

Technical Requirements for Video-Conferencing with Rise Women's Legal Centre Virtual Clinic

SHARP Workplaces Legal Clinic, Stand Informed legal advice services, and Rise Women's Legal Centre's Virtual Legal Clinic (VLC) have agreed to collaborate to increase access to legal services to individuals across British Columbia. The VLC operates in partnership with community organizations. If someone seeks assistance for workplace sexual harassment or sexual assault through a community partner, Rise will refer the client to SHARP Workplaces or Stand Informed as appropriate.

If the client provides consent, the community partner will attend the initial appointment with the lawyer and the client. Appointments may be conducted via teleconference or videoconference through Zoom. If appointments are conducted on Zoom, the lawyer must follow the technical, system, and location requirements below. If the community partner is not providing in-person services due to COVID-19 and the initial appointment is held on Zoom, the client shall attend by telephone. This is to protect the client's safety, security and confidentiality. Subsequent appointments will not require the community partner to attend, unless requested by the client.

Technical Security Requirements

- Secure, stable and reputable internet service provider
- Firewalled internet connection
- Up-to-date, quality anti-virus and anti-spam programs installed; and
- If the computer is networked and/or using shared WIFI, devices are protected from one another

System requirements for Zoom video-conferencing software

- Computer with:
 - 2GB or more of RAM
 - Webcam
 - Internet connection: 2.0 Mbps or better
 - Operating system:
 - Mac OS X with Mac OS 10.9 and higher, or
 - Windows 7 and higher
- Microphone and speakers or headset (most portable devices, such as laptops and tablets, have built-in speakers)
- Mid-sized to large monitor
- Ability and authorization to download Zoom program on the agency computer

Location Requirements

- The computer being used for the virtual appointment should be in a location that is completely private.
- We acknowledge that due to the COVID-19 pandemic many people are working from home, and these cases the work-from-home should be as private and confidential as possible, where other household members are not able to see the screen or hear the conversation.
- The space should also be quiet, with good lighting

- Please ensure that the area behind the seated participant, which will be seen by the other connecting party, does not reveal anything that may infringe upon the privacy of others (e.g. photos, items on bulletin boards, bookshelves with labelled clients' names, etc.)