

COLLABORATIVE Practice Tips

April 2020

A monthly bulletin from the CP Cal Practice Excellence Committee

The Practice Excellence Committee is pleased to offer tips to help you increase your Collaborative cases and achieve *practice excellence*.

Please send us your comments and questions! Email us at info@cpcal.com

[Click Here for Tips from Previous Months](#)



WFH?

Working From Home? We're all dealing with challenges and adjusting to the new normal.

Breathe.

Review and note all TIPS below that can work for your practice, pencil out your plan and take steps to implement your plan, including getting your staff involved to help all of you work effectively:

1. If you haven't already done so, set your staff up to work from home by providing each staff member what they need to be efficient.
2. Consider allowing certain office equipment to be used at the home, such as laptops, printers, scanners, office supplies. If unable to bring certain equipment and/or supplies home, purchase what your staff needs to

facilitate your ongoing work flow. The more each staff member can perform at home, the more work your office will complete, the more satisfied your clients will be.

3. Tech support vendors can remotely help you and your staff members link to your office server using screen share programs. Talk about social distance!
4. If possible, send the office Credit Card machine to be used at the home of your staff member who prepares your billing. Have clients complete, sign and return credit card authorization forms.
5. Consider using Law Pay or other services for virtual credit card payments.
6. Consider using this time to go paperless.
7. If there is safe access in and out of your office, designate yourself or a staff member to go to your office once a day or every other day to run credit cards and make bank deposits, pick up and deliver mail, office supplies and files to the appropriate person as necessary.
8. Brainstorm designated locations for pick up and delivery, such as a front door or behind a gate.
9. Reduce office access to one or very few staff members to limit potential exposure.
10. Create a plan for appropriate distance within the office if more than one staff member will continue to work there.
11. Commit to a plan to wipe down areas of use upon entry and before exiting the office to keep handles, light switches and surfaces clean.
12. You must provide masks, gloves, wet wipes and hand sanitizer to any staff members who continue to work at your office and/or run office errands in and around the community.
13. Stay current with all changes in your city, county and state's rules regarding this pandemic and how these rules impact your practice.
14. If your local court(s) are still processing court filings, coordinate with your attorney service to change your pick up and delivery location to yours or a staff member's home. Perhaps a tray or secure box outside your office or somewhere in your office building.
15. Hold staff meetings by Zoom on your regular schedule. Maintain

15. Hold staff meetings by Zoom on your regular schedule. Maintain communication and stay up to date on clients and case work. Consider sending agendas for each meeting.
 16. People need structure with flexibility. Maintain meeting schedules and billings schedules. Keeping an old fashion paper calendar will help everyone maintain structure.
 17. Expect your clients to need more attention during this pandemic. An increase in regressive behaviors is not out of the question, which means more anxiety, more procrastination, more uncertainty of future, less patience, all of which is actually within a normal range of responses under these conditions. Provide calm and understanding.
 18. Practice good self-care to keep your own resources rejuvenated. Encourage yourself and your staff to get up and walk around periodically during their work day; at least every four hours for their official break. Below are a few coaching tips for you and your staff when taking work breaks:
 1. Natural visual cues in nature help calm the neurotransmitters in the brain. Get outside and focus on something in nature for a few minutes. Pick the same object to look at each time; this will become a way to easily calm yourself. Creating this routine will help you bring up that image in your mind when you need to.
 2. 5-4-3-2-1: LOOK: at 5 different objects; IDENTIFY: 4 different sounds, 3 feelings or sensations (including touch), 2 smells and 1 taste. This practice also calms neurotransmitters.
 3. End of day anxiety: When you are worn out at the end of the day, take a minute to think of some things you are grateful for, the simpler the better. This helps us transition from work to home and provides a better ability to sleep.
 4. DO NOT work or watch the news in bed! Your bed is for sleeping! Leave stress inducing activities for other places in the home.
-
-

From the PEC:

What Can We Do to Be Helpful?

The antidotes to fear and loneliness are kindness, gratitude and compassion. As leaders and advisors, we need to first, combat our own fears and second, communicate with others in a way that gives them hope in troubled times.

How can you, right now, express your compassion for people who are sheltering in place with someone they don't want to be married to anymore? What kindness can you do for referral sources who are struggling to figure out if they can survive in business? What resources do you have that you can share?

Now is the time to see and embrace all the good that is coming from this disaster. Now is the time to show that you can weather the storm with strength, calm, and goodwill. Nothing but good will follow from this.



Join the Conversation #CPCAL

This message was sent to you by [Collaborative Practice California](#)

If you no longer wish to receive these emails, you can [unsubscribe](#) at any time
767 Brannan Place, Concord, CA 94518
1-925-566-8590, [cpcal.com](#)