



## ZAP Lesson 6 – Case study

Review the case study below. Identify:

1. What you think worked well
2. Areas for improvement
3. Additional supports you would recommend

### Case study

Zevo Health's customer Covalen, a BPO that outsources for Meta, is provided onsite managed services. This includes Wellbeing Specialists onsite with the moderation teams following their shift patterns so that there is always a team available for support.

In March of 2019, the Christchurch mosque shootings took place. The shooter had a camera attached to their body and live streamed the attack on Facebook Live. The counter-terrorism team (CT teams) in Covalen were tasked with taking down the live streamed event as it occurred as well as other associated content in the following two weeks e.g., individuals who had recorded via their devices and reposted the streamed event, individuals who had screenshotted parts of the event, etc.

When the event first occurred, Zevo did not immediately respond. The operational requirements to swiftly stop the livestream and remove viral reposted content was first on everyone's mind. In the following days, Zevo was approached by Team Leads of the CT team and individual moderators supporting this work citing extreme distress. Individuals were viewing the event multiple times and because the shooter used a POV camera setup, moderators disclosed that they were experiencing nightmares as the shooter themselves, flashbacks during non-working hours, and somatic symptoms when reviewing the materials.

Approximately one week after the event occurred, Zevo set aside bookable counselling time slots for the CT team. These were made available via the booking platform and communicated via Team Leads to the CT team. Peer support sessions were also organized, twice daily for moderators seeking group-based support.

Two weeks following the event, Zevo compiled a list of all CT moderators and organized individual wellbeing check-in sessions for each CT moderator. These were 30 minutes in duration each.

Reporting for this incident was compiled as part of our regular Monthly Report, with a separate section highlighting total attendance in dedicated counselling sessions and peer support sessions. High risks were managed on a case-by-case basis and aggregate data was shared in the Monthly Report.