

NAVIGATING A CRISIS

How Social Justice Collaborative is Adapting to the New Normal

During times like these, Social Justice Collaborative's (SJC) continuity planning is really tested in ways we hadn't contemplated. Over the past several months, the team has been working diligently to combat the inevitable challenges that arise from this new virtual work structure. Carrying on "business-as-usual" can feel daunting right now, but work has not stopped for SJC. We are sustainable and busy and have responded to this crisis efficiently. We have been working around unfamiliar issues in order to keep the business going and continue providing our services to our clients. Below are the actionable steps our team is taking to promote operational resiliency and business continuity in the wake of COVID-19.

Keeping Staff Motivated

Supportive management, trust in leadership, positive work environment, and cross-functional collaboration and communication are some of the best ways SJC drives positive employee experience during this crisis.

- Structured daily check-ins
- Several different communication technology options
- Opportunities for remote social interaction
- Encouragement and emotional support

Providing Accessible Technology

The transition to working from home is a crucial step for us to keep operating and safeguard our wellbeing. The SJC team received access to technological solutions that enhance communication, collaboration and project management.

- Work laptops for all employees
- Videoconferencing solutions for internal and client meetings
- Electronic signature software

Meeting Our Clients Where They Are

SJC has been working hard to continue providing our services to our current and future clients. Our clients rely on our services and need to see we are still here and ready to find creative solutions to unprecedented obstacles.

- Virtual consultations
- Electronic signature software to finalize legal documents
- Variety of communication platforms, (email, text, videos, and phone call)
- Legal support content clients can reference

Looking to the Post-Pandemic Future

SJC's continuity planning helps minimize the impact of the current crisis on our operations and appropriately cares for all employees, stakeholders, and clients. While it's impossible to know when things will return to a more stable pace, what we can do now is support one another.

- Remote work as long as feasibly possible
- Remote clinics to leverage pro bono volunteers
- Safety protocols and screening for in-person work