Keeping the Train on the Track
Legal Representation During a Pandemic

Laura Bassett, Lawyer
Road Map:

- Use of virtual platforms & remote working
- Client communication
- Obtaining records & facilitating medical examinations
- Accident benefits and insurance companies
- Examinations for discovery & mediations
- Court house: Motions, pre-Trials and trials
Your host will let you in shortly

- Changes to virtual communication and remote working had to happen fast
- Microsoft Teams, Zoom, Skype, Google Hangouts
- Transfers the responsibility to the individual to create their best setup
- Zoom fatigue
March 20, 2020

SENT BY EMAIL TO:
Mr. JOEY TRIBBIANI

RE: JOEY V MONICA
Our File No.: 123456

We hope that you and your family are staying safe and healthy during this time.

Oatley Vigmond continues to closely monitor the developing COVID-19 situation. Our highest priority is the health and safety of our clients, our staff and our community.

We wanted to take this opportunity to reassure you that our office remains fully operational. In order to play our part in reducing the risk of transmission, many of our lawyers and staff are working remotely at full capacity. Our firm has the technology, tools and proper protocols to ensure that we continue to provide you with the highest level of service. We are committed to ensuring that your case progresses and that your needs are met by taking every step possible to eliminate or minimize any delay caused by matters beyond our control.

We remain well equipped and fully connected to assist you.

Please do not hesitate to email or call us with any questions or concerns that you may have.

Yours truly,

OATLEY VIGMOND
Client Communication

- Open communication between the client and the firm

- Way in which we meet with our clients has shifted

- Switching to Virtual meetings and telephone meetings

- Getting to know the face behind the screen
Records & Medical Examinations

• All about the client

• Virtual assessments are becoming more and more the norm, instead of the exception

• Progressing through the backlog
What if my client was in a car accident?

On the Accident Benefits side

• Working with adjusters requires mutual understanding

• Treatment is picking back up again

• Working on overdrive to liaise with the client, adjusters and treatment providers
Steps to Litigation: Examinations for Discovery and Mediation

- Litigation process had to catch up to technology quickly

- Court reporters were quick to adapt and implement technology

- Mediators attitudes were accepting and positive

- Largest hurdle: the transfer of the infrastructure to the client
End of the Road: Court house developments, Motions, Pre-Trials and Trials

• 30 years of technological developments were implemented within the past 3 months

• Virtual trials may be the new judge alone civil trial

• Jury trials are highly unlikely until earliest spring 2021

• Online document sharing and processing
Thank you!

- Laura Bassett
  - Lawyer

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