



# PUBLIC DEFENDER NEWS

## COVID-19 EDITION

### A Note from the Director

The COVID-19 outbreak has made life interesting to say the least over the last couple weeks. Leadership has been meeting regularly, and we want you to know your health and safety, and that of our clients, are our **#1 priority**. We are learning a lot during this time, and those lessons will make us stronger in the future. Decision-making will improve, business processes will be more efficient and client contact will be easier. Songwriter Bob Dylan said it well...

**“The Times They Are a-Changin’”**

Come gather ‘round people  
Wherever you roam  
And admit the waters  
Around you have grown  
And accept it that soon  
You’ll be drenched to the bone  
If your time to you is worth savin’  
Then you better start swimmin’ or you’ll sink like a stone  
For the times they are a-changin’

Changes are happening every minute and I believe our real control is how we respond. Our daily leadership and management team meetings include assessing reality in the jails and courtrooms (the swimmin’ is real). That information is being compiled and forwarded to the Office of the Court Administrator, the Attorney General, and the Governor’s Office.

What we have learned is about 90% of the courts are complying with directives, and the other 10% are all over the map. We are working non-stop on that other 10% for your health and safety, as well as that of our clients. Sometimes it isn’t pretty and doesn’t make sense, but as we continue to work together, we will prevail to balance the scales of justice.

Thank you for all that you do on the front lines. You are the difference.

*Rhonda*



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### Special points of interest

- Client Notifications
- COVID-19 Protocols
- COVID-19 Time Reporting in SABHRS

## Client Notifications

Over the past week, OPD sent over 3,400 email and 3,000 text messages to clients, notifying them of our efforts to reduce foot traffic in our offices in response to the pandemic. Another 2,000 texts will be sent soon. Clients with a cell phone number or email address in JustWare, with an open case and a scheduled event, were asked to contact their attorney by phone or email and refrain from coming into the office.



In the next week or so, we anticipate launching automatically generated ClickSend text notifications to alert clients of upcoming events or scheduling changes. The pilot offices were very enthusiastic about this tool, and we'll let you know when it's ready to launch system-wide.

## Using COVID-19 Codes in SABHRS

Beginning March 30, please use the COVID-19 Task Profile if you are attending meetings or working on COVID-19 related projects, whether you are reporting Regular or Telework hours.



If you are unable to work due to COVID-19, you may be entitled to use the following Time Reporting Codes with the appropriate documentation:

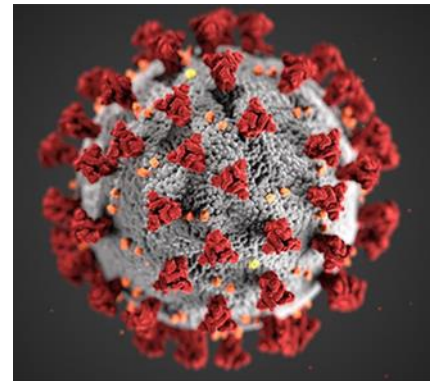
- COVID-19 Admin Paid Leave
- COVID-19 Sick Paid Leave
- COVID-19 School Closure Paid Leave

For more information, see the [DOA FAQ](#), or call OPD's HR office for assistance.

## COVID-19 Protocols

Fortunately, many of our employees are able to work remotely. Many more are in the office or otherwise out in the world. Help protect the safety of your co-workers and neighbors by following this symptom-monitoring checklist.

- Check your temperature to ensure you are asymptomatic before going out. Normal temperature is 98.6 degrees.
- Do **not** go to work if you don't feel well—this can be a cough, the sniffles, or even just feeling a little “off.”
- Do **not** go to work if you've been exposed to someone with COVID-19.
- Supervisors may ask employees exhibiting flu-like symptoms to go home. Co-workers should discuss any concerns they have with their supervisor.



In addition, continue to follow the latest directives:

- Stay at home as much as possible
- Practice social distancing of at least six feet when you are out
- Continue to practice good handwashing
- Avoid touching your face
- Clean and disinfect frequently touched objects.

The latest DPHHS information is [here](#). Guidance and FAQs from DOA is [here](#). Information specific to OPD is on the All Agency Teams page. See page 4 for more on Teams.



### SOCIAL DISTANCING WITH ZOOM

Zoom is a great tool to hold large or small meetings to stay in touch with your coworkers, for remote jail visits, etc. Every State employee is granted a free basic Zoom account entitling users to unlimited one on one meetings. For three or more participants, your meeting will be limited to 40 minutes in length.

However, every OPD office has a pro-host account for the conference room video unit for meetings longer than 40 minutes for three or more participants. You can use this account *without* using the actual video unit, but be sure to add the unit as an attendee to a regular calendar invitation to prevent scheduling conflicts. The Zoom meeting ID for these accounts is the 10 digit telephone number of your office. (For example, Kalispell’s meeting ID is 406-751-6080.) To hold a meeting, all participants must join using that meeting ID.

Here is how to schedule a meeting:

- Open the Zoom app on your PC. Click the Join button
- Enter your office’s Zoom meeting ID (your office telephone number) and join the meeting. Once the meeting window opens, click the Invite button
- Click the Copy Invitation button in the window that opens and paste it into your calendar invitation.

Any agency with video conferencing equipment can dial into the zoom meeting as well. They will want to use the ‘Join by H.323 (Polycom)’ dialing string in the invitation details. The dial string for them to dial into OPD’s Zoom meeting is:

162.255.37.11##<Office Zoom Meeting ID>

For example, if a jail/court wanted to join Kalispell’s Zoom meeting room, they would dial: 162.255.37.11##4067516080

An OPD employee can join the meeting from the Zoom app (PC or Mobile) by joining meeting ID 4067516080.

If you are concerned about what people will see when you place video calls while teleworking, you can adjust the background by going to Settings/Virtual Background. Choose a Zoom background or add your own, and no one will know you’re working from the kitchen table.

More information is available in Teams!



## OUR MISSION

We provide effective professional legal services with equal access to quality client-centered representation.

## OUR VISION

As trained legal professionals we strive to represent our clients in an effective and efficient manner to ensure a more fair and balanced justice system. We are dedicated and committed to improving overall outcomes for our clients and addressing the conditions that led to their involvement with the justice system.

## STATE COVID-19 RESOURCES

Here are some State of Montana websites with COVID-19 information for employees and the public.

The [Governor’s Task Force](#) with links to DPHHS, the Joint Information Center, Montana Newsroom, and CDC info.

The [State Human Resources](#) page, with EAP and telework resources, as well as DOA’s FAQ and statement regarding remote work.

Finally, a [site](#) with a map of current cases in Montana and the world, and links to many other resources, including DPHHS and the CDC.

# Everything COVID –19 is Now in Teams!

## Here’s How to Get Started

Our All Agency Team is up and running! The All Agency Team is your centralized resource for COVID-19 information, as well as a place for agency-wide announcements and networking with your co-workers while social distancing.

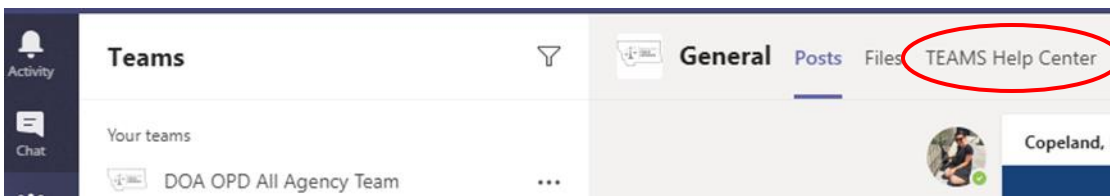
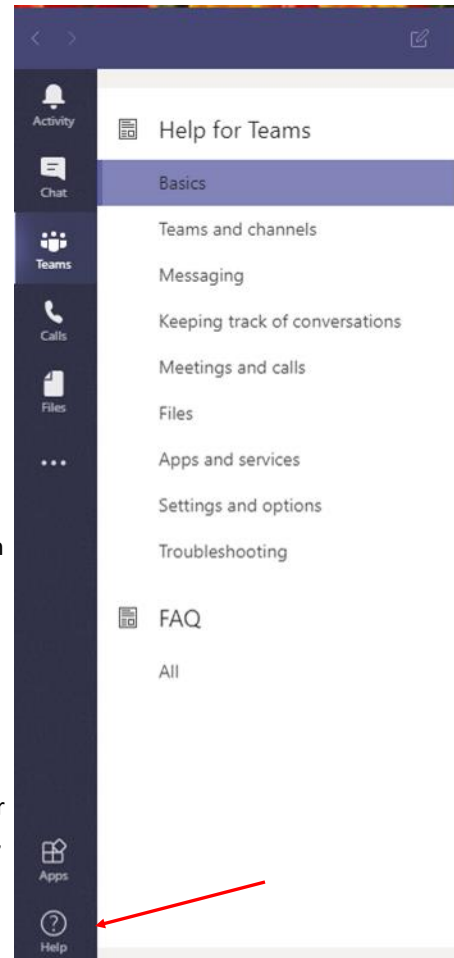
If you don’t have Teams installed on your work computer, you can install it from the OPD Software Center on your desktop. Click on Microsoft Teams in the list of apps, and then click Install.

You can also access Teams through the web or through an app on your smartphone. Log in with your C# and your windows password. Once Teams is installed and you are logged in, the All Agency Team should appear automatically.

There are currently three channels:

- **General**—this is for agencywide announcements and updates published on behalf of the Director. Make sure you read all the posts in this channel.
- **COVID-19 Resources and Discussion**—this channel includes all resources and discussion regarding the pandemic. You can find, add and discuss resources on the Files Tab. Please try to follow the folder organization when adding resources.
- **Employee Channel**—this is a social channel to share ideas or ask for help on how to manage teleworking, how you’re keeping kids and pets entertained, the joys of 24/7 with your spouse, and general support for this new reality. Please do remember we are still using state resources, and don’t include anything you wouldn’t share through your state email account.

If you are new to Teams or need help, go to the Teams Help Center Tab in the General Channel for video, or click on the Help button at the bottom left of your screen for a user guide.



Each office can also have it’s own Team. You can use Teams for phone/video calls, individual or group chats, and sharing files. Let us know how you’re using Teams to stay connected!





# COVID-19 (CORONAVIRUS), FLU, COLD?

As the number of COVID-19 cases rise, some key differences set COVID-19 apart from the seasonal flu and the common cold – mainly the intensity of the symptoms and the recovery period. A guide at identifying the differences in the three conditions. All three however, are spread by air-borne respiratory droplets and contaminated surfaces.

COMMON COLD	SEASONAL FLU	COVID-19
<b>ONSET: GRADUAL</b>	<b>ONSET: ABRUPT</b>	<b>ONSET: SUDDEN</b>
<b>SYMPTOMS</b> <ul style="list-style-type: none"> <li>· Runny or stuffy nose</li> <li>· Sneezing</li> <li>· Sore throat</li> </ul> <b>LESS COMMON SYMPTOMS</b> <ul style="list-style-type: none"> <li>· Low grade fever</li> <li>· Muscle or body ache</li> <li>· Headache</li> <li>· Fatigue</li> </ul>	<b>SYMPTOMS</b> <ul style="list-style-type: none"> <li>· Fever</li> <li>· Dry cough</li> <li>· Muscle ache</li> <li>· Fatigue</li> <li>· Headache</li> <li>· Sore throat</li> <li>· Runny or stuffy nose</li> </ul> <b>LESS COMMON SYMPTOMS</b> <ul style="list-style-type: none"> <li>· Diarrhea</li> <li>· Vomiting</li> </ul>	<b>SYMPTOMS</b> <ul style="list-style-type: none"> <li>· Fever</li> <li>· Dry cough</li> <li>· Muscle ache</li> <li>· Fatigue</li> </ul> <b>LESS COMMON SYMPTOMS</b> <ul style="list-style-type: none"> <li>· Headache</li> <li>· Coughing up blood (hemoptysis)</li> <li>· Diarrhea</li> </ul>
<b>WHAT THIS MEANS</b> If you have a stuffy/runny nose or are sneezing, you likely DO NOT have coronavirus.		
<b>INCUBATION:</b> <b>2-3 days</b>	<b>INCUBATION:</b> <b>1-4 days</b>	<b>INCUBATION:</b> <b>1-14 days</b> May go up to 24 days
<b>COMPLICATIONS:</b> <b>Extremely rare</b>	<b>COMPLICATIONS:</b> <b>1% cases</b> (including pneumonia)	<b>COMPLICATIONS:</b> <b>5% cases</b> (acute pneumonia, respiratory failure, septic shock, multiple organ failure)
<b>RECOVERY:</b> <b>1 week</b> For most cases; may last as long as 10 days	<b>RECOVERY:</b> <b>1 week</b> (mild cases); 2 weeks (severe cases)	<b>RECOVERY:</b> <b>2 weeks</b> (mild cases); 2-6 weeks (severe cases)
<b>TREATMENT OR VACCINE:</b> No treatment, but doctors advise treating symptoms	<b>TREATMENT OR VACCINE:</b> An annual seasonal flu vaccine is available	<b>TREATMENT OR VACCINE:</b> No vaccines or anti-viral drugs available; symptoms can be treated

