

## COVID-19 Remote Work Plan

To mitigate the spread of COVID-19 and protect staff from exposure to the disease, CASA of the Tenth Judicial Circuit will be implementing a remote work plan. Being mindful of the importance of the CASA Mission and knowing that child abuse and neglect does not stop during times of crisis but in fact increases, this plan will help us continue CASA's obligation to the children we serve.

The following plan has been drafted to guide our work and is subject to change as we journey through this process. This plan is to support the courts Administrative Order 2020 -04 Circuit Wide Emergency Order RE: COVID-19 and the Courthouse plan for reduced workforce exposed to COVID-19.

Effective March 19, 2020 through further notice:

- Remote work for all CASA Staff
- All Staff provided IT Devices to conduct work activity remotely. (Staff is responsible to replace broken or lost equipment.)
  - No use of CASA tablets/laptops in public spaces.
  - To maintain information security required to log on and out when not using devices to eliminate data breaches
- Ryan will serve as CASA's IT Guru to prepare Staff for Virtual Meetings
  - Please follow the link for Microsoft User Guide on Meetings and Calls within Teams <https://support.office.com/en-us/article/meetings-and-calls-d92432d5-dd0f-4d17-8f69-06096b6b48a8?ui=en-US&rs=en-US&ad=US#ID0EAABAAA=Basics>
  - For a quick "how to join a meeting" guide you can use this: [https://support.office.com/en-us/article/join-a-meeting-in-teams-1613bb53-f3fa-431e-85a9-d6a91e3468c9#bkmk link&ID0EAABAAA=Mobile](https://support.office.com/en-us/article/join-a-meeting-in-teams-1613bb53-f3fa-431e-85a9-d6a91e3468c9#bkmk_link&ID0EAABAAA=Mobile)
- Daily Virtual (Microsoft Teams) Staff Meetings at 9:00 am
- One additional check-in between Supervisors and Individual Staff daily (afternoon) for accountability and wellness checks
- No work-related phone calls in public spaces
- When possible, meetings with external stakeholders should be conducted via phone or teleconferencing (Skype can be downloaded from Office 365)
- Daily updates in Optima
- Complete time sheets as normal
- Volunteer Management
  - Weekly check-ins with CASA Volunteers or CASA kids/families assigned (Lisa is drafting a spreadsheet for you to track your activity – use the new CASA COVID-19 Advocacy Questionnaire
  - Weekly updates with caseworkers
  - No in-person visits until further notice (unless conducting a drive by check to see a child through a window or distance to make sure they look okay)
  - Handwritten notes to CASA Volunteers to show appreciation and support (Thank you notes, and postage provided by CASA)
  - Continue filing court reports

- Check with Lisa if you need something from Odyssey (Lisa has been provided remote access)
- DCFS Youth In-Care are not required to participate in e-learning (must be provide hard copies if requiring schoolwork)
- Many schools have lifted schoolwork
- If you need to make a Hot Line call, IL CASA suggest the following:
  - Do not leave a message or use the on-line option
  - Ask for a floor Supervisor
  - Provide scariest fact first
  - Call 911 if necessary
- Training
  - Implement new Flex/Virtual Classroom Training rolled out by National CASA
  - Research and secure Virtual Platform (Zoom, Go To Webinars, ect.) by 3/19 to complete the current training
  - Enroll Staff as co-facilitators for Virtual Classes (2 staff assistants in each virtual class)
  - Set up continuing education (CASA Time) through Virtual platform
  - More to come as we learn
- Make your Supervisor aware of any needs or concerns about working remotely