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## **Pandemic Roundtable – Meeting 1: March 17** **Summary of discussion and chat**

### Program Services:

- Bars are canceling events through mid-May and are following the CDC guidelines
  - Some bars rearranging June events and pushing to the fall
  - 1 bar intentionally calling these postponements to show continued commitment to the community
- Experience with hotels and cancellation has been varied:
  - Some blowback from venues on cancellations but most are being cooperative and understanding
  - Some (even Las Vegas) venues have been flexible re: cancellations; some are requiring rebooking by 2020; some want cancellations fees paid with an offer to renegotiate later; some allowing reschedule but keeping deposits entirely
  - TBA had a good, recent experience with Force Majeure clause
- CLE and committee meetings are migrating to virtual platforms (see below)
  - Bars using traditional conference call lines and video platforms for meetings
  - CLE moving to virtual formats
  - NO one shared using podcasts at this point
- Platforms shared for
  - GotoMeeting
  - GoToWebinar
  - Uber Conference
  - Zoom
    - Note has a polling option for either voting or CLE member engagement
  - Blue Jeans
  - Meeting Bridge
  - WebEx
  - MatchBox virtual
    - Tips for meetings
      - Send instructions in advance
      - Encourage video participation
      - Not all laptops have great audio. Encourage adding phone for audio
      - Create a power point deck to accompany meetings

### Member Engagement:

- Some bars are reporting that regular members are not engaged at all given the fluidity of COVID-19
- Topics that have resonated are tools that help them cope with the pandemic as professionals (cyber security, working remotely, obligations as employers)—other stuff, not so much

- Bars are creating resource pages for their members and the public
  - Consolidating court orders and court-related information
  - Resources for working virtually
  - Creating public education content
  - Convening a variety of constituency meetings i.e. managing partners
- Some bars providing wellness content
  - CLA doing a 20-minute session with Jeena Cho this week (Ellen reached out to Jeena and she is open to doing sessions for your members as well: [hello@jeenacho.com](mailto:hello@jeenacho.com))
  - New Mexico encouraging members to connect with their LAP
  - Missouri developing a blog to deal with

#### Other Ops:

- Questions around LRIS and how bars are making LRIS work offsite
  - For ShoreTel systems, calls can be forwarded to other phone lines
  - Work with VOIP service provider; 1 bar got an adapter that allowed staff to take phone home with them
  - Using a 8x8 for phone system and it's working good for LRIS staff
- Bar mail being forwarded to a personal email rather than going into office regularly
- Offsite credit cards not through AMS (especially to process refunds)
  - Merchant e-Solutions
  - Notify members you will process refunds when we get back to the office

#### Communications:

- Daily news for members is being retooled to focus on Covid-19 (See, State Bar of Texas – they offered anyone to sign up)
- 1 bar also subbing out magazine article for COVID-19 related impact content
- Daily newsletters with COVID-19 updates
- Some bars trying to limit emails sending to members right now

#### Tips for Managing Staff Remotely

- Do a dry run (if you have the time to check the glitches)
- Do a daily check-in in the morning to see what folks are working on
- Host virtual events for your team – happy hour, luncheon
- Support your team with work from home tips
- Use Slack or Microsoft team for internal communications, save email for external
- For meetings using Zoom or other platforms, have an agenda and some key visuals to help people focus
- Encourage staff to focus on projects not hours
- Encourage staff to take frequent walks and get some fresh air