by 4 digits of your phone number when it is your turn to introduce yourself.

Please unmute yourself and give us your first name.

If there are over 20 participants:

There are over 20 participants on this call so I am going to ask, “Can all abstinent sponsors please raise your hands so we can see who you are?”

After a moment to allow folks to see the hands:

Thank you sponsors. Please lower your hands now.

11. All who wish can leave their first name and contact info in the chat list so we can connect with each other between meetings. Chat is a function on your tool bar. It is our virtual "We Care" book. This list will be emailed after the meeting to all who leave their email address.

12. Today's meeting choice is: *A Step? A Tradition? Speaker? Literature/ reading?*

13. After the speaker/reading we will share on the topic until the halfway point in the meeting. Shares are limited to 3 minutes.

Please raise your hand to share and I will call on you.

You can raise your hand by clicking on the participant list and then selecting the blue hand icon or the button raise hand on the participants list.

Please lower your hand when you are done.

14. Halfway through the meeting:

Are there any announcements or reports?

Intergroup representative's report & Treasurer's report are given once a month.

15. SEVENTH TRADITION: "According to our Seventh Tradition, we are self-supporting through our own contributions.

We send regular contributions to our intergroup who pass contributions on to OAGB, Region 9 and the World Service Office to help carry the message to other compulsive overeaters.

Insert your group's method for 7th Tradition donations here.

16. SUGGESTED GUIDELINES FOR SHARING:

The meeting is now open for shares. Please raise your hand if you wish to share. I will call on you when it is your time to share.

Please unmute to share....

Once folks understand this, there is no need to read the following again.....

You can raise your hand by clicking on the participant list and then selecting the blue hand icon or the button raise hand on the Participants List. Please lower your hand when you are done.

17. As you share your experience and strength in OA, please also share your hope. Please confine your sharing to your experience with the disease of compulsive eating, the solution offered by OA, and your own recovery from the disease, rather than just the events of the day or week.

If you are having difficulties, share how you use the program to deal with them.

If you need to talk more about your difficulties and seek solutions, we suggest you speak to your sponsor and other members after the meeting.

Feedback, cross talk, and advice-giving are discouraged here. Cross talk during a Zoom OA meeting is using the chat function to speak to members during other's shares, giving advice to others who have already shared, speaking directly to another person rather than to the group.

Please limit chats to your contact info if you care to leave it.

I will now ask *first raised hand* to share.

18. CLOSING: “By following the Twelve Steps, attending meetings regularly and using the OA Tools, we are changing our lives. You will find hope and encouragement in Overeaters Anonymous. To the newcomer, we suggest attending at least six different meetings to learn the many ways OA can help you.

The opinions expressed here today are those of individual OA members and do not represent OA as a whole.

Please remember our commitment to honor each other’s anonymity.

Whom you see here, What you hear here, When you leave here, Let it stay here.

Let us all reach out by phone or email to newcomers, returning members, and each other.

Together we get better.

In Closing:

Thank you to everyone for attending and making this meeting possible, to those who read, shared, our Host and Co-hosts and for allowing me to be of service as your leader today.

Would someone like to give service by being our meeting leader next week? *(or use the usual meeting service rota)*

Newcomers are invited to stay on the call if they have any questions.

The host can help you.

Everyone, please mute your line.

After a moment of silence, I will say the _____Prayer aloud while those of you who wish to, please join me silently.

[Select one of the following suggested closings: Serenity Prayer, Seventh Step Prayer, Third Step Prayer, or the OA Promise ‘I put my hand in yours...’]

After I finish **Everybody unmute** so that we may all share in saying “**Keep COMING BACK!**”

Content compiled & gratefully received from Nassau County IG, Region 6 and Region 1 together we get better!

Adapted by Region 9.