

## Webinar: Strategies and Challenges for Providing Services during COVID-19

### **Tools and Resources from the Audience & Panel**

#### Confidentiality / Privacy

- [Tactical Technology for Immigrant Rights and Immigration Legal Services Organizations](#) IAN resource page on tools, security, plans, recommendations, and more
- [CamScanner](#) - Create pdf scans of documents using a phone camera
- [ID Photo Wizard](#) - Take passport-style photos for official documents
- [WhatsApp](#)
- [Adobe Fill & Sign](#) - Sign documents online
- [Password Protected version of Zoom](#)
- "Confidentiality Advisal" / checklist emailed to clients in advance
- Some clients take calls in their cars
- Use the video conferencing chat function to exchange sensitive information

#### Tech Tools

- Meet the clients where they are - ask their preference & access to specific tech tools
- [Calendly](#) - schedule client appointments and sync schedule with your existing calendars
- [Waitwhile](#) - order and waitlist clients
- [WhatsApp Business](#) - accounts tied to office phone numbers
- [MySoftPhone](#) - connects office number to cell
- [Google Voice](#) & Hangouts / Meet
- [Teams \(Microsoft Office\)](#) instead of Zoom
- [RingCentral](#) - links landlines to cell phones
- [Webex](#) - video conferencing tool

#### Building Trust and Rapport

- Name the limitation of the situation (i.e. "I can't see you, so at any point, if you have questions, are uncomfortable, or would like to take a break from the interview/discussion, please let me know")
- Explain legal process to keep clients informed with some level of control
- Let clients participate in risk vs. efficiency/convenience for ways to connect online
- Meet via video chat as much as possible
- Be transparent with your schedule - timelines for clients, when to reach you, etc.
- Southern Poverty Law Center shared its recorded webinar on [Trauma Informed Approaches to Working Remotely with Clients](#) (and [materials](#))

#### Engaging Staff / Maintaining & Building Workplace Culture

- Weekly check-ins
- Implement [Slack](#) or similar instant messaging tools for quick questions & connection
- Flexible work schedule, including time off/sick leave to be used for any purposes
- Bring whole selves to team meetings, celebrate successes, share fun & inspirational links, YouTube videos, etc.
- Designate recreational time for things like virtual team games, happy hour, movies, end-of-week gatherings, etc.