

Zoom Intrusion Incidents

How to Respond Both Physically and Emotionally

As universities and millions of individuals have become increasingly reliant on video conferencing during the COVID-19 pandemic, reports of Zoom Intrusions (also known as Zoom Bombings or Zoom Raids) by uninvited participants have become more frequent. Zoom Intrusions are when individuals infiltrate meetings and share hate speech, offensive images, and/or use offensive usernames that are intended to disrupt, upset, and in many instances spread fear. Students who witness these harmful intrusions can be left feeling highly distressed and, in some cases, emotionally traumatized.

UHS is aware that these incidents can also impact a student's psychological safety and emotional well-being beyond the inconvenience of the disruption. The following information is designed to help you think about how to address Zoom Intrusions before, during, and after classes or meetings.

Before class: Remember to follow the guidelines set forth by campus to reduce [Zoom Intrusion incidents](#).

NEEDD: Name It, Educate, Echo, Discuss, Direct*

- **Name It:** At the beginning of class, acknowledge the occurrence of Zoom Intrusions on campus. Inform your students what you have done to reduce these incidents and how you will address them.
- **Educate:** Give a brief definition of Zoom Intrusions and explain why these incidents can be harmful and emotionally distressing. Acknowledge how they can compromise psychological safety and interfere with academic learning. Inform students of the services available on campus if they are in any way negatively affected by these incidents.
- **Echo:** Reaffirm the university's values and commitment to creating a positive environment & promoting psychological safety that is conducive to learning in and out of the classroom. For example, you might want to say, "I want to remind everyone that I am trying to work on the Zoom settings to reduce intrusions. I hope everyone is respectful and there will be no posting of inappropriate messages or images. I would encourage you to make sure your usernames are not provocative. If something *does* happen in class, I will do what I can to quickly remove it from the screen. I will then acknowledge what happened and ask us all to take a few deep breaths. I know that some of the things that are being said and shown can cause distress — especially when they are identity-based. If we have time, we will discuss the situation in class, but if there's not time, I will ask that you contact me/the GSI if you want to discuss what happened & seek out support."
- **Discuss:** When it happens, you might want to say, "We will not accept hate in any form towards any community in this class. I see you, students, and we will not tolerate anyone coming into this space to further their hate. Let's all take a few deep breaths and acknowledge what just happened in the moment. After class, please reach out to me if you would like to discuss and/or talk about resources."

- **Direct:** After class, you may want to send your students the following recommendations and resources and remind them to take care of themselves by:
 - Seeking social support and validation.
 - Briefly limiting exposure to cues of hate (e.g. take a break from social media).
 - Accessing spiritual or mental health practices for comfort.
 - Seeking distraction and refilling your cup from cues of hate (e.g. engage in pleasurable, restful, or relaxing activities).

Resources

[UHS COVID-19 Mental Health Resource Page](#)

[COVID-19 FAQ](#)

[Survivor Support - Path to Care](#)

[Therapy Assistance Online \(TAO\)](#)

Counseling and Psychological Services

- CAPS is open. Counselors are available to support students and consult with faculty/staff who are concerned about students.
- All visits with counselors are by phone or video.
- Students who need support should call (510) 642-9494 to schedule a phone appointment.
- For urgent concerns, please call (510) 642-9494 and ask to speak with an available counselor that day. Although UHS is not open for drop-ins, counselors are available by phone to assess urgent needs and provide crisis intervention.
- For after-hours support, please call (855) 817-5667.
- Wellness Workshops and virtual Let's Talk now available through Zoom.
- Coming soon: Virtual group therapy.

Faculty/Staff Resources

[Faculty/Staff COVID-19 Resources](#)

[Healthy Virtual Space Toolkit](#)

*NEEDD has been adapted from "Teaching Tolerance," a project by the Southern Poverty Law Center.