



ZOOMBOMBING RESPONSE PLAN

A guide to preventing and responding to Zoom disruptions.

Prevention: Build an event that is difficult to Zoombomb. Recommendations include using the webinar Zoom format, creating meeting passwords, turning off screen sharing, muting and disabling video for attendees, and closing the room after the event has started.

Preparation: Share your disruption response plan with speakers, facilitators, panelists, and other organizers. Folks who have been asked to speak at the event should always have the option to review the response plans and share feedback. They should also have the option to not resume speaking if there is a violent disruption.

Logistics: Pre-registration for all public events is required and admission should be cut off 15 minutes after the event has begun. This should be communicated in advance to all registered attendees. Designate someone to monitor the chat and attendees so action can be taken swiftly if a disruption occurs.

Taking Action: In the event of a disruption, the event should end immediately. If possible, try to identify where the disruption is coming from so that individuals causing the disruption can be removed. Mute all participants before ending the meeting so that violent language is silenced. Take a 15-minute break and create a new Zoom invite so attendees can rejoin.

Call Out Violence: Organizers should address violent language directly by calling it out and addressing the harm caused, using language that labels the harm for what it was. Be specific, i.e. "That comment was racist, and that is violence," and avoid using vague or minimizing terms, i.e. "That was inappropriate." Language that is anti-Indigenous, transphobic, homophobic, anti-Black, misogynist, ableist, and/or any other form of oppression is targeted, and has a profound negative impact on the attendees and panelists. It's safe to assume that events covering equity related topics have a higher likelihood of being Zoom-bombed. It is crucial to address the harm this violence causes to everyone present including attendees, facilitators, volunteers, and organizers. The onus cannot fall on those impacted by violence to address what happened.

Follow-up: Send an email to attendees addressing the violence, acknowledging its impact and the trauma it could have caused. Organizers can share some resources that folks can access for support. You can also consider creating a space for those directly affected to process the harm in a different meeting or space.

