

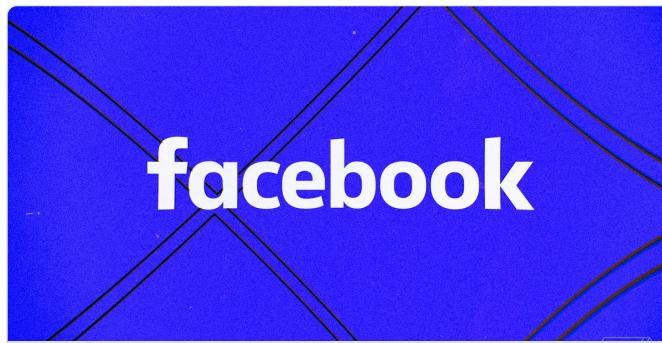


Casey Newton @CaseyNewton

12 May · 5 tweets · CaseyNewton/status/1260293696043380737

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Breaking: Facebook will pay \$52 million in settlement with moderators who developed PTSD on the job



Facebook will pay \$52 million in settlement with moderators who devel...

Current and former moderators will all be paid a minimum of \$1,000. The Verge reported that many moderators suffer from mental health issues from doing the job.

<https://www.theverge.com/2020/5/12/21255870/facebook-content-moderator-settlemen...>

Every content moderator who worked for Facebook from 2015 until now will get at least \$1,000, and is eligible for up to \$50,000 in damages.

It's a landmark settlement that fully acknowledges the terrible toll that moderation can on the people who do this work

Thank you to the moderators in Phoenix who first described life in these facilities to me last year:



The secret lives of Facebook moderators in America

In a damning new report, Casey Newton gives an unprecedented look at the day-to-day lives of Facebook moderators in America. His interviews with twelve current and former employees of Cognizant in Ar...

<https://www.theverge.com/2019/2/25/18229714/cognizant-facebook-content-moderator...>

And thank you to the moderators in Tampa who broke their NDAs to tell the full story to the world.



Three Facebook moderators break their NDAs to expose a company in...

At Facebook's worst-performing content moderation site, operated by Cognizant in Tampa, FL one contractor has died, others have developed PTSD and fear for their lives.

<https://www.theverge.com/2019/6/19/18681845/facebook-moderator-interviews-video-t...>

Two more thoughts on today's settlement, from today's Interface. One, lawyers in the case estimate that HALF of Facebook moderators will develop mental health issues from doing the job



Facebook settles with its moderators

The Interface - In November 2018 I received a message that changed my life. A person working as a moderator for Facebook in Phoenix through a company called Cogn

<https://www.getrevue.co/profile/caseynewton/issues/facebook-settles-with-its-moderat...>

This lawsuit covers only people who have worked for Facebook through third-party vendors in the United States from 2015 until today, a group whose size is estimated to be 11,250 people. (A similar lawsuit [is still pending in Ireland](#) covering European workers.) Both Facebook and plaintiffs' lawyers consulted with experts in post-traumatic stress and vicarious trauma. Based on those discussions, a lawyer for the plaintiffs told me, as many as *half* of the members of the class are expected to qualify for additional payments.

In other words, if you become a moderator for Facebook, a legal precedent suggests you have a one in two chance of suffering negative mental health consequences for doing the work.

And two, the decency and civic mindedness of the moderators never fails to inspire me. Here's how Shawn Speagle, who broke his NDA to expose the working conditions at Facebook's Tampa site, reacted to news of the settlement



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Speagle said that he sometimes felt embarrassed describing his PTSD to others, worrying they wouldn't quite believe a person could develop the condition by reviewing Facebook posts. "There were a lot of times when it was humiliating," he said. But psychiatrists helped him to understand that the phenomenon known as vicarious trauma — watching others experience pain — is real, and can be dangerous. He has since become a public school teacher.

I asked him what he thought of the payout he might now be eligible for.

"I would be fine getting no money," Speagle told me. "I just wanted to bring this forward. When I did the job at Facebook, I was told I was making the world a better place for animals and young people. The reason I came forward was to stick to true to that. Money and a lawsuit have nothing to do with what I did."

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