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Legal Aid Society of Northeastern New York Remote Work Policy

When circumstances dictate, the Legal Aid Society of Northeastern New York (LASNNY) may implement remote work arrangements that allow employees to work at home, on the road or in a satellite location for all or part of their regular workweek. Remote work is a generally a voluntary work alternative that may be appropriate for some employees and some jobs in accordance with the terms of the collective bargaining agreement, other applicable policies and procedures of the Legal Aid Society and the professional obligations of the legal profession. It may be required at times due to a governmental order during a disaster. It is not an entitlement, it is not a company-wide benefit, and it in no way changes the terms and conditions of employment with LASNNY.

Remote workplans with individual staff will be approved on a case by case basis and must be approved in advance, based on the CBA and the needs of LASNNY.

Office and Hardware Requirements

The employee will establish an appropriate work environment within his or her home for work purposes. Confidentiality and attorney client privilege shall be maintained. LASNNY will not be responsible for costs associated with initial setup of the employee's home office such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space. Employees will be offered appropriate assistance in setting up a workstation designed for safe, comfortable work.

LASNNY will determine, with information supplied by the employee and the supervisor, the appropriate equipment needs (including hardware, software, hot spots, facsimile software, and remote printing and scanning) for each remote work arrangement on a case-by-case basis. In most cases, at least a minimum bandwidth of 100mbps is needed for video conferencing. The remote worker must be able to provide adequate internet access and bandwidth and, if needed, cell phone minutes, at their own expense. The CIO will serve as a resource in this matter. Equipment supplied by the organization will be maintained by the organization. Equipment supplied by the employee, if deemed appropriate by the organization, will be maintained by the employee. LASNNY accepts no responsibility for damage or repairs to employee-owned equipment. LASNNY reserves the right to make determinations as to appropriate equipment, subject to change at any time. Equipment supplied by the organization is to be used for business purposes only. The remote worker should sign an inventory of all office property and agrees to take appropriate action to protect the items from damage or theft. Upon termination of employment or approved remote work, all company property will be returned to the company.

LASNNY will supply the employee with appropriate office supplies (pens, paper, etc.) for successful completion of job responsibilities. Pursuant to Article 31 of the CBA, LASNNY will reimburse the employee for the purchase of such supplies only where their need could not be previously anticipated and paid by LASNNY. LASNNY will also reimburse the employee for all other business-related expenses such as shipping costs that are reasonably incurred and approved in advance in accordance with job responsibilities. LASNNY will try to provide employees with the necessary tools to avoid these costs. Should they be necessary, these costs must be approved in advance by a supervisor before they are incurred.

Office Security Requirements

Consistent with LASNNY's expectations of information asset security for employees working at the office, remote work employees will be expected to ensure the protection of proprietary organizational and client information and follow all relevant LASNNY policies. Employees who work remotely should follow best practices and all LASNNY policies related to security including : avoid public Wi-Fi when possible, use a personal hotspot or encrypted web connection when possible, never leave a laptop or LASNNY owned device in automobiles, and never leave equipment unattended when connected to the LASNNY network.

Policies, Procedures and Scheduling for Remote Work Employees

Employees are expected to obtain approval for their Remote Workplan weekly. All remote workers must enter their detailed timekeeping daily. The employee agrees to be accessible by phone or modem per the CBA and at reasonable times, as needed. The employee agrees to submit a Remote Workplan Form weekly (attached) for approval. Other LASNNY policies and procedures shall be followed such as calendar use, leave requests and notifications and training requests.

Remote Workplan form

Use the attached Remote Workplan form. You will see that there are lines for you to add each task that you plan to work on during the week, and the estimated amount of time you will spend on each task. You are encouraged to discuss with your supervisor significant tasks which were not completed as planned and therefore are repeated on a subsequent work plans.

Timekeeping

Each day enter your time and tie your entries to the tasks on your Remote Workplan form as possible. Add new tasks that developed and were addressed each day. Be as detailed as possible.

When you enter your time each day, each entry should tie to a task on your Remote Workplan form. Work performed but not listed on your Remote Workplan form should also be entered daily with as much detail as possible. At the end of the week, you should have time entries that tie to your Remote Workplan form, plus any additional tasks that came up. We understand your actual time may not match the estimate.

You and your supervisor should also talk or email about your plans for work and about any issues or tasks that come up during the week as you have been and as works for both of you.

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Legal Aid Society Client and Visitor In-Office Guidelines

June 1, 2020

You are being provided these Guidelines because you may access a LASNNY Office during the COVID-19 pandemic in New York. We created these Guidelines to protect our clients, visitors and employees. The Guidelines were developed with information from the Center for Disease Control and other governmental sources.

To access one of our offices you must agree to the following:

1. If you have had COVID-19 symptoms which may include fever, shortness of breath, loss of taste, etc. in the past 14 days, or have tested positive for COVID-19 in the past 14 days, or in the past 14 days have been exposed to someone who has either tested positive for, or is suspected of having COVID-19, you must call and inform our staff so we can re-schedule your visit. You must call _____
2. When you arrive, you will be asked again about the presence of symptoms, a positive test result or exposure in the last 14 days. You will wear a mask while in the LASNNY office. We ask that you bring your own. If you don't have one, we will provide you one at your visit. We will ask that you use hand sanitizer before entering, and we will provide gloves if you wish to wear them.
3. You will social distance while in the LASNNY office. That means maintaining a six-foot distance from other people.
4. You will follow other directions intended to protect you and others in the office from COVID-19. This includes precautions stated by LASNNY staff around paperwork, signatures and other activities to reduce the risk of COVID-19 transmission.
5. If possible, we ask that you bring your own pen to use during your visit.
6. We ask that only one person be present for appointments/visits. If you have special circumstances and need an accommodation to have additional persons present for your appointment, you must call and inform your LASNNY host prior to your appointment. You must call _____
7. I understand that my LASNNY Host could make arrangements to meet with me by phone or video. I understand that in spite of all precautions LASNNY is taking, there could be some risk of being exposed to COVID-19 in the LASNNY office. I choose to enter the premises in spite of this risk and agree to adhere to these guidelines during my visit.

These Guidelines must be signed and returned to your LASNNY host before you can access a LASNNY office. Any client or visitor who does not agree to comply with or to sign these Guidelines will not be permitted to enter a LASNNY office during the pandemic.

By signing I agree to comply with these LASNNY Client and Visitor In-Office Guidelines.

Signature

Date

Printed name

To: All Staff
From: Emergency Response Team
Date: June 2, 2020
Re: Return to Office on June 1, 2020

In preparation for return to the physical office, LASNNY is adopting the following policies effective June 1, 2020. These plans are based on our commitment to preserving the health of our clients, staff and the community, as well as our commitment to meeting the legal needs of the low income community we serve.

1. The LASNNY Amsterdam and Northern offices will start to reopen on June 1, 2020 with Albany and Saratoga Springs to follow June 8, depending on regional data.
2. LASNNY will continue to monitor any state or federal orders, U.S. Centers for Disease Control (CDC) guidance and the New York State Department of Health. If a change is made to the current date for reopening the office, staff will be notified via email.
3. When the office reopens, in order to maintain social distancing, most staff will be asked to return to the office on a staggered schedule and work remotely the remainder of time. The first schedule is listed at the end of this document. If you need to switch a day, please coordinate with your Deputy Director (DD) so we can maintain reduced, adequate staffing within the office on all days.
4. Each DD is responsible for coordinating work assignments within their office(s) to maintain work coverage. Staff may request special accommodations, such as working remotely due to childcare obligations, from their DD and those requests will be considered and discussed with the employee.
5. All staff are expected to report back to the office as assigned. If a staff member cannot work in the office or remotely, the staff member must consult with their DD and get permission to then take PTO. Staff members who are sick or caring for an ill family member shall notify their DD. If they or a family member are experiencing COVID-19 symptoms they may use sick or other appropriate leave in accordance with normal policies.
6. If a staff member has experienced or is experiencing COVID-19 symptoms which may include fever, shortness of breath, loss of taste, etc. in the past 14 days, or has tested positive for COVID-19 in the past 14 days, or in the past 14 days has been knowingly exposed to someone who has either tested positive for, or is suspected of having COVID-19, they are required to work remotely or to take sick time, and to remain away from the LASNNY office until a medical professional clears the staff member to return to work, or the staff member has been tested and cleared for returning to work under current protocols, or the staff member certifies in writing

that they are fever-free, have been completely symptom-free for at least three days, and a least 14 days have passed since the onset of symptoms. Currently the CDC has defined symptoms of COVID-19 as cough, shortness of breath or difficulty breathing or at least two of the following: fever (100.4 or above), chills, repeated shaking with chills, muscle pain, headache, sore throat, and new loss of taste or smell. Staff may choose to take regular leave or take the additional leave available through December 31, 2020.

7. Before reporting to work each day during Phase 2, staff scheduled to be at the office must respond to the survey on Survey Monkey they received about symptoms, illness and exposure to COVID-19 prior to entering the office. The survey requires staff to affirm each day:
 - a. Have had no COVID-19 symptoms in the past 14 days (cough, shortness of breath or difficulty breathing or at least two of the following: fever (100.4 or above), chills, repeated shaking with chills, muscle pain, headache, sore throat, and new loss of taste or smell)
 - b. Have not tested positive for COVID-19 in the past 14 days, and
 - c. Have not knowingly been exposed to someone who has tested positive for, or is suspected of having, COVID-19 in the past 14 days
8. If a staff member begins experiencing symptoms of COVID-19 while at the office, that person should isolate themselves immediately, and then, in a safe manner, immediately notify the DD and HR of their illness, then call their County Health Department and follow their procedures, including instructions for contact tracing. After the employee leaves the office, a thorough cleaning of their work area will be conducted.
9. If a member of your household becomes ill and you are required to remain at home and/or use leave, please notify your DD and let them know if you will be working remotely and/or utilizing leave to ensure that assigned tasks and deadlines are reassigned. Staff may choose to take regular leave or take the additional leave available through December 31, 2020.
10. Currently all work travel is suspended and all in person outreach events and presentations are suspended (unless an in-person court or agency hearing is required).
11. No client meetings are permitted at the office unless absolutely necessary. All necessary client meetings must be approved by a DD. Clients must sign the attached guidelines. Staff must inform the DD of any clients permitted to enter the office. When a client enters, they should seat themselves in the designated conference room while waiting for their meeting. All client meetings may be held only in a designated room. The staff person conducting the client meeting must clean the conference room and any shared materials immediately after the meeting. The receptionist will maintain a log of all client and non-staff visitors.

12. For at least 2 weeks after opening, no other guests or vendors will be permitted in the LASNNY office. If a vendor absolutely must enter the office, they will be required to sign and adhere to the attached guidelines. Any vendor drop-off must be coordinated with the DD or other designee. The receptionist will maintain a log of all client and non-staff visitors.
13. In person meetings of internal staff will not be permitted for the first 2 weeks. All meetings, including staff meetings and external meetings, should be held via video call or telephone.
14. LASNNY will not tolerate behavior misdirected against individuals because of a protected characteristic, including their national origin, race, or other prohibited bases due to fears related to COVID-19 or for any other reason.

Procedures for maintaining safety in all offices:

1. All staff are required to wear a mask when entering and exiting the building and in any common areas, including the kitchen, bathroom, hallways, elevators and copy room. All staff will receive 1 washable, reusable cotton mask and are responsible for maintaining.
2. Staff are not required to wear masks while working in their individual workspaces.
3. During the first 2 weeks, staff are expected to stay 6 feet away from other staff members' work area at all times.
4. Staff are expected to maintain a distance of at least 6 feet from other people in the hallways, conference room and bathroom. Only one person is permitted by or in a copier room, bathroom or kitchen at a time.
5. Only one staff member will enter a mail room area at a time. No access to the reception front desk area is allowed, except for the person working the front desk.
6. All staff are required to clean and disinfect their office or cubicle areas at least weekly. Cleaning crews will be cleaning nightly all hard surfaces, handles, and railings.
7. All staff are required to clean and disinfect items used in the copier room, kitchen, or conference room after each use. All staff are required to follow hand hygiene and all cleaning protocols.
8. Staff are encouraged to minimize trips in and out of the office during the workday to decrease potential exposure.
9. The DD will be responsible for ensuring that this policy is followed. Any staff member who has concerns about another staff member's adherence to the policy is encouraged to talk to that person or DD. All procedures outlined in this policy are mandatory and failure to follow them may lead to disciplinary action.
10. If any staff members, guests, clients, vendors or anyone else has questions about this policy they should be directed to the Executive Director or Deputy Directors.

11. These return to work policies will continue developing. This policy will be updated as changes are needed.
12. If an employee is working remotely, all remote work expectations should be followed.

Given the physical size and staffing of each office, specific protocols consistent with this plan may be developed for each office and staff are required to follow these protocols as well.

I acknowledge receipt of LASNNY'S Return to Work Plan. I agree to certify on my computer that if I am in the office that I have had no COVID-19 symptoms in the past 14 days, I have not tested positive for COVID-19 in the past 14 days, and I have not knowingly been exposed to someone who has tested positive for, or is suspected of having, COVID-19 in the past 14 days. I further understand that my failure to comply with this Plan may lead to disciplinary action up to and including termination of employment.

Signature

Date

Please print name

Remote Work Policy Agreement

I have read and understand this remote work policy and I understand that if provided a remote work arrangement, I agree to submit a remote work plan weekly and agree to abide by the conditions outlined in this policy.

Employee Signature:	Date:
Manager Signature:	Date:
Executive Director Signature:	Date:

A. Employee Information

Name: _____
 Job Title: _____ FLSA Status: Exempt Non-exempt
 Direct Supervisor: _____ Telephone: _____

B. Remote Work Site

Street Address: _____
 City: _____ State: _____ Zip: _____
 Work Phone: _____ Email: _____
 Cell Phone: _____ Fax: _____

C. Work Schedule and Hours

Remote Work schedule
 Begin Date: _____ End Date: _____
 Provide regular remote work hours agreed to:
 Monday: _____ to _____ Friday: _____ to _____
 Tuesday: _____ to _____ Saturday: _____ to _____
 Wednesday: _____ to _____ Sunday: _____ to _____
 Thursday: _____ to _____

D. Equipment LASNNY property that will be utilized at the remote work location:	Employee-owned equipment that will be utilized at the remote work location:

All Staff COVID-19 Work Survey

Your responses will be kept confidential!

All staff suggestions will be looked at but we can not guarantee that we can implement them all.

1. First name

2. Last Name

* 3. Do you think you are able to complete all of your job duties from home without any expense to LASNNY?

Yes

No

Please explain your answer in this text box. If you cannot complete all of your job duties from home, please list which of your job duties are not being accomplished as easily from home and why they cannot be accomplished as easily (or at all) from home?

(please specify)

* 4. Do your regular, pre-COVID job responsibilities require you to be in a public space on a regular basis ("public space" is a courthouse or some other location that is not your home or office; this would include outreach/clinics that you conduct on a regular basis)?

Yes

No

5. For those of you who are required to be in a public space on a regular basis, how can we help you plan and conduct business so that you can both be safe, and do your job effectively?

* 6. What types of supplies, equipment, etc. do you think you need to be safe in your LASNNY office itself or location (Please note: LASNNY can't promise it can provide every conceivable type of supply due to cost constraints and supply limitations)?

7. What types of supplies, equipment, etc. do you think you need to be safe in your primary work location if it is not a LASNNY office, such as a courthouse, or at an outreach location (Please note: LASNNY can't promise it can provide every conceivable type of supply due to cost constraints and supply limitations)?

* 8. What protocols (standard practices) do you think are necessary to promoting our safety while working in the office, beyond what are already required by government order? Name your top 3.

* 9. Do you foresee other barriers to your return to work, besides the need for "personal protection" supplies and equipment?

* 10. Please describe how you feel about returning to work?

Anxious

OK

Can't wait

other

* 11. Would you be interested in working in the office at times other than LASNNY'S regular work schedule?

- Yes
- No
- Other (please specify)

If answered "Yes" or "Other" to 11, then goes to 12, otherwise goes to 13:

12. Rate the following modified work schedules based on your preference. One being strongly preferred, 5 being least preferred. 

		Arriving earlier leaving earlier
		Arriving later leaving later
		Staggered weeks
		Staggered days (or example MTW_
		Teams by program areas.
		I am not interested in any of these staggered work options.

13. What are your top 3 concerns about returning to work?

14. What do you think applicants/clients need so that they (and LASNNY staff) will be safe when they come to our offices? 

15. Can you describe different ways(s) to conduct your job responsibilities that would contribute to your/others' safety? Do you think that others you interact with will/can conduct business remotely or in a different or safer manner? Please describe 

16. Do you have minor children that require childcare?

If yes, please let us know if you have safe childcare options if you were to return to your office to work

* 17. Is there any reason you should not return to work in the office: 

- I have Covid-19 or been exposed to someone with Covid-19
- Someone in my household has or has had Covid-19 or been exposed to someone with Covid-19
- I am or someone in my household is immunosuppressed
- I am or someone is older than 60
- I have a respiratory condition or live with someone with a respiratory condition
- I currently have a fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell (other symptoms)
- No reason why I can't return

Other (please specify)

18. Office

19. Please provide us with any additional information/comments that you would like to share:



Return to Office Policies and Procedures

Introduction and Goals

During the pandemic triggered by COVID-19, LASROC's goal is to continue to provide high quality and responsive services to our clients while simultaneously keeping all staff safe and do our part to limit the impact and spread of COVID-19.

To further this goal, the vast majority of LASROC staff will continue to work from home until we receive additional information from NYS that social distancing precautions can be lessened. This will likely occur when cases have not spiked after re-opening of NYS, the cases do not spike in the fall, and/or a vaccine has been developed. We acknowledge that as the courts open and case activities increase some staff will need to go into the office. Entrance to the office will be scheduled in a way that minimizes contact with others and adheres to best social distancing practices.

We expect that it is unlikely that social distancing precautions will be eliminated before the end of the year; however, as we progress closer to a new normal we will gradually increase the numbers of people allowed in the office and building at any one time.

All staff is strongly encouraged to work from home for the foreseeable future. These policies and procedures are intended to protect those employees that absolutely must enter the office.

New York State Mandated Four Key Components

NYS has mandated that every employer develop a plan that addresses four components: face covering; hand washing; social distancing, and sanitizing and cleaning of the office. As such the following protocols are mandated:

1. Face Covering:

- **For Staff:** All staff must wear a face covering that covers their nose and mouth at all times. Cloth masks will be provided to all staff.
- **For Visitors:** All persons entering LASROC, including clients, vendors, and visitors will be required to wear a face covering that covers their nose and mouth at all times. If they do not have one, LASROC will provide a disposable mask. People who refuse to wear a mask will not be served & will be asked to leave the building.

2. **Hand Washing:** All staff will be given hand sanitizer for their office and a travel-sized hand sanitizer to be used when away from their desk. Additionally, a hand sanitizer dispenser will be available just outside the first-floor elevator and on all floors at each LASROC doorway. All bathrooms and coffee areas will have soap and sanitizer. Staff should use the sanitizer and wash their hands frequently; after contact with others, when coming into and out of their offices or the building, conference areas, and bathrooms. When handwashing, follow CDC guidelines of 20 seconds of washing with soap.

3. **Social Distancing:**

- The number of people in the office will be reduced to no more than 25% of the workforce at any time. Staff will be permitted to come to the office based on a schedule and cannot come into the office on a day that is not their assigned day. The schedule will be circulated once it is complete.
- The waiting area will be marked off so that chairs are each 6 ft. away from each other.
- Children's Play Area will be closed & all toys will be placed in storage.
- To the greatest extent possible we will interact with clients virtually by phone or video. If we need to meet a client in person, an appointment will be scheduled through the office calendar system. Adequate time must be allotted for thorough cleaning and sanitizing in between meetings. These appointments will occur in the large conference rooms on the first floor. Staff should not meet clients in staff offices unless the office is large enough to allow at least 6 feet of space between staff and the client.
- We will not use the lunchroom or refrigerator until further notice; staff should bring their lunches with appropriate packing to keep them cold and eat in their offices. Coffee will be available but staff is required to sanitize the coffeepot by wiping it and the counter down with disinfectant wipes or soap after each use and bring their own cups.
- Bathrooms should be used one person at a time unless 6 feet of distance can be maintained.
- Plexiglas guards will be installed in front of and between receptionists; there will be no more than two receptionists at a time once we reopen to the public.
- The main entrance door to LASROC will be left open from 8:45 to 5 everyday, once reception returns to work to eliminate the need to touch the door handles.

4. **Sanitizing & Office Cleaning:** The offices will be professionally cleaned and sanitized every day after 5 pm. At least 4 times per day, LASROC staff will wipe down door handles, surfaces, pens, etc. All conference areas will be wiped down after every use by

the people who used them. Cleaning crews will arrive at LASROC daily after 5 PM; **no staff should be at LASROC after 5 PM so that the crew has full access to all areas and can clean and sanitize for the next morning.**

Staff and Visitor Screening

To ensure we do not inadvertently spread COVID-19 when we return to work we will screen all employees and volunteers daily. Symptomatic employees will be sent home on sick leave. We will conduct in-office contact tracing to determine if others were exposed.

Any employee who is experiencing symptoms, in particular fever and other related symptoms, will be sent home. To return to work they will need to be symptom-free and fever-free for 3 days without the use of medication to relieve symptoms, or cleared by their doctor. If a person is suffering symptoms they will be asked to be tested and report the results to HR so that we can determine if they are positive and if others have been exposed. We will advise others who are potentially exposed so that they may get tested for the virus while taking precautions to maintain employee confidentiality to the greatest extent possible.

STAFF may qualify for some relief under the Families First Coronavirus Response Act (FFCRA) and the Emergency Paid FMLA that provides paid additional sick leave and paid FMLA time related to the COVID-19 virus. Additional details can be found in the attached flyer.

Employees are asked to record their symptoms on the DOH website for COVID-19 <https://www.roccovid.org/> in support of Monroe County's efforts to keep tabs on COVID-19 in the Greater Rochester region so that the county can accurately track the spread of the disease and employees can check their symptoms.

For staff to come to the office, they MUST report to their supervisor that they have self-screened and are not experiencing any of the symptoms of COVID-19 and that they have not had contact in the last 14 days with a confirmed diagnosis of COVID-19, under investigation for or experiencing other respiratory illness, or if anyone in the home is under voluntary quarantine.

For the latest updates and links to helpful information, visit the Monroe County Department of Health website. <https://www2.monroecounty.gov/health-COVID-19>

Although known symptoms are evolving, symptoms we know of may include the following:

- Symptoms that may appear 2-14 days after exposure to the virus:
 - Cough
 - Shortness of breath or difficulty breathing

- At least two of the following:
 - Fever
 - Chills
 - Repeated shaking with chills

- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

All walk-in visitors to LASROC including clients will be screened by LASROC reception and if they are experiencing any of these symptoms they will be asked to reschedule the appointment. If they are experiencing a legal emergency a video appointment will be scheduled.

Screening Questions include:

- Do you feel sick? Are you experiencing fever, cough, and/or shortness of breath?
- Have you had contact in the last 14 days with a confirmed diagnosis of COVID-19, under investigation for or experiencing other respiratory illness, or if anyone in the home is under voluntary quarantine.

Before scheduling a client to come to the office you **MUST** conduct the above screening over the phone. If they are symptomatic they should not be given an appointment and another arrangement must be made, either rescheduling the appointment; or if it's a legal emergency conducting the visit via FaceTime or Zoom or another telephone application.

Home Visits: All home visits will be suspended unless prior permission is obtained from a supervisor and will be permitted only if the residents of the home can pass the above mentioned screening test via phone call.

Travel: All business related travel is suspended until further notice.

Please see the attached notice regarding the *Families First Coronavirus Response Act (FFCRA)* and *Emergency Paid Family Medical Leave Act (EPFMLA)*

Remote Work/Work from Home

Remote work or telework is permissible with prior approval of the Unit Director and CEO. This includes working remotely from home or another location. In the event of a national, state or local emergency or disaster you may be required to work from home or remotely. If the office is closed due to an emergency all staff must follow the safety and security protocol established by the management team in response to such emergency. If required to work remotely due to the said emergency or extraordinary circumstance, there shall be no access to the building facility without prior permission from a member of the Management Team.

All staff will cooperate with the LASROC policies regarding cyber security, confidentiality, document destruction and time keeping. Staff will participate as required in video staff meetings and will advise the Management Team and IT if they need additional equipment in order to be fully functional in a remote setting. LASROC will do its best to provide such equipment and supplies.

This policy amendment was approved by the Management Team effective March 16, 2020.

Coronavirus: Guidelines for meeting with clients and safety Protocols

As new coronavirus cases are detected in New York, and now the first one in Monroe County we have developed these temporary guidelines for client meetings and office interaction. While we do not want anyone to panic, we have to use these safety precautions because it does seem that the virus can spread quickly. We want to be sure that everyone stays as safe and protected as possible.

GENERAL PROCEDURES

These procedures are based on what we know now and are subject to change as we know more.

- LASROC will remain open and operating unless the situation escalates. As noted below there is opportunity for remote work from home. It is important however to ensure some basic tactics to lower the risk of exposure.
- Please ask your clients not to come in to the office if they are ill. Warn them that they may be sent home if they appear ill. Offer to meet over the telephone to the extent possible. Or video chat.
- For those who call please advise anyone who is coming in the same; do not come into the office if you are ill with flu-like or respiratory illnesses
- If a client arrives at the office with signs of respiratory illness (coughing, sneezing, etc.), ask them to go home and reschedule. If you feel that you cannot reschedule because the client is facing a legal emergency, then be particularly careful about the following procedures to limit the spread of any illness.
- There are face masks available for clients or applicants who are or appear to be sick, please be sure to ask a client to use the mask.
- Hold client meetings in well ventilated spaces: conference rooms or rooms with windows that open.
- Try to maintain 6 feet of space between yourself and your clients.
- Avoid shaking hands with or hugging clients or colleagues.
- We will distribute disinfecting spray and/or wipes. Please disinfect any surfaces that your client touched following the meeting.
- Similarly, please stay home if you are sick! Employees who arrive at work with signs of respiratory illness will be asked to go home. If you suspect that you or a household

member may have been exposed to coronavirus, please consult with your healthcare provider immediately and inform your supervisor.

- If a family member has been sick; or you suspect that you may be exposed but are not sure; we will make arrangements for you to work remotely. Please use good judgement.
- If you have been exposed then we ask you to stay home and self-quarantine for 2 weeks
- Given the current Federal edict, if you travel out of the country to Europe you may not get back in so I would advise against it! If however you do, you must let the
- For the moment LAS business trips and conferences are still scheduled but this may change If you chose not to go let us know and we will arrange to cancel the trip. If you do travel use safe travel precautions, bring wipes with you, wipe down airplane seats, arms and tray tables. Use your hand sanitizer and avoid locations where there are high outbreaks.

OFFICE CLEANING

Our cleaning company will be cleaning and sanitizing all common areas on a daily basis. Please use wipes or other disinfectant products in your individual offices. We will also have to arrange to periodically clean off surfaces; chairs, pens in the lobby area and children's waiting room.

REMOTE WORK/WORK FROM HOME

If you are sick you **MUST** stay home. We are at the beginning of our sick time cycle so use your sick time. We will evaluate the situation as it progresses and individual cases if you are ill longer than expected. **I do not want anyone working because they are afraid to use their sick time.**

If you have been exposed and are quarantined at home you will not be charged with any time off because you will be working from home. We all have access to our work through Office 365. If you do not know how to access please see Dave Erb and he will explain. During this time we will need to be flexible and we will all need to pitch in. Attorneys who are in home quarantine will NOT be able to go to Court. We may have to shift work around for people; do different tasks and cover for each other. This is a work in progress and we will be meeting on 3/27 in the all Attorney meeting to more finely develop this protocol.

Work from home applies to both exempt and non-exempt staff; including reception and intake. For non-exempt staff: legal assistants, secretaries, reception and intake if you are not ill but exposed and quarantined we will have you work from home. We will have you work on something that you can do from home; it might not be your regular job but it will be something. This only applies if you are not sick; if you are sick you should not be working.

RESPONSE PLAN

We will continue to monitor the situation in this community and determine the best course of action if there is an all-out outbreak in the community. This may include restricting the number of people working at any one time; partial shutdown or widespread work from home. It is hard to say without knowing the situation as it develops in the future. As always if the Courts are closed we will close.

We are continually monitoring the situation and will provide updates as needed, should anything change, or we initiate our response plan.

There are fact sheets attached to this document to help understand more about the virus.

Pre- March 16th Policy



CITY BAR
JUSTICE
CENTER

March 11, 2020

TO: CBJC Staff
FROM: Lynn Kelly & Suzanne Tomatore
RE: Emergency Guide for Remote Work

This guide was drafted with the assistance and input of the Tech Committee and will provide staff with information on how to prepare for working remotely in an emergency due to a public health crisis or other unforeseen emergency that affects the organization. Staff should have access to this information outside of the office and should review these procedures in advance of an emergency to ensure that they are able to perform job functions as efficiently and effectively as possible. As always, client confidentiality remains a top priority. Project directors should meet with staff as soon as possible to discuss emergency preparedness, review deadlines, important dates, and how to make sure that work can be completed remotely. All staff should review in order to be prepared and please do not reach out to Kamran/IT with every issue. Please check in with your director or Suzanne for additional guidance before doing so.

1. General Account Information

Make sure you have access to all of your account log in information including web links, usernames and passwords to important accounts.

See **Appendix A** for a customizable list that will help you track important account information.

Please keep your passwords private, but use this list to remind yourself of what you need to recall in order to log in from another computer.

- **Outlook Email** – CBJC has limited email capacity. Accounts fill up quickly and emails cannot be archived remotely. You should each already have an “Archives” folder to store emails you no longer need immediate access to and also to avoid filling up your storage capacity. We encourage you to do this on a daily or weekly basis (at the very least). Please note that you cannot access your “Archives” folder when you login online through Outlook’s web email remotely. Therefore, you should create a subfolder in your Outlook email (the account on your CBJC office desktop) of important emails you may need to access in the near future.
 - Instructions – to access your Outlook email on the web:
 - Visit this site: <https://webmail.nycbar.org/owa>
 - Username is “abcny\first initial and last name” (i.e. abcny\stomatore)
 - Use the same password you normally use to login to your CBJC office desktop

2. Remote Work Basics – Setting Up Office Space

To prepare for remote work you will need access to basic resources. Although some of the items listed below seem like common sense, you should ensure these tools are currently in working order (i.e. applications are up-to-date) and quantity (i.e. stock up on supplies - if applicable). Below is a list of essentials to consider:

Physical Materials

- Office space – we encourage you to use a single designated “office space”. For privacy and safety reasons, choose a spot in your home as opposed to using a public space.

- Desktop/laptop – preferably, choose a desktop or laptop that only you have access to and hopefully that another household member will not need to use at the same time as you intend to work from home.
- Printer (and ink) – depending on the project you work for you may need access to a printer to mail letters or even one that has a faxing feature if documents (i.e. forms or applications) have deadlines or if your project has court appearances. If you do not own a printer with ink, determine where you can get papers printed close to home (Staples, etc.) if necessary. Save your receipts.

Digital or Web Applications

- Microsoft Office – for Word, Excel, PowerPoint, etc.
- Adobe Acrobat Reader PDF – update/download the latest version
- Google Suite – Gmail, Google Drive, Google Docs, Google Sheets, Google Forms, etc.
- If you do not have Microsoft Office loaded on your personal computer then you should consider setting up a Google account using your work email address if you do not already have one, in order to access Google Suite applications that will allow you to open and edit letters, etc. Please try to keep client information secure and log out of your account before another user may see confidential information. Upload documents to Legal Server when complete and remove them from personal computers after they are uploaded. You can delete them from Google in the future as well.

3. Virtual Private Network (VPN) License

Most project directors have access to a Virtual Private Network (VPN) so that they can access their CBJC office desktop and accounts including: ADP, G-Drive, and the intranets for the CBJC (“Toolbox”) and the City Bar. The CBJC has a limited number of VPN licenses. Therefore, if you don’t already have a VPN license, feel free to skip to the next section.

- Access to VPN Credentials: Make sure you know your VPN credentials in case you can’t access your CBJC office desktop from the device you typically use when working remotely. For example, take note of the log in information for the VPN in case you must change computers to be able to work (spill coffee on laptop=find another computer to work, etc.). This will include the IP address that the remote access is set to and password. You can then download Microsoft Remote Access on your alternate computer and along with your credentials, you can continue to log in remotely.
- Leave your computer on but choose control/alt/delete and choose “lock computer.” Turn off your monitors.

4. For Those Without a VPN License

If you don’t have a VPN license, you will not have access to your CBJC office desktop when you work remotely. If that’s the case, you will need to meet with your project team to discuss options to perform your job functions remotely. Below are a few pointers based on important accounts you won’t have access to without a VPN license:

- ADP: Since you won’t be able to clock-in and out with your fingerprint ID or through the website, you will need to create your own time sheet to track your work hours. On Friday afternoons, send your time sheet to your supervisor and Suzanne or Lynn depending on who regularly signs off on your timesheets for processing.
- G-drive: Consider having blank templates of letters and forms available to you that you use often so you can work from home, if necessary. You can upload these samples and templates to Legal Server relevant to your work.

- Intranets: The City Bar intranet as well as the CBJC’s recently launched Toolbox contains essential administrative content. Since you won’t be able to access either site, review each site and print information you find the most important or helpful to have at hand, such as instructions for accessing your voicemail, etc.
- Leave your computer on but choose control/alt/delete and choose “lock computer.” Turn off your monitors. If you do get remote access, this will facilitate that process. You may request VPN access from Kamran if you find that you do require the access to complete your basic job functions.

5. Legal Server

If you cannot access the G drive, you can upload commonly used documents into Legal Server. Log in to cbjc.legalserver.org and click on your name in the top right. Click on your profile. You will see a Documents tab and you can upload documents that you use often such as forms and screening tools. This is more secure than using a flash drive.

6. Court and filing deadlines

All filing deadlines in court or with administrative agencies must still be met. Please be sure to inform your supervisor, if your project will have any difficulty meeting deadlines or filings as soon as possible. All of these dates should be tracked in Legal Server and linked to each client’s file. All court appearances should also be noted in the CBJC events calendar.

7. Communications – Phone Calls and Texts

- **Phone Calls:** There is currently no way to automatically forward your work calls to your personal number from outside the office. If you are in the office you can see how to do this in the phone manual available on the Bar’s intranet. If you are starting remote work without time in the office to set up, here are other options.
 - Access voice messages:
 - Access work phone voice messages through your personal phone:
 - To access your work phone voice message system, call 212-382-6600
 - Wait until you hear “Welcome” and then immediately hit “#” - if you wait too long after hearing the intro, you get locked into the public option menu
 - Type in your extension number (4 digits) and then “#”
 - Type in your password and then “#”. Please note the password I refer to in this step is the same as the one you use to login to your voice message when you are in the office. However, if you need access to lines other than your personal one (i.e. project intake line) make sure you know the password to that account since it is most likely not the same as your personal one. If you don’t know the password, check with other project staff, then reach out to John or Kamran as soon as possible to have it reset and save that information.
 - Once you are logged in, you will be prompted with a variety of options on how to proceed.
 - Voice message-to-email: This feature sends all work phone voice messages as audio clips to your work email address. Reach out to John or Kamran for help with setting this up. This may not be practical if you receive a high volume of messages as your email capacity will become full quickly.

- To make phone calls: Use your personal phone to return calls with your number blocked. To block your number, see below:
 - Enter *67 before entering the phone number you are trying to reach to; or
 - iPhone: Go to “Settings-Phone-Show My Caller ID” and turn the feature off
 - For other devices such as Androids, you should do a quick Google search on how to block your number or check with your mobile company
 - **SMS texting through LS:** While we encourage you to communicate with external contacts (i.e. volunteers, clients) primarily through email or by phone, you have the option to send text messages through Legal Server. Please see **Appendix C** for more information.
- 8. Contact information – Appendix D** lists work and personal contact information for all CBJC staff. **Appendix B** is the general City Bar directory.

APPENDIX A – General ID/Account Information

Please Keep Secure-consider using a reminder instead of the actual passcode

Type	Passcode
Seating Assignment	
Computer/Desktop Login	
Phone Voice Mail Passcode	
Phone Security Pin	<i>This is very important - you need this to access or make changes to your phone system. If you don't know your security pin, please contact John or Kamran to reset it.</i>
Mail Code	

Account Information:

Account	Website/Link	Username	Password	Notes
ADP	https://online.adp.com/totalsource/login.html			Will only work with VPN access. Staff without access must keep a log of work hours.
CBJC Toolbox	http://justicewiki.nycbar.org/wordpress/			Will only work with VPN access.
Google (if applicable)				
Outlook Web Email	https://webmail.nycbar.org/owa	abcny\firstinitialandlastname		
Legal Server	https://cbjc.legalserver.org/			
NYC Bar Intranet	http://intranet/			Will only work with VPN access.
Social Media Platforms (if applicable)				
Zoom (or other video chat)				

APPENDIX B – NYC Bar Association Directory

NEW YORK CITY BAR ASSOCIATION MAIN TELEPHONE NUMBER 212-382-6600 TELEPHONE LIST BY DEPARTMENT - MARCH 2020			
<p><u>BUILDING OPERATIONS</u> Huber, Robert (4th Floor) 6634 Haigler, Michelle (Cellar) 6751</p> <p><u>CAREER DEVELOPMENT (Room 1)</u> Harris, Martha 6607</p> <p><u>CITY BAR FUND</u> Overton, Christina 4784</p> <p><u>CITY BAR JUSTICE CENTER (Bar Building)</u> Legal Hotline 212-626-7383 Arroyo, Akira 6722 Campbell, Logan 4746 CBJC Interview Room 6707 CBJC Interview Room (2) 6639/4758 Claudio-Blum, Lillian 6706 Coelho, Helder 6730 Colosimo, Sofia 4752 Damiano, Christin 4765 Denk, Kurt 4714 Duncan, Vivienne 6601 Dunnell, Amelia 4763 Eiler, Kent 6622 Itaya, Catherine 4729 Jiménez, Juan J. 4717 Kelly, Lynn 6678 Kim, Jennifer 6757 Kohanowski, Scott K. 6651 Larcher, Nancy 4744 Lopez, Cheryl 6727 Lopez, Cecilia (Fragomen Fellow) 4749 Martinez, Kyara 6625 Miner-Le Grand, Caitlin 4790 Morel, Ramona 4783 Pearlstein, Lisa 6709 Ramirez, Natalia 4711 Rosario, Ana 6778 Susman, Leah 6626 Tassy, Rafael 4759 Toledo, Amelia 6697 Tomatore, Suzanne 6717 Vazquez, Libby 6744</p> <p><u>COMMITTEE SERVICES (Mezzanine)</u> Glazer, Stephanie 6664</p> <p><u>COMMUNICATIONS (3rd Floor)</u> Cohen, Eli 6656 Friedman, Eric 6754 Kardaras, Alexandra 6692 Mordjikian, Arlene 6695</p> <p><u>CONTINUING LEGAL EDUCATION (Bar Building)</u> Benalcazar, Nicole 6652 Binstock, Gregory 6763 Cocchiara, Joseph 4724 Coco, Tina 6683 Cohen, Aliza 4794 Colasanti, Nicholas 4708 Green, Locksley 6687 Hall, Meranda 4789 Information 6663 Poles, Laura 6619 CLE Reception Desk 4709/4710</p> <p><u>COUNSEL (Room 1)</u> Axelrod, Lauren 6674</p> <p><u>CUSTOMER RELATIONS (Upper Lobby)</u> Brewster, Jamella 6650 Dawkins, Nigiema 6612 Information 6663 Green, Locksley 6687 Salcedo, Gabriel 4745</p>	<p><u>DIVERSITY & INCLUSION</u> PIPELINE INITIATIVE (4th Floor) Martin Owens, Deborah 6713 Mukwaya, Paula 6773 Shah, Devanshi 6772</p> <p><u>EXECUTIVE (ROOM 1)</u> Axelrod, Lauren 6674 Bary, Jane 6660 Cileti, Maria 6655 Harris, Martha 6607 Parker, Bret 6620 Suarez, Kristine 6624</p> <p><u>FINANCE (5th Floor)</u> Bhuiyan, Shah 6734 Brachman, Samantha 6641 Dane, Xenna 6644 Halter, Thomas 6640 Ma, Jun 6649 Pinto, Jimmy 6671 Serrano, Marissa 6670 Tan, Amy 6646</p> <p><u>FRONT DESK/EMERGENCY</u> 6694 Estrada, Robert 6694 Garcia, Gilberto 6694 Haigler, Michelle 6751 Pay Phone 212-921-7675</p> <p><u>HUMAN RESOURCES (6th Floor)</u> Schefflan, Beth 6770</p> <p><u>IT SYSTEMS (Mezzanine)</u> Belenitsky, Rita 6676 Besselyanova, Galina 4715 Chan, John 6712 Maghuyop, Kevin 6679 Qureshi, Kamran 6675 Raees, Ayesha 6708 Villao, Robert 6708</p> <p><u>JUDICIARY COMMITTEE</u> Harris, Martha 6607 Benalcazar, Nicole 6652</p> <p><u>LAWYER ASSISTANCE PROGRAM (6th Floor)</u> Helpline 212-302-5787 Lambert, Emily 6615 Travis, Eileen 6613</p> <p><u>LEGAL REFERRAL SVCE (3rd Floor North)</u> English Speaking 212-626-7373 Spanish Speaking 212-626-7374 Aponte, Gabriela 6693 Bonilla, Diana 4768 Busch, Amanda 4716 Donohue, Maria 6715 Fitzmaurice, Theresa 6779 Garcia, Nancy 4750 Johnson, Abby 6761 Jones, Adrienne 6733 Padilla, Damaris 6691 Rodriguez, Wilda 6726 Rosario, Ana 6725 Schnurr, Julia 6789 Soto-Contreras, Miriam 6902 Sukhu, Shiva 6719 Vargas, Damian 6621 Wasserstein, Ariel 6784 Welby, Lillian 6904 Wolff, George 6775</p> <p><u>LIBRARY (4th Floor)</u> Coj-Tahay, Lucy 6617 Copy Services 6711 Couch, Kevin 6749 Joseph, Donna 6666 Reference Desk 6666 Ruiz, Javier 6617 Tirado, Diani 6666 Tuske, Richard 6742 Vitale, Caroline 6748 Wolf, Eva 6745 Zagorski, Allison 6746</p>	<p><u>MAIL ROOM (Cellar)</u> 6686 Brown, Olevia 6755 Haigler, Michelle 6751</p> <p><u>MARKETING/MEMBERSHIP (3rd Floor)</u> Avila, Angie 6608 Bein, Arlene 6685 Bressack, Celia 6645 Dacres, Rosan 6630 De Angelis, Melissa 6753 Information 6665 Jackson, Andrew 6673 Jean-Louis, Ashli 4742 Mizrachi, Dorit 4780</p> <p><u>MEETING ROOMS</u> Carter Room (2nd Floor) 6609 Proskauer Room (2nd Floor) 6704 Cromwell Room (1st Floor) 6605 Davis Room (1st Floor) 6603 Everts Room (2nd Floor) 6610 Hughes Room (1st Floor) 6604 Kaye Room (Upper Lobby) 6602 Seymour Room (1st Floor) 6669 Stimson Room (Upper Lobby) 6705 Tweed Room (2nd Floor) 6611</p> <p><u>MEETING SERVICES/CATERING - FLIK (Mezzanine)</u> 2nd Floor Service Area 6783 Glovack, John 6654 Kemble, Linda 6653 Kitchen 6688 Mule, Steve 6684</p> <p><u>MOOT COURT (Mezzanine)</u> Glazer, Stephanie 6664</p> <p><u>POLICY (Room 1)</u> Cileti, Maria 6655 Kocienda, Elizabeth (Mezzanine) 4788 Margulis-Ohnuma, Mary (4th Floor) 6767</p> <p><u>PRESIDENT'S OFFICE (4th Floor)</u> President - Maldonado, Roger Juan 6736 Bary, Jane 6700</p> <p><u>SMALL LAW FIRM CENTER</u> Guilleran, Eve 6638</p> <p><u>VANCE CENTER (3rd Floor)</u> Benzaquen, Karina 6680 Bookman, Sam 4793 Chavez Alor, Jaime 6606 Desterro, Nathalya 6720 Egboka, Adaobi 6716 Escobedo, Jorge (Mezzanine) 4756 Jean Baptiste, Marie-Claude 4737 Kath, Susan 6758 Papachristou, Alexander 6689 Werneck, Maria 6780</p> <p><u>FAX NUMBERS</u> Building Mgr. (R. Huber) 212-382-4791 City Bar Center for CLE registration fax 212-869-4451 City Bar Center for CLE general fax 212-768-0768 City Bar Justice Center 212-221-5318 City Bar Public Service Network 212-221-5318 COLP 212-354-7438 Committee Services 212-869-2145 Communications 212-768-8630 Human Resources 212-382-6769 IT Systems 212-869-2145 Judiciary 212-869-2145 Legal Hotline 212-768-1433 Legal Referral 212-575-5676 Library Reference Desk 212-382-6642 LRS Billing fax 212-382-4719 Marketing 212-382-6760 Meeting Services 212-869-2145 Membership Services 212-382-6760 President's Office 212-768-8116 Purchasing 212-382-6764 Room 1 212-398-6634 Small Law Firm Center 212-382-4755 Treasurer's Office 212-398-2976 Vance Center 212-768-8630</p>	

APPENDIX C – CBJC SMS/Texting Guidelines

City Bar Justice Center Texting Policy

The CBJC licenses LegalServer, which, in conjunction with the Twilio application, allows employees to schedule and send clients SMS text reminder messages. Employees may also text a client through email. These messages should be restricted to the following content:

- Appointment or calendar reminders;
- CBJC or relevant court addresses;
- Directions to CBJC or relevant courts;
- If appropriate, client document list for meeting or court;
- Links to self-help legal materials.

Prior to sending clients text messages, employees should confirm with clients that this is a safe method of communication, encourage clients to enable password protection on their mobile device and to limit or disable text message banners or previews on locked mobile devices. Employees should also advise clients that they should not respond to text messages or use the software for substantive attorney-client communications. Check off in LegalServer that the client has consented.

Employees should only send text messages through LegalServer or by CBJC email. Employees should not use personal mobile devices to send text messages to clients. Among other reasons, these messages may not be easy to retain should the need arise for a Legal Hold. If these messages are relevant to a dispute between a client, CBJC, or a third-party, CBJC may be required to collect and produce these messages from your personal device, which may require initial access to and collection of other unrelated content from your mobile device.

Resist the urge to text clients concerning CBJC business on personal devices; if you must, preserve any important communications by screen grabbing them and sending them to the LegalServer client file. In addition, CBJC clients should not be messaged through other platforms including WhatsApp, Instagram, Facebook, etc. Contact Deputy Director Suzanne Tomatore for questions regarding the preservation of text or messages on alternative platforms.

Text messages sent through LegalServer or through email are retained consistent with the CBJC and the City Bar Document Retention Policy. This policy applies to all staff, interns, and fellows.

How to Send Text Messages Via Email

Below are step-by-step instructions on how to text via email.

SMS v. MMS

SMS, or Short Message Service is also commonly referred to as a “text message”. With a SMS, you can send a message of up to 160 characters to another device. Longer messages will automatically be split up into multiple texts. Most cell phones support this type of text messaging.

MMS, or Multimedia Messaging Service can be used to send longer messages and/or pictures, video, or audio content. It is most commonly used to send a photo taken with a camera phone to another phone. Most new cell phones with multimedia capabilities support MMS.

How to Send a Text Message via Email (List of SMS & MMS Gateways):

To send a text message via email, you must use a SMS or MMS to email gateway. Just substitute a 10-digit cell number for 'number' for each carrier below:

- AT&T: number@txt.att.net (SMS), number@mms.att.net (MMS)
- Boost
Mobile: number@sms.myboostmobile.com (SMS), number@myboostmobile.com (MMS)
- C-Spire: number@cspire1.com
- Consumer Cellular: number@mailmymobile.net
- Cricket: number@sms.cricketwireless.net (SMS), number@mms.cricketwireless.net (MMS)
- Google Fi (Project Fi): number@msg.fi.google.com (SMS & MMS)
- Metro PCS: number@mymetropcs.com (SMS & MMS)
- Page Plus: number@vtext.com
- Republic Wireless: number@text.republicwireless.com (SMS)
- Sprint: number@messaging.sprintpcs.com (SMS), number@pm.sprint.com (MMS)
- T-Mobile: number@tmomail.net (SMS & MMS)
- Ting: number@message.ting.com
- Tracfone: number@mmst5.tracfone.com (MMS)
- U.S. Cellular: number@email.uscc.net (SMS), number@mms.uscc.net (MMS)
- Verizon: number@vtext.com (SMS), number@vzwpx.com (MMS)
- Virgin Mobile: number@vmobl.com (SMS), number@vmpix.com (MMS)
- XFINITY Mobile: number@vtext.com (SMS), number@mypixmessages.com (MMS)

How to Send a Text Message via Legal Server:

- Go to client's file
- Select "Actions"
- Select "Case Actions"
- Select "Text Messaging"
- Ensure the correct mobile number is entered in the "SMS Phone" category and enter message
- Select whether to send the message immediately or to schedule for it to be sent later

How to send an SMS Reminder via LegalServer

- 1) Obtain client consent. Record consent in SMS Preferences tab in client's case file.

The screenshot shows the 'SMS PREFERENCES' tab selected in a software interface. Below the tab, there is a section titled 'SMS Consent Preferences [EDIT]'. This section contains two rows of data:

Type of Consent*	Client Consents
SMS Capable Phone #*	917-513-8201

2) Go to Case Actions => “Send SMS Reminder”

Enter phone number if necessary (will auto populate with the client’s mobile number).

Type your message, which may include URLs.

Pick Send Now or Schedule for Later.

The screenshot shows a web form for sending an SMS reminder. It is divided into three horizontal sections. The top section is labeled 'SMS Phone*' and contains a text input field with the number '917-513-8201'. The middle section is labeled 'Message*' and contains a text area with the text 'Your appointment is tomorrow at 9am.' followed by a URL 'https://goo.gl/maps/nX4Tk9pp4ZzbsKsw8'. Below the text area is a button labeled 'Schedule for Later'. At the bottom right of the form is a button labeled 'Send Now'.

How to check SMS Reminders:

- 1) Your reminders will appear in Notes for the case.
- 2) You can find a log on the “Send SMS Reminder” screen.

What if they do reply?

- 1) Homepage Alert for you and anyone assigned to the case with a LegalServer login.
- 2) Replies will go to any case where their mobile number is listed. Reiterate to your client not to reply to your SMS Reminders (use text to email messaging instead).

COVID-19 LEGAL SERVICES RESOURCES

Through the work of its City Bar Justice Center (CBJC) and Legal Referral Service, the New York City Bar Association is offering a series of resources and legal services to help New Yorkers during the coronavirus (COVID-19) pandemic. These initiatives build on existing relationships with dozens of law firms and corporate legal departments, as well as City Bar members.

Please visit www.citybarjusticecenter.org and www.nycbar.org/get-legal-help for more information.

- **Expansion of CBJC Legal Hotline to handle COVID-19 related issues:** The CBJC Legal Hotline is fully staffed remotely by attorneys to assist low-income callers on a range of civil legal issues including COVID-19 related matters touching on relief programs, mortgage and student loan relief, housing law, employment law, visitation, statute of limitations questions and consumer law. The CBJC is utilizing comprehensive training modules to stay on top of COVID-19 related developments in the law. Staff includes bilingual attorneys (English and Spanish) and can accept calls in any language through interpreting services.
Call 212-626-7383
- **COVID-19 Small Business Remote Legal Clinic:** This clinic connects pro bono lawyers with New York City's entrepreneurs and small businesses needing access to the federal government's COVID-19 stimulus package and other opportunities available through federal, state and local programs. The project will offer no-cost, limited-scope remote consultations to small businesses (100 employees or fewer) that have COVID-19 related concerns, with attorney volunteers being trained to advise on: (1) the various grant and loan programs available; (2) commercial leasing; (3) contract and specifically force majeure issues; (4) insurance; (5) tax; and (6) restructuring / insolvency / bankruptcy. There are currently over 90 law firms and corporate legal departments involved, with over 500 attorneys having completed the registration process.
Call 212-382-6633
- **Free Life-Planning Legal Assistance to New York City Front-Line Health Care Workers:** This initiative is relying on pro bono volunteers to provide free, remote legal assistance to frontline health care workers in preparing simple life-planning documents, including wills, powers of attorney, designations of standby guardians and health care proxies.
Call 212-382-6756
- **Legal Referral Service:** Our Legal Referral Service remains fully operational, with all attorney referral counselors and participating lawyers working remotely. The call is free and, if referred, the initial virtual or phone consultation will be \$35 or free, depending on the type of case, and will last for up to 30 minutes.
Call 212-626-7373 (212-626-7374 en español) or submit a lawyer referral request online
- **Online Legal Resources:** Visit the CBJC and Legal Referral websites listed above. Guides include: *Dealing With the Financial Impact of the Coronavirus (COVID-19): A Resource Guide for New York City Residents (English & Spanish)*; *What You Should Know about Coronavirus Medical Coverage in NYC*; *What You Should Do if a Family Member Is Dying*.