

Reopening the Law Office in the Coronavirus World

FURIA
RUBEL

GINA F. RUBEL, ESQ.
@ginarubel

What Is the New 'Business as Usual'?

CORCORAN
CONSULTING
GROUP

TIM CORCORAN
@tcorcoran

1

Information Sources

This information comes from a variety of sources including the presenters' experience.

Others significant contributors include:

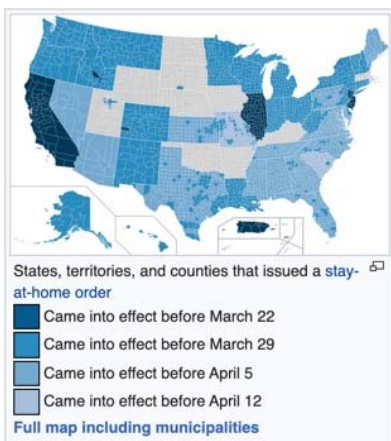
- CDC
- Cushman & Wakefield COVID-19 Guidance
- Michelle Friends, Executive Director, Fairfield and Woods P.C.
- Legal Marketing Association Northeast Region COVID-19 Focus Group
- WHO

**See list of all resources at the end of this presentation*

FURIA
RUBEL **CORCORAN**
CONSULTING
GROUP

2

What Happened?



- Feb 29 – Washington State declares state of emergency
- Mar 11 – WHO declares a pandemic
- Mar 16 – Federal government issues stay at home guidelines
- Mar 19 – California issues first statewide stay at home order
- Businesses & law firms close, WFH commences
- Skeleton crews on site
- Technology adjustments and deployment
- Management begins re-prioritizing, conserving cash

3

What's Next?

- Apr 16 – White House Taskforce announces Opening Up America Guidelines
- Apr 30 – Federal stay at home guidelines end, unless extended
- Late Apr/early May – State stay at home orders end, unless extended
- Eventually – Stay at home becomes “Safer at home”
- Businesses and law firms re-open



4

Opportunities


- Lead with confidence
- Define your reopening plan
- Test technologies and teams, update as necessary
- Educate your internal and external audiences
- Communicate frequently
- Learn from others

Short Term Challenges

- When to open
- Who returns
- On what schedule
- Accommodations to be made – financial, logistical, physical, mental
- How do we keep everyone safe
 - In the office and en route
- How do we prepare for inevitable setbacks



Planning Considerations



- Supplies
- Social Distancing & Safety Protocols
- Staffing Model & Scheduling Modifications
- Medical Screenings & Privacy
- Information Technology & Security
- Building & Office
- Travel & Travel Restrictions
- Childcare & Options
- Well-being & Mental Health
- Other Considerations
- Longer Term Issues

FURIA RUBEL CORCORAN CONSULTING GROUP

7

Supplies

- Thermometers (forehead)
- Gloves
- Masks
- Hand Sanitizer
- Sanitizer Wipes (antimicrobial)
- Toilet Paper
- Soap
- Disposable products for kitchen and other shared areas
- Air filters

Order Now!

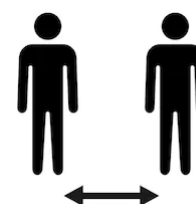
Address supply chain management and training for proper protocols and usage

FURIA RUBEL CORCORAN CONSULTING GROUP

8

Social Distancing & Safety Protocols

- Physical spaces (see checklist <https://tinyurl.com/COVID19WorkplaceChecklist>)
- Workplace modifications (physical layout, plexiglass dividers, one-way halls)
- Schedule modifications (arrival, departure, staggered breaks, flex-time, shorter in-office shifts, pooling, WFH options, etc.)
- Visitor limitations
- Delivery of supplies, copies & mail
- Initial deep clean and ongoing cleaning/sanitizing & maintenance
 - Common areas (ex: kitchen disposables)
 - Update signage of CDC recommendations, office policies



FURIA RUBEL CORCORAN CONSULTING GROUP

9

Staffing Model & Schedule Modifications

Who must return, who returns upon request, who needs permission to return

Teams and rotations

- Know your state/city policies, some may conflict
- Rotating staff, limit those working in close proximity
- Pooling
- Default WFH, don't rush everyone back to the office

Establish how to request/authorize changes to schedule, location, etc.

- Partners aren't allowed to overrule policies. Must escalate to COVIDV-19 task force/management



FURIA RUBEL CORCORAN CONSULTING GROUP

10

Medical Screenings & Privacy

- Medical Screening
 - Temp checks upon arrival (some are hiring nursing students for assistance)
 - Symptoms questionnaires (fever, dry cough, shortness of breath)
 - Exposure and social activity questionnaires
- Go Home Orders (how and when to send employees home)
- Privacy Considerations
- Communicating exposures and positive cases



Read: <https://tinyurl.com/tempchecksforcovid>

FURIA
RUBEL
CORCORAN
CONSULTING
GROUP

11

Information Technology & Security

Updated security and BYOD policies

Reminders about phishing, spoofing, scams

- Banks and vendors likely have relevant webinars/training available

Equipment pool inventory and access

- If limited inventory, may need to rotate/check in & out laptops, etc.

Technical support protocols

Training for new tools: Citrix, VPN, DMS, Time entry, Zoom, Teams

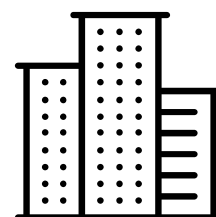
FURIA
RUBEL
CORCORAN
CONSULTING
GROUP

12

Building & Office Considerations

Office Services

- Limit access to mailroom, supply room, shared printer
- Conference room protocol
 - Bring your own supplies, remove chairs to ensure social distancing
- Access to storage for personal belongings
- Consider pausing shared newspaper/periodical subscriptions
- Light switch steward – one person to turn on/off lights each day
- Coffee and meal guidelines



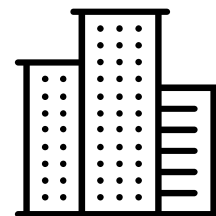
FURIA
RUBEL

CORCORAN
CONSULTING
GROUP

13

Building & Office Considerations

- Will your building be fully operational?
- Adjustments to building security
- Elevator access & protocol
- Cleaning crew options
- Lights and air back on
- Parking
- Delivery & messenger access
- Visitor policy



FURIA
RUBEL

CORCORAN
CONSULTING
GROUP

14

Travel & Travel Restrictions

- Define travel restrictions and essential travel
- Address risk tolerance
- Provide travel guidelines for essential travel
- Plan for 14 days of isolation upon return

Tips for essential travel include:

- Wear a cloth face covering
- Limit exposure and avoid close contact with others
- Practice good hand hygiene
- Get all recommended vaccinations
- Wipe down communal surfaces with disposable antimicrobial wipes
- Carry and use disposable tissues and discard in trash
- Plan for 14 days of isolation upon return



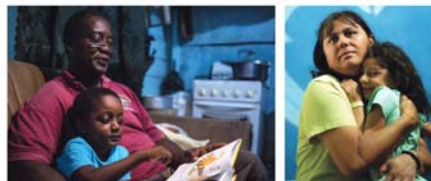
FURIA RUBEL CORCORAN CONSULTING GROUP

15

Childcare

Update or establish policy, availability, space, costs, alternatives, exemptions

- Be careful to not operate like a daycare, unless that's your intention
- Programs to Monitor
 - YMCA Summer sports
 - Summer camps
 - School Districts in Fall



INTERIM RECOMMENDATIONS, 27 MARCH 2020
This document builds on material developed by UNICEF EAPRO, UNICEF ESARO and the ILO. It is an interim guidance note, developed in a fast evolving situation. It provides general recommendations that aim to help employers strengthen support for workers and their families. It needs to be adapted locally and to rapidly changing contexts. As the information contained in this document may date quickly, you are advised to check the sources and online alternatives link listed regularly.



<https://www.unicef.org/media/66351/file/Family-friendly-policies-covid-19-guidance-2020.pdf>

FURIA RUBEL CORCORAN CONSULTING GROUP

16

Well-being & Mental Health

- Make the return fun and comfortable
- Consider welcome back bags (sanitizer, wipes, masks, lotion, etc.)
- Communicate security and health protocols, e.g., office cleaning
- Casual accommodations
- Focus on resilience (listen to <https://tinyurl.com/resiliencereneebranson>)
- Remind employees of EAP benefits through health plans
- Consult American Psychiatric Assoc. & Center for Workplace Mental Health <https://tinyurl.com/covid19workingremotely>

17

Other Considerations



- ADA Accommodations
- Bringing back furloughed or laid off employees
- Building access policy
- FFRCA
- FMLA, State Medical Leave Acts, PTO usage for COVID
- Insurance coverage
- Reemployment of furloughed or laid-off employees
- Training (office protocols for hygiene, respiratory etiquette, interaction etiquette)
- Wage and hour issues

18

Longer Term Issues



- How do we accommodate flexibility in our workforce?
- How do we manage a distributed workforce?
- How should our business model adapt?
- How should our client mix or practice mix shift?
- How has our definition of an ideal lawyer or business professional employee shifted?
- How has our definition of an effective leader or manager shifted?
- How has our definition of an ideal client shifted?
- What training, technology and communication investments do we need to make?
- When are we updating our crisis communications plan to include what we have learned from this pandemic?



19



Gina F. Rubel, Esq.



Tim Corcoran

Presenters

Gina F. Rubel, Esq.

CEO
Furia Rubel Communications, Inc.
Chair, Phila. Bar Risk Management Committee
Global 100 Leading Law Consultants: Lawdragon
gina@furiarubel.com
(215) 340-0480
Furiarubel.com

Tim Corcoran

Principal
Corcoran Consulting Group
LMA Past President, LMA Hall of Fame
Trustee, College of Law Practice Management
tim@bringintim.com
(609) 557-7311
BringinTim.com



20

Resources

PreventEpidemics.Org – When and How to Reopen After COVID-19

- https://preventepidemics.org/wp-content/uploads/2020/04/COV020_WhenHowLoosenFaucet_v4.pdf?fbclid=IwAR34NqMlkifiA1IAj-xDiOHRg4onhz9xZXfn8Z4x-bXYAxI03rROGWancs0

Getting Back to Work – Furia Rubel Communications, Inc.

- <https://www.furiarubel.com/what-were-up-to/getting-back-to-work-in-the-coronavirus-world-what-is-the-new-business-as-usual/>

EEOC What You Should Know About COVID-19 and ADA, Rehabilitation Act & EEO Laws

- https://www.eeoc.gov/eeoc/newsroom/wysk/wysk_ada_rehabilitaion_act_coronavirus.cfm?fbclid=IwAR1p8DM0qSlcPzozOB5UZ0IKk63VM02qq3ITITtYg99j04OUKvBv0FPAtkY

Resources

Association of Legal Administrators COVID-19 Response

- <https://www.alanet.org/about/media-center/coronavirus-response>

Legal Marketing Association Well-Being Resource Center

- <https://www.legalmarketing.org/page/well-being>

Cushman & Wakefield – Recovery Readiness Guide (including office reconfiguration)

- <https://www.cushmanwakefield.com/en/insights/covid-19>

American Bar Association COVID-19 Mental Health Resources

- https://www.americanbar.org/groups/lawyer_assistance/resources/covid-19-mental-health-resources/

International Legal Technology Association COVID-19 Resources

- <https://www.iltanet.org/resources/areas-of-knowledge/covid-19>

Resources

RB Consulting – Resilience in the Midst of the COVID-19 Crisis

- <http://www.reneebranson.blog>

The Tilt Institute – When Crisis Calls: How Leaders Are Responding to COVID-19

- <https://www.thetiltinstitute.com/tilthink/2020/3/27/when-crisis-calls-how-lawyer-leaders-are-responding-to-covid-19>

Corcoran Consulting Group – Executive Committee guidance for profitable adaptation

- <http://www.bringintim.com>

COVID-19 Recovery Playbook

- <https://lawvision.com/client-resources/covid-19-recovery-playbook/>

Resources

CDC Guidelines for Businesses & Employers to Plan & Respond to COVID-19

- <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

Australasian Legal Practice Management Association COVID-19 Toolkit

- <https://www.alpma.com.au/useful-links-support-your-firm-through-covid-19-pandemic>

Supplies

- Intivity.com – masks, gloves, disinfectants
- GetGarveys.com – masks, gloves, disinfectants
- [Premier Supplies](http://PremierSupplies.com) – masks, gloves, disinfectants
- Joolamedical.com – face masks
- Geosyntec.com – air quality consultants, HVAC, filters, etc.