

Working Remotely Key Considerations For Survivor-Centered Organizations

CHARITY HOPE: Good afternoon, everyone. Thank you for joining our session on remote working key considerations for survivor centered organizations. My name is Charity Hope. I'm with the Center on Victimization Safety at the Vera Institute of Justice and the National Resource Center for Reaching Victims.

We have just a few quick logistical items to go over before we begin today. Participants are in listen only mode, which means we should not be able to hear you but you should be able to hear us. If you'd like to turn on your captioning, I'd like for us all to take a moment to do that now.

If you go to the bottom of your Zoom screen, you will see a closed captioning button. It has a CC in the middle of it. To the right of that little box is a carrot or an arrow. If you select that arrow, you're going to get a couple of options. You can either show subtitles or you can view the entire transcript.

Once you do so, you should be able to see the words I am speaking appear right below the video or to the right of your Zoom window. If you cannot hear the presenter speaking, if you're having any difficulties with the captioning or seeing the interpreter, any tech problems whatsoever, please enter a

message in the chat pod. Again, that chat icon is right at the bottom of your screen. It's a little cartoon bubble.

We've got Vera staff standing by to provide you tech support. And a really important distinction for today. If you have questions for our panelists, we'd really like you used to Q&A function. Again, it's down there next to where the chat pod is. But if we can use that for questions to the panelists and keep the chat pod for tech issues, that will really help us be able to manage the questions that are coming into the panelists today.

So a quick note about your view. If you joined the session via a web browser, you will only be able to view the American Sign Language interpreter. That's going to be the only screen that you see. If you have joined via the Zoom app, meaning you have logged onto Zoom, you'll be able to see the panelists as well as the ASL interpreter.

We will be recording today's session. A link with the recording will be made available on our National Resource Center for Reaching Victims website. That web site is reachingvictims.org. So we know that many of our colleagues joining us today may be new to working remotely. So we want to create some time and space for panelists to share their lessons learned around working remotely, how they maintain their team culture while they may not be in the same physical space, how they take care of themselves

working remotely and possibly alone, and what creative ways we have seen victim service providers do this pivot.

Some no longer providing in-person services and providing services now remotely, and really all the ways in which we're collectively working to sustain services for survivors during COVID-19. We know that we're sort of in uncharted territory, right? Here at the Vera Institute of Justice-- I say here. This is really my home. But at the Vera Institute of Justice, there has been a core of us that have been working remotely for several years.

But I think it was last week. We got 300 new remote colleagues that we are now connecting with. So we may not have the answers. We're going to share some of our lessons learned, but we certainly know that if nothing else, we are much stronger together than we are alone. So with that I'd love to ask our panelists to introduce themselves and start us off by letting us know how long you have working remotely. And Amanda, I'm going to start with you.

AMANDA WATSON: Thanks, Charity. And thanks for helping to host this panel today. So my name is Amanda Watson. I work with Praxis International. We're a national technical and technical assistance and training provider for rural grantees and also, I coordinate the advocacy learning center that we have.

And I have been working remotely for a week and a half now. So it's a new shift here for me.

CHARITY HOPE: Thanks, Amanda. So you'll be newbie to share some of those new lessons learned. Olga, how about you next.

OLGA TRUJILLO: Thanks, Charity. That's great, Amanda. So I'm Olga Trujillo. I work with Caminar Latino. We have a Latina program that's based in Atlanta. We have a National Technical Assistance Arms Latinos United for Peace and Equity. And we are all remote and a little bit all over the country.

And I have been working remotely for 20 years. So a lot's changed over the time.

CHARITY HOPE: Wow, Olga. I hadn't realized it in 20 years. You may win the prize for the longest remote worker. Nancy.

NANCY SMITH: Good afternoon, everyone. My name is Nancy Smith and I am with the Vera Institute of Justice. I am one of the co conveners of the National Resource Center for Reaching Victims, and I also work on several of our projects which focus on increasing access to healing and justice for survivors with disabilities and deaf survivors. And I have been working from home for about 10 years now.

And I have also been supporting a largely remote team. About 85% of our colleagues, within the center and victimization and

safety are remote. And I also work with my office mates, four dogs and three cats. And I am hoping that they don't make an appearance during this webinar, although they are very cute.

CHARITY HOPE: Fingers crossed, unless you're getting deliveries which we might-- all bets are off at that point. So I thought we could start off today by having everyone, our panelists, share the variety of technology tools and software programs that you and your team use to support your remote work. Any variety of tools, whether it be the old school telephone, chat, virtual platform. What are the tools that you all have used or are using to keep connected? Olga.

OLGA TRUJILLO: OK. Well, so what I'm using right now is I rely on Zoom quite a bit for the video conferencing and also the chat feature in Zoom. So if you have your contacts in Zoom, you can chat with them. We do a lot via-- we're a small staff. There's five of us.

And we do a lot of-- all of us have iPhones, so we do a lot via iMessage and text. We'll use FaceTime periodically. That doesn't have a conferencing capability yet. I know it's supposed too. So either I don't know how to use it or it hasn't yet. And then, so-- and then for software, we use Office 365.

And in Office 365, we use the calendar to coordinate our calendars, the mail feature. But then, also, the SharePoint feature

where we can host documents. We can share and work off of the same documents and we use Google Docs and some [INAUDIBLE] a lot.

CHARITY HOPE: Great things, Olga. Nancy.

NANCY SMITH: Sure. I would say we use many of the same tools that Olga shared. For us in our work, because so much of the work we do is really done through the leadership of people with disabilities and deaf people, one of the important considerations for us and all the technology we use is how accessible that is. And so, we rely heavily on Zoom which provides a high degree of accessibility.

We use that for our internal team meetings and also our meetings with partners. One thing that I would say is in our work, we're doing a lot of connecting with programs across the country. We are not supporting survivors directly. And I do want to raise that because Zoom in its free version does not provide for the high level of data privacy and confidentiality features that we are looking for when we're working directly with survivors.

Zoom does have a HIPAA compliant version which gets us closer to what's needed, but that is an additional fee. So I did just want to mention that. In addition to Zoom, we also use Microsoft Office 365. We use the One Drive to be able to share documents. We all

have equal access to documents across our team, regardless of our location.

And we also have recently started using Slack, which allows for a little more dynamic and informal communications to take place within our team.

CHARITY HOPE: Thanks, Nancy. Amanda, any other tools you want to throw out there?

AMANDA WATSON: Sure. So a little bit of background. So I am new to working full time remote, but Praxis as an organization has had remote workers for several years now for a very long, long time. And so organizationally, I've actually had a number of different tools and strategies in place to help everybody work cohesively, regardless of where they're located.

And so, I think Olga and Nancy covered some of the big ones. Zoom, we also use Office 365. But two other things that we've used that have worked out really well, especially now that we're all remote. One is that we have a remote server. So it's similar to like a cloud server type of thing, like One Drive. But we've had that for a long time.

So you can log into it from anywhere to access documents and shared files and that type of thing. So that's been very useful and is just another option if you don't want cloud storage for some

reason or just it won't work for you for any other reasons. But one thing that is a little bit newer that we've tried that I think is working out really nicely is we have a soft phone system.

I think the official term for it where we have our office numbers. But instead of having office phones, it's all run through the computer. And so, there's a little app on the computer that has our office. You just have it open. If someone calls our office line or your office number, it rings through to your computer and you answer it with your headphones on like this the same as you would taking a Zoom call or anything like that.

And there is also an option to set it up to ring through to your cell phone. So you can check your voicemail on your cell phone and access or take work calls when you're not physically at a computer. And obviously, you can change settings so you're not getting work calls at 11:00 PM at night or something on your cell phone.

But that's been really, really helpful just knowing that for lots of different reasons, many folks don't want to use their personal cell phone for work purposes. And so, having the option to be able to take work calls remotely and have a dedicated work phone number that we can access whenever and wherever has been really helpful.

CHARITY HOPE: Thanks, Amanda. And folks are wanting to know on the Q&A pod what is the system or the application called.

AMANDA WATSON: So the one we're using is called Accession. I'll type it in kind of a weird word or name. But I know that there are many options out there that I think folks could figure out what would best meet their program.

CHARITY HOPE: I know at Vera, we actually have a system called== I believe it's called 8 by 8 that does something similar. It allows folks to have a phone line, but essentially, there's not a physical phone that goes along with it. Olga, did you want to add on to that?

OLGA TRUJILLO: So there's some people on our staff that have, I think, it's a Google number. So Google phone number that's a similar thing so when they get a call from that, they can either answer it on their computer or on their phone. And it's not their cell phone number. And then the other thing I wanted to mention that I forgot. So at Caminar Latino in Atlanta, they do local services with the Latino community.

They do most of their conversations and communication through WhatsApp. And in part, because it's a really great resource for families, to stay connected with their family in central and South America. It's free for those kinds of communication.

CHARITY HOPE: Thanks, Olga. We also have someone sharing in the chat that they use for phone something called OOMA. I'm not even to try to pronounce that because I have no idea. But that would be another program that folks could check out. OOMA. So along the lines of technology and software, now that we have a lot of new remote co-workers, a lot of video meetings are happening.

Folks are utilizing video probably more than they ever have. What tips do you all have for successful video meetings, in particular? Anyone want to take that one? Nancy.

NANCY SMITH: Yeah. I'll just share one tip. I think, especially for those of us who are new coming on to video, it is hard to interject and to feel comfortable participating. I think you feel like you're disrupting the conversation that's happening. In a way, that's different if you're in person.

I think we're more used to that natural rhythm of conversation. So I found it helpful, as a person who has facilitated virtual meetings, to use a round robin style of facilitation. And as we're asking questions to the group, instead of asking a question and just leaving it open for everyone, to create an order of the people in the room and give an opportunity for each person specifically to answer.

So I may ask Olga if she has something to add. And then, Amanda if they have anything to add. And I would say importantly, creating space for people to pass if they don't have anything to share at that time. Thanks, Nancy. Olga, did you have something you wanted to add?

OLGA TRUJILLO: Yes. One of the things that we've done-- and I think this might be a little bit our culture, but we don't get right to work when we meet. So we do a lot of catching up, which is really nice because it helps you feel a little bit more comfortable. The other thing I've noticed-- and I'm not really sure what the best answer for this is, but I just wanted to put it out there-- is most people don't see themselves that often.

You don't look in the mirror and stuff. And I've noticed a lot of people are really uncomfortable with the video conference format at first because I know I catch myself like fixing my hair or thinking oh, why did I wear that today or what. So I think getting used to seeing yourself on video conference, it gets better over time for folks that don't like that.

CHARITY HOPE: It's kind of equivalent to being an in-person meeting and, I think, folks reluctance sometimes to use a microphone. I want to share a couple of other things that have popped up around phone lines before we move on from technology in the Q&A pod and in chat. We've got folks offering up some other suggestions for remote phones, as it were.

We've got a Google Voice recommendation. We have Ringcentral. So it looks like there's lots of good options out there for a non-physical phone system. We do have a couple of follow up questions in the chat pod and Q&A pod going back to Zoom confidentiality and HIPAA, and the difference between something being HIPAA compliant versus BOCA, VOWA, and FVPSA compliant.

Just for interpreters, B-O-C-A, V-O-W-A, and F-V-P-S-A. Had to concentrate really hard on that last one. Would anyone like to touch base a little bit on the difference between HIPAA compliance versus BOCA, VOWA, FVPSA compliance and maybe some additional resources we could share on that from our friends over at NNEDV? That's the National Network to End Domestic Violence.

Their safety net project. We could put some links there to share more in-depth information. But would anyone like to address the general difference between HIPAA compliance and compliance versus funding sources?

NANCY SMITH: This is Nancy. I would strongly encourage everyone to check out the resources that have been created by the National Network to End Domestic Violence's tech safety project. I did drop a link into an answered question that you can find in the Q&A pod, but we can also move that link into the chat so everyone can easily find it.

There are different degrees of confidentiality and data privacy between, for example, HIPAA compliance and VOWA compliance. VOWA compliance is a higher standard than HIPAA compliance and that is one of the drawbacks currently to using Zoom. While you can pay additionally for a HIPAA compliant site through Zoom, I believe a few other providers, such as the one that you mentioned Charity, which I think is pronounced "uma", but I'm not certain.

They also have a HIPAA compliant version. But again, that is not VOWA compliant. It does not reach the highest standards. One of the things I would say-- and I know I've heard some of our other panelists talk about this-- is that when we're thinking about the platform we're using, we really need to be thinking about how we're using it because there really is a platform that can be used for the full variety of ways that we're working with survivors and we don't always need the VOWA compliant platform.

So with that, I don't know Olga or Amanda if you'd like to touch on that.

OLGA TRUJILLO: So the VOWA-- I was trying not to say too much because I'm afraid because I'm a lawyer and then, I go down this little rabbit hole. I'm going to try not to do that. So the VOWA confidentiality or privilege is the protection of the communication between an advocate and the survivor so that someone can't subpoena an advocate to talk about what the survivor said.

So for example, if I was working as a lawyer and I wanted to meet with Nancy and talk about her case, if I use a platform that isn't protected, then people on the other side of the case could subpoena and get the information even though it's privileged communication. So it's up to me to make sure that if I'm having conversations with Nancy about things that someone might want to discover, so like about her case, then I don't want to do it on a platform that's not protected.

But if I'm just checking in with Nancy to say hey, Nancy how you doing today? I know you've been having a hard time. What's your day look like? That's fine. That's not really confidential discussions. So then, I don't think you would worry as much. So that's kind of the difference.

CHARITY HOPE: Thanks, Olga for making that important distinction. Before we move on to any other topics, any additional tips for successful video meetings? Nancy, did you have a few more?

NANCY SMITH: Sure. Well, I think one thing that has been important for us as we have used to Zoom, for example, is not to assume that everyone who is joining the meeting is familiar with how to use Zoom. And Zoom is very flexible, which is one of the reasons why we see so many people use Zoom versus Adobe Connect, which is another option.

But one of the drawbacks to Zoom being so flexible is that it really does look different on everyone's screen depending on the settings that you have. So I would just say start your meetings, especially in the beginning, with a reminder. For example, you can choose speaker view, which will show one person who is sharing in a very large screen, or you could use gallery view, which allows for sort of Brady Bunch style boxes that show multiple people on videos.

And I think just the more we can remind people on how to use Zoom or any platform, the more people can get comfortable. And I would also say it's even helpful as someone who is facilitating meetings to think about how can you setup Zoom to best facilitate discussion. So for example, if you are sharing a PowerPoint, it really minimizes the video size of everyone and you can feel very distant from one another.

So if you're going to discuss something that you shared, you might want to pause your screen share to allow for the video boxes to become larger and allow for more connection in those conversations.

CHARITY HOPE: I would also say just one quick important note, too, about Zoom. I think we've default and just say Zoom generally, but there's different versions of Zoom. I know we've talked about the encrypted version of Zoom, but there's also a Zoom meetings versus Zoom webinar, which has slightly different

experience-- which gives you a slightly different experience, as well as slightly different capability.

So right now, we're using the Zoom webinar platform. But on a daily basis for connecting with our teams, we're just using Zoom meeting, which is a slightly less expensive version of Zoom. Olga, do you want to add on?

OLGA TRUJILLO: I do. So I live in a rural area and I get satellite internet. So I just want to remind people that not everybody-- so our national organization has me that lives in a town that has 500 people in it. And Zoom is actually a really good platform for that, compared to Skype we've used in the past and it hasn't been as good so.

So remembering that not everyone is going to have really high speed internet. And so, just trying to find options. So those folks might not always be able to have their video on. Well, what I like about it is you can see that I've got my video on, but I'm also calling in on my phone. So that way if my internet dropped off and the video slows down, you can still hear me and I can still hear what's going on.

So that's really helpful for folks in rural areas, in particular, or people with slower internet. Because right now, I think the world is experiencing my world of slower internet because of all the usage. So, welcome to my world.

CHARITY HOPE: I think our global bandwidth might be strained right now, Olga. Amanda, I'm wondering if we should come to you next. And if you could talk a little bit about what practice is done to maintain culture and community while you have all shift to working remotely.

AMANDA WATSON: Sure . So that's-- we've had a lot of conversations about that as a staff. Even before we were all shifting to work remote, one thing that we did do-- I'll just reinforce what Olga said about starting out meetings with a check in time or just visit and catch up. That's something that we do in all of our staff meetings is just a go around for everybody to share how they are.

There might be a fun question about if you were a tree, what type of tree will describe how you are today? Things like that where you can get a little bit of fun insight into how people are doing just so that you know where people are at if you're not talking to everybody on a daily basis. And so, things like that are part of our regular work like meetings is helpful.

But beyond that, we have tried out doing rotating lunch buddies system where every month, different staff are paired up to have lunch together virtually. And there's no work related conversation allowed. It's just time to catch up on each other's lives. and fun things, new hobbies, what you're up to these days just to try to provide more intentional space for everybody to talk to everybody

because one thing that we have noticed is that we have different programs.

We have a rural technical assistance program. We have a blueprint project. We have institutional analysis. And for some staff that worked in one project and not the other, and vice versa, they wouldn't get to talk as much. And so, it was easy to feel put into silos and disconnected from some staff that you just didn't interact with regularly. And so, lunch buddies has been a really nice way of trying to interrupt the siloing and provide more opportunities.

And so, we actually just had a staff meeting yesterday and we decided, then, that we're also going to start doing an informal weekly coffee hour on Tuesday mornings where there will just be an open Zoom link and anybody is welcome to join. It's not mandatory, but it'll just be, again, a general hang out catch up time to try to provide more of that casual conversation that you don't necessarily have as easily if you're not physically in the same space and you can't just pop your head into someone's office and say oh hey, how are you today and that type of thing.

So just trying to find ways to get creative and recreate some of that more personal time together that's less about work.

CHARITY HOPE: That's fantastic. I'm loving the lunch buddy idea and so is Shannon Collins over in the chat pod is saying that they

love that, as well as the District of Columbia forensic nurse examiner. So lots of folks are really liking that idea. Anyone-- Olga or Nancy, would you like to chime in around maintaining culture and connections working remotely? Olga, I think I saw your hand.

OLGA TRUJILLO: I only need a minute or two. Yeah. So what we do, we do a lot of the same stuff that Amanda does. We don't have the lunch buddies right now, but what we do is we like-- so for example, one of my colleagues, Patricia, her kids are home. And so, I always like start with her with how our kids are doing and her kids--

CHARITY HOPE: Olga, hold on just a second. We lost your audio.

OLGA TRUJILLO: Here I am. Sorry. Yeah. My phone got dropped off, so hoof. There you go.

CHARITY HOPE: This is a virtual work example right in real life.

OLGA TRUJILLO: All right. Here's what happens in a rural area.

CHARITY HOPE: So wait. Can I ask you to pause for just one second since we have a break here so we can switch our interpreters? All right. Thank you.

OLGA TRUJILLO: Sure. So we try to just share more about our lives than we have before. Even though Patricia lives an hour

from me, we've known each other for 10 years. I'm learning more and more how she's trying to figure out online school for her kids.

Oftentimes, her kids will come on and I'll bring my dogs in because they really like the dogs and Oscar the cat. So we try to share more of our lives a little more and it's really a nice connection.

CHARITY HOPE: So if I'm keeping track, Olga, we got lunch buddies, cats, and kids. Nancy, what do you got?

NANCY SMITH: So I think a couple of things come to mind. We really try to encourage a virtual open door practice. And so, we do use Zoom. And in addition to the video conferencing component, there is a chat component. And our team are on Zoom chat all day long and Zoom chat can integrate into your calendar.

So when you're in a meeting and someone goes to the chat box, there's a little circle next to your name that's red, which means you're in a meeting and you're not available. When you're not in a meeting, the circle is green. And for us, we encourage if someone has a green circle, just hop on and reach out.

And that could be because you have a quick question something equivalent to just popping your head in someone's door, or it could be that you want to chat about a TV show you watched

yesterday. So we really try to encourage it to be used both for work related and, then, also some of that water cooler talk that you have in an office.

And then the other thing I would say is to really be mindful of how you start using written communication when you are remote. I think written communication, it's really hard for us to understand tone in written communication. And so, there can be a lot of misunderstandings through written communication.

I also think that when your team is remote and you do rely on written communication, or you have to schedule meetings more than just bumping into someone in the break room, it can over formalize the work. And so, I think just paying attention of those dynamics and really trying to keep things the same tone and level of formality that you have in your office is really important.

CHARITY HOPE: Thanks, Nancy. And a few things that are popping up in the Q&A pod, we had a question about if folks have a set schedule when they're working remotely. Amanda, do you want to share on that one first?

AMANDA WATSON: Sure. So I think this actually looks a little different for us right now, given everything going on with COVID-19, than it would if it was quote unquote business as usual. Normally, we have a shared calendar. Everybody can see each

other's individual calendars and we ask staff to put in their typical work hours on the calendar and their day so that we know, OK.

Generally, Amanda works from 9:00 to 5:00. My co-worker works from 7:00 to 3:00. And so on and so forth. Because just in general life, people have different needs related to kiddos, or family, or their commitments. And so, that's how I would normally handle it. We have made some adjustments to that right now just because it's very much not business as usual in the world at this moment.

And so, we've been having a lot of internal conversations about how to accommodate somebody might only be able to get time at 8 PM after they put their kids to bed to do some of the more intensive work that they can't just fire off a quick email in response to and that type of thing. And so, what we're asking folks right now is just to be communicative about what their capacity is to work a more regular schedule and to try to update your calendar as much as possible so people know when you're working or know when they can expect.

If I email Nancy, I know that Nancy is not going to be working until later tonight and so, I probably won't get a response until tomorrow. So that way, if it's something that is really time sensitive, I can maybe text her, or call her, or whatever our agreed upon mode of handling that is. But I think in general right now, we're trying to be flexible so that people can do what they

need to do to take care of themselves while also still making sure that we all know we have the information we need to do our jobs.

CHARITY HOPE: Thanks, Amanda. Nancy or Olga, would you want to add onto that? Olga.

OLGA TRUJILLO: Yeah, so this is-- I've had questions about this over the past two weeks from folks because people who were working in an office setting all of a sudden having to go to this remote setting has been really challenging for them. And this is really tricky because you have people that you're used to working with a certain way.

They show up to the office, they work in the office, and then they go home. So how do you figure out people are working? So there is a certain amount-- what we do in organization may be a little bit different than what other people do. So we start from the premise of trust and we assume goodwill.

So meaning that we believe that everyone that works for us is doing the best they can in the moment. And we also take strength based perspective. So for example, I'm a-- what's the best way to talk about how I am? I love my work quite a bit. I love what I do. I love the people that I work with. I love most of the projects that I work on.

And so, I'm more apt to work more than other people that I work with. So I have an open door policy. You can text me anytime. You can call. I'll pick up if I can. It doesn't bother me. It doesn't disrupt my life, but I don't have kids and I live in the middle of nowhere.

There isn't a lot going on here, so that's actually exciting when somebody reaches out. But then, we have folks who have kids that really want a balance. And so, they might get up early and work for a couple hours. Then, be with their kids, then work for a couple more hours and then, do more work after their kids go to bed.

Or there are people who are very, very creative and less linear and logical. And so, we try to emphasize that strength of the creativity and then, build up the linear logical. So all this stuff becomes magnified when you're not in the same office with folks. So if you're worried because you're not seeing that person, try to - again, adding that lens that Amanda said that they're adding with the COVID-19 stuff.

It's hard for everybody right now, but try to remember the strengths of why you brought these people on and rely on those. And just check in because the trust but verify approach that a lot of people have can be triggering for people who've experienced trauma because you're being basically questioned. It's this

adversarial relationship that can come up, which right now, would be really hard for people.

And then also, it makes people feel bad about their role in the workplace, like there are someone to be suspicious of. So it's a balancing act of getting things done versus relying on the goodwill of the people who you work with.

CHARITY HOPE: Thanks, Olga. Nancy, anything to add on that one?

NANCY SMITH: I really echo a lot of what Amanda and Olga shared. I would say I think about it, for me, personally and then also for our team. And I do think that everyone is quite different. For me, I find it very grounding and helpful to have a set schedule. And again, like Olga, I don't have children.

So I think that's an important distinction. But for me, it's very helpful to get up every morning, take a shower, have breakfast, and go to my office. And I think for so many people, going into an office does create structure and routine, which for some people is very helpful.

For other people, they're more comfortable working in a more fluid, more spontaneous space. But for me, the structure is quite helpful. In thinking about our team though, we're really operating from a place of recognizing the great disruptions that are

happening in people's lives and the many things that they are balancing now, work being one of them.

And so, for us, it's important as a team to really be centered in this idea that there will always be someone to step forward for the work when someone needs to step back and vice versa. So we're operating with an incredible amount of flexibility right now. At the same time, it can be incredibly isolating to work from home. So we do want to have opportunities where we're all working at the same time and we can come together.

So we have core working hours in the middle of the day, which works for us and our work. Again, if a disruption comes up, we create a lot of flexibility where people don't have to be present during those hours. But we found setting some general core hours in the middle of the day ensures that we have time to come together, which I think we're coming together much more frequently now than we have in the past.

CHARITY HOPE: Also, I would just add one thing as far as the core working hours. It also helps to identify those core working hours that work across multiple time zones. We have staff everywhere from east coast to west coast. So you have to do a little bit of math just to figure out what are those hours when everyone would be all available at the same time. Olga.

OLGA TRUJILLO: Yeah. So I noticed a question in the chat that I wanted to respond to, if that's OK.

CHARITY HOPE: Go for it.

OLGA TRUJILLO: OK. And then, I wanted to also offer that through the National Resource Center for Reaching Victims, were offering TA for organizations that are struggling with this whole how do I know that my employees are working, especially when you've got the added complication or the richness of diverse work staff. And some of the anxieties of the managers and supervisors to make sure things are getting done comes across in a way that could feel oppressive to people of color.

So you just want to be careful with that. So we're offering that. But so here's-- the question I got asked is, as a person who is supervised by someone who is struggling with that, what could you do? And so, what I would recommend is to have a direct conversation with your supervisor about-- so think about how you're doing your work right now and getting it done.

And then, write down those strategies that you're using to do it. And then, have a conversation with your supervisors from the perspective of here's what I know I have to do. Here's what I'm challenged with right now. And here are the things that I've put in place to make sure that I get my work done. Is there anything else you'd like me to do or that kind of conversation.

So it becomes about how you're getting your work done and not how you're spending your day because that feels really bad, that how you're spending your day. It can feel really oppressive and really triggering. So that's what I would recommend. And it might mean that you work better at night and that's what you're doing right now because you're not sleeping very well. So you're sleeping in the morning because of the anxiety of the stuff.

So again, it's all about not how you don't have to do your work because of the anxiety, but strategies that you're doing to be able to do your work despite the anxieties.

CHARITY HOPE: Thank you, Olga. There's a few things I want to raise up from the chat and the Q&A box. It looks like with the speed at which everyone went from working in an office to working remotely, it looks like folks weren't able to set up their office with a printer, with a desk, with a chair.

Some folks are sheltering in place, are staying at home in New York City, in tiny apartments. Lots of challenging situations happening right now while we're still trying to support survivors. So that leads me to my next question about how do you practice self care? Not only working remote all of a sudden, but now dealing with COVID-19 and just possibly struggling in general? Would anyone like to field that question? Nancy.

NANCY SMITH: I can get us started. For me, I think this really depends from person to person, and it's really important to do a check in with yourself about what you need. For me, one of the things that really grounds me and helps me stay focused is making sure that my dogs are taken care of.

So every single day, I block off 30 minutes to walk my dogs. And I really stick to that, unless there is a big emergency that I need to attend to. But I would say about 90% of the time, I really keep that 30 minutes. And it's for my dogs, but it's also I go outside. I walk my dogs during that time.

It's a nice way for me to breathe and be active. So that's been really important for me. I also try to not bring my computer into all spaces in my house. I know when I first started working remotely, I liked the mobility of it. I liked to be able to be at my kitchen table and then, move to a desk that I had.

But I found that when I did that, it started to feel like my entire space became my office and I really appreciate having a physical space. I know that's not possible for everyone to do, given the way that their homes are set up or their living arrangements, but that's been really helpful for me.

CHARITY HOPE: And Olga.

OLGA TRUJILLO: Yeah. So I also try to set aside about half an hour to 45 minutes a day to walk the dogs, unless it's raining. And then, my partner does it because I don't like the rain. I like the rain from inside. I'm half joking. But that's often what helps me get centered.

The other thing I do is while I'm working, I do little doodles. So like this one, for example, that I did last week during a meeting. I forget what was happening, but I love that because it helps me pay attention. But it also helps me get out some of that extra energy, and then, I try to share them.

Like does this look like Charity? Maybe the hair is a little too long. But, yeah. Anyway.

[LAUGHS]

But so I try to use humor, too. And then, I'm trying to do really basic stuff. So I'm a person that has experienced a tremendous amount of violence and trauma in my life. I have dissociative identity disorder. There are things that I learned 25 years ago that I practice on a pretty regular basis. But right now with everything that's going on, it's really hard.

So I had to go back and remember what those things are. So I try-- I'm a lot like Nancy where structure really helps me. So I try to get up every morning, take a shower, feed the dogs, eat

breakfast. I try to do the same thing each day because then, I do it each day.

Because I'm used to getting up each day, it's hard not to get up. So I try to do that stuff. I try to remember to eat, to slow down, to breathe. It's amazing how much breathing I'm not doing these days. My watch keeps telling me to stop and breathe. And so, it's those really, really basic things that help us to get through tough times.

Eating well. What I want to do is eat potato chips and candy all day but instead, I'm eating fruits and vegetables which really helps a lot. And then that going to bed pretty regularly around the same time and getting up pretty regularly around the same time also helps. And then, there's-- the other piece of it is I'm trying to minimize how much news I'm watching.

But so once that's over and you still might be working at home, the thing that Nancy talked about, about not taking your work into other spaces, is really, really helpful. And if you can't-- if you don't have big enough space to leave your work in one part of it, just put it away.

Close your laptop. Put your work and just put it down like on a side table and be like hey, I'm done. And that really helps a lot, too.

CHARITY HOPE: Thanks, Olga. Amanda, you want to add on anything there?

AMANDA WATSON: Sure. Well, I guess all three of us are dog people because--

[LAUGHS]

--my dog is also. Bless her heart. She is not the kind of dog that will let me have an off day, in terms of not getting outside and making sure we get at least a couple of miles in. Because then, I'll have a dog that's literally bouncing off the ceiling. And so, that's really helpful. We have our morning and our evening time.

And now that I'm working from home, I've been able to make sure I have at least 15 minutes of really invested playtime with her in the middle of the day when I go down to get my lunch. And so, that's really helpful just to have the accountability of going outside for more than just five minutes at a time to get the mail or something.

Really spending time outside just walking, and breathing, and being present without getting distracted thinking about the state of the world. And just being in the moment is something that I generally struggle with. And so, it's helpful to have that opportunity with my dog at least once or twice a day.

I would strongly encourage if you don't have a dog, find something that can provide that same opportunity for you to disconnect from all of the cyclical thinking and getting stuck in spirals, and that just makes you or allows you to be present in the moment because that's been huge for me. The only other thing I would say is that related to the work schedules and flexible work schedules and having a space for your work--

I know for me personally that something that I found myself doing more now that I'm working from home, and especially with all of the anxiety I've been having around COVID-19, is that sometimes work feels like a really easy place for me to be like, OK. This is something I can do in the face of so many things I can't do, which is not necessarily a bad thing, but I wouldn't necessarily say it's great for my overall well-being and balance.

When it's like 8:00 PM at night and I'm like oh, I feel really anxious all of a sudden. Maybe I should just go up to my computer and just check my email to see maybe there's something that's happened that I could do really quick. And so, if that also describes you, this is not to call you out. But I think it's helpful.

I'm trying to cultivate a practice with myself of not just giving into that impulse to go to work when it's outside of what I would normally be working just because work is now so close to me. And instead, to be really mindful about making sure that I do

have some boundaries around. OK, I'm not going to check my email on my computer and go turn on that computer when I'm not supposed to be working, unless there is a huge crisis that's taking place.

But otherwise, when I finish work at the end of the day, that's it until the next workday starts. And really holding myself to that and not-- I think, at least for me personally, it's a very slippery slope. Like, I'll just check my email really quick and then, it turns into sitting down. And the next thing you know, it's an hour and a half later and my poor partner is like you've been working since 7:00 AM and now it's 9:00 PM.

When are you going to take a break? So that's something that, in terms of self care, is a practice I am still working on strengthening is having those boundaries.

CHARITY HOPE: Thank you, Amanda. I also want to raise up a few things that have popped up in the chat and Q&A along the lines of self care. We've got a couple of participants mentioned music being helpful and healing. We also have a couple of shout outs for exercise and getting out there, and moving, and walking in the sunshine.

I haven't seen any debates over dogs and cats happen yet in the chat or the Q&A pod. I was thinking oh, we've talked about dogs, but what about the cats? But I'm like, wait a minute. They're not

really that much of a comfort. They're just kind of judgy. But also, just everyone talking about being grateful for the things that we still have and we're still able to do, even though many of us are sheltering in place.

Sunshine. For me personally, this week has been a huge help because it's been raining in the Midwest where I am and I can feel my mood turn around instantly when that sun comes to shine. So we actually-- I want to say a huge thank you to all of our panelists today. But we did want to end on just a moment of levity.

And we're going to show a very quick video. It's called a video call in real life. I believe it's a little video that was put together by Zoom. So huge thanks to all of our panelists, but we're going to switch now over to the video so everyone has a chance to take a look at that before we jump off today.

TRIPP: Hey Paul. Thanks for being here on time. Paul? Hey Paul, can you hear me?

PAUL: I can't hear you.

TRIPP: I can hear you. Can you hear me?

TYLER: Hey guys.

TRIPP: Hey Tyler.

TYLER: Sorry I'm late. Having a hard time connecting.

TRIPP: One second. Paul's having a sound issue.

PAUL: I can't hear you.

TYLER: Try adjusting your output settings.

PAUL: Can you hear me?

TYLER: It's the gear icon.

TRIPP: Tyler, are you on hotel Wi-Fi?

TYLER: Yeah, why?

[MUSIC PLAYING]

PAUL: Never mind. I got it. I just had to change a few settings.

TRIPP: Great. Great. Get started get started then then. Oh, great. Great.

TYLER: I think your mic is picking up your speakers.

PAUL: My mic?

TRIPP: Do you have headphones?

PAUL: You want me to put them on?

TRIPP: No, I want you to smell them. No, I want you to put them on. Hey Beth.

BETH: Hey everyone. Sorry I'm late. I had to download a new version of the platform.

TRIPP: You should plan extra time for the updates. There's pretty much one every time.

PAUL: Sounds like someone just joined.

JOHN: Hey guys. It's John. I had to call in. I'm stuck in traffic. Have I missed anything yet?

TRIPP: No. It would've been nice for you to join the rest of us, but we'll just see you when you get home. All right. Well everyone is here finally. Tyler, do you have that financial report?

TYLER: Well, I spent the last few weeks updating our books and I got some great news for you. Agile from this point last year. We had a great Q1.

BETH: We lost Tyler, I think.

TYLER: Am I frozen?

PAUL: Hey Tripp, I think we lost Tyler.

TRIPP: I know. I know we lost Tyler.

JOHN: guys. It sounded like Tyler was cutting out.

TRIPP: We know John. All right. While we wait on Tyler, why don't we go-- Why don't we go over all of the reports-- Beth, are you with us?

BETH: Oh, yeah.

TRIPP: OK, everyone. I know some of you have to leave soon but I just wanted to go over a couple of things before-- OK. OK. Excuse me, my wife's out of town this week. Daddy's-- sorry. OK. You just spilled grape juice on the carpet. Daddy is in a meeting. Tyler, can you go over the numbers one more time please?

TYLER: I thought Beth had an adjustment. Hey, Beth.

[MUSIC PLAYING]

PAUL: Sorry, guys. That's my iTunes.

JOHN: Hey guys. Hang on. Hang on. Hang on. I'm going to join in.

[SCREAMS]

Hey, what platform are you guys on? Skype? FaceTime?

TYLER: It's in the invite.

JOHN: Oh, nevermind. I see it. Right there in the invite. OK. Now I can see everybody.

TRIPP: Let's reschedule and let's just do a regular old conference call, OK? Paul, can you have David send out the nine digit passcode?

DAVID: I heard you. He's been here the whole time. All right, everybody. I'll see you later.

CHARITY HOPE: It looks like we've got a couple of requests for that video, so we'll get that via the chat, too. Thank you everyone for joining us today. Thank you to the panelists. We'll see you next time.