THIRD AMENDED ADMINISTRATIVE ORDER
SIXTH JUDICIAL DISTRICT

Pursuant to the authority vested in me, and in accordance with the recent operational protocols issued by the Chief Administrative Judge for the trial courts of the Unified Court System, I hereby order that effective immediately the following rules be put into effect in the Sixth Judicial District until rescinded.

As hereinafter used, "Assigned Judge" shall refer to the judge assigned to hear the case on and before March 16, 2020. "Designated Judge" shall refer to the judge assigned to hear the case pursuant to this Order (Attachment "B"). "Essential Staff" shall refer to chambers staff of Designated Judges, chambers staff of additional judges as designated by the Administrative Judge and non-judicial staff as designated by the District Executive.

A. General matters and matters applicable to more than one case type

1. Pending eviction proceedings are stayed; no eviction orders shall be signed or served. Reference is made to Executive Order 202.8 signed by the Governor on March 20, 2020 with regard to eviction matters.
2. No default judgments shall be granted.
3. All Family Court and all County Court Judges are cross assigned to the County and Family Courts in all counties of the District.
4. The Virtual Courtroom Protocol (Attachment "C") enacted by the Sixth Judicial District Administrative Order signed on March 31, 2020 remains in full force and effect and all provisions of this Third Amended Administrative Order shall be read in conjunction with the Virtual Courtroom Protocol.
5. All Essential Court proceedings will occur virtually from the locations described in Attachment "A" and presided over by the judges listed in Attachment "B" unless otherwise approved by the Administrative Judge.
6. Maximum occupancy of ALL courtrooms, waiting rooms and meeting rooms in Court Facilities and other rooms where court functions occur conform to current recommendations, which is the lesser of 10 people or ½ the posted room occupancy per code. All room occupants shall remain six feet apart.
7. Naturalization Ceremonies, wherever they occur, shall comply with the room occupancy limits stated herein.
8. After 5:00 PM on March 16, 2020 only Designated Judges and Essential Staff may report to the courthouse for work unless approved by the Administrative Judge. After 9:00 AM on April 13, 2020, entrance to the courthouse by Chambers Staff and Judges shall be by permission of the Administrative Judge or his/her designee.

9. All deadlines established per judicial directive (including those contained in scheduling orders, service dates and "local rules") that occur during the pendency of this Administrative Order shall be extended for a period of 90 days from the date of the stated deadline, unless further application is made or the parties agree otherwise (reference is made to Administrative Order AO/71/20 signed by the Chief Administrative Judge of the Courts on March 19, 2020 as it relates to civil litigation). Further reference is made to Executive Order 202.8 signed by the Governor on March 20, 2020 with regard to statutory deadlines and time frames.
10. All Temporary Orders of Protection issued in any criminal or civil matter that has expired or is due to expire on or after March 19, 2020 "shall be extended under the same terms and conditions until the date the matter is re-calendared and heard, unless the order is sooner terminated or modified by a judge or justice of the court that issued the order" pursuant to Administrative Order AO/73/20 signed by the Chief Administrative Judge of the Courts on March 19, 2020.
11. All vouchers submitted pursuant to County Law § 722-b(4) and Family Court Act §§ 243(c), 245(c) are deemed approved pursuant to the Order signed by the Administrative Judge of the Sixth Judicial District dated March 20, 2020.
12. "All individuals seeking legal representation pursuant to Article 18-B of the County Law shall be deemed eligible, regardless of financial ability to obtain counsel" pursuant to the Order signed by the Administrative Judge of the Sixth Judicial District dated March 20, 2020.

B. Supreme Civil

1. All non-essential matters are administratively adjourned until a date on or after April 30, 2020 (to be determined by the Assigned or Designated Judge - Essential Staff shall be responsible for notifying attorneys or pro-se litigants of the adjourned dates).
2. All civil trials that have commenced may continue.
3. "Essential matters" includes those matters as listed in Exhibit A attached to Administrative Order AO/78/20 signed by the Chief Administrative Judge of the Courts on March 22, 2020 and as amended hereafter and any other matter determined to be essential after application by the Assigned Justice or Designated Justice to the Administrative Judge.
4. All Mental Hygiene Law proceedings in which a party is confined to a hospital or other facility shall be conducted with appearances by means of remote audiovisual technology or telephone pursuant to Administrative Order AO/72/20 signed by the Chief Administrative Judge of the Courts on March 22, 2020.
5. All foreclosure proceedings are stayed; no foreclosure auctions shall be scheduled or held. Reference is made to Executive Order 202.8 signed by the Governor on March 20, 2020, as extended by Executive Order 202.14 signed by the Governor on April 7, 2020 with regard to foreclosures.

C. Superior Court Criminal Cases

1. Any trial in which jeopardy has attached will continue.

2. For Defendants not in custody, all non-essential matters are administratively adjourned to a date on or after May 30, 2020 or to another date selected by the Assigned Judge in consultation with the District Attorney and Defense Attorney. With regard to defendants in custody, all matters are administratively adjourned to May 7, 2020 or to another date selected by the Assigned Judge in consultation with the District Attorney and Defense Attorney. Prior to May 7, 2020 each Assigned Judge shall review each case in which a defendant is in custody. In no event shall the matter be adjourned to a date that is more than 30 days from the date the matter is reviewed by the Judge. Essential Staff or Chambers Staff shall be responsible for notifying attorneys or pro-se litigants of the adjourned date.
3. "Essential matters" includes those matters as listed in Exhibit A attached to Administrative Order AO/78/20 signed by the Chief Administrative Judge of the Courts on March 22, 2020 and as amended hereafter and any other matters determined to be essential after application by the Assigned Judge or Designated Judge to the Supervising Judge. The Supervising Judge, in consultation with the Administrative Judge, shall permit a matter to proceed if warranted.
4. "Grand juries set to be impaneled within terms four and five of the courts for the year 2020 shall be postponed." Currently seated grand juries "may continue, upon application of the appropriate district attorney to the administrative judge" pursuant to Administrative Order AO/77/20 signed by Deputy Chief Administrative Judge Vito Caruso on March 21, 2020.
5. The Accessible Magistrate procedure (for Adolescent Offenders) currently in place shall continue.

D. Treatment Courts/OSP

1. Treatment courts and Opioid Stabilization Parts will be handled by the designated City Court Judge or the designated County Court or Family Court Judge.
2. Treatment courts will continue to the extent appearances are deemed essential in acute cases by the designated judge after application to the Coordinating Judge of Treatment Courts. The Coordinating Judge of Treatment Courts, after consultation with the Administrative Judge, shall permit a matter to proceed if warranted.
3. Essential Staff designated to work in these Courts shall be responsible for notifying attorneys or pro-se defendants of the adjourned dates.

E. Family Court

1. All non-essential matters are administratively adjourned until a date on or after April 30, 2020 (to be determined by the Assigned or Designated Judge - Essential Staff shall be responsible for notifying attorneys or pro-se litigants of the adjourned dates).
2. "Essential matters" includes those matters as listed in Exhibit A attached to Administrative Order AO/78/20 signed by the Chief Administrative Judge of the Courts on March 22, 2020 and as amended hereafter, and any other matters determined to be essential after application by the Designated Judge to the Supervising Judge. The Supervising Judge, in consultation with the Administrative Judge, shall permit a matter to proceed if warranted.

3. Judges are required to immediately bring to his/her Supervising Judge's attention any Permanency Planning Hearings that pursuant to existing Federal or State Law require a determination that the matter be deemed essential so as to provide a timely calendar date.
4. All remand/removal/placement orders issued in the Sixth Judicial District under Family Court Act Articles 3, 6, 7, 8 and 10 that are due to expire while this Administrative Order is in effect, shall be deemed extended under the same terms and conditions for a period of 90 days from the date the order is scheduled to expire, unless the order is terminated or modified by the Designated Judge or Assigned Judge. To the extent practicable, the Designated Judge or Assigned Judge shall issue an amended order and the lawyers and pro-se litigants notified.
5. Effective immediately, notwithstanding any Family Court or Supreme Court Orders to the contrary, during the pendency of the State of Emergency regarding the COVID-19 pandemic declared by Governor Cuomo under Executive Order 202 and as amended by subsequent Executive Orders, all county social services departments within the Sixth Judicial District shall have the discretion to temporarily modify court-ordered, in-person, visitation schedules, provided the department obtains the consent of the parties.
6. In those cases where the parties consent is not obtained, the social services department may temporarily modify court-ordered, in-person, visitation schedules but, shall file an application for review, via order to show cause, within ten (10) days of such suspension or modification and that application shall be deemed an essential matter.
7. In exercising the discretion authorized under sections E (5) & (6) above, each county social services department, where necessary for the health of the child and/or family, shall make an individualized determination, consistent with the NYS OCFS and Children's Bureau guidance documents (Attachments "D" & "E"), as to whether to temporarily modify in-person visitation and replace it with some form of virtual (video) visitation or, where not possible, increase telephonic contact. This directive is intended to underscore the importance of maintaining family contacts, especially in light of the stresses created by the current public health emergency.

F. Surrogate's Court

1. All non-essential matters are administratively adjourned until a date on or after April 30, 2020 (to be determined by the assigned or designated judge - Essential Staff shall be responsible for notifying attorneys or pro-se litigants of the adjourned dates).
2. "Essential matters" includes those matters as listed in Exhibit A attached to Administrative Order AO/78/20 signed by the Chief Administrative Judge of the Courts on March 22, 2020 and other matters as determined to be essential after application by the Surrogate to the Administrative Judge.

G. City Court

1. For Defendants not in custody, all non-essential matters are administratively adjourned to a date on or after May 30, 2020 or to another date selected by the

Assigned Judge in consultation with the District Attorney and Defense Attorney. With regard to defendants in custody, all matters are administratively adjourned to May 7, 2020 or to another date selected by the Assigned Judge in consultation with the District Attorney and Defense Attorney. Prior to May 7, 2020 each Assigned Judge shall review each case in which a defendant is in custody. In no event shall the matter be adjourned to a date that is more than 30 days from the date the matter is reviewed by the Judge. Essential Staff shall be responsible for notifying attorneys or pro-se litigants of the adjourned date.

2. "Essential matters" includes those matters as listed in Exhibit A attached to Administrative Order AO/78/20 signed by the Chief Administrative Judge of the Courts on March 22, 2020 and as amended hereafter and any matter deemed to be essential after application by the Designated Judge to the Supervising Judge. The Supervising Judge, in consultation with the Administrative Judge, shall permit a matter to proceed if warranted.

H. Town and Village Courts

1. All non-essential matters are administratively adjourned until a date on or after May 30, 2020 for defendants not in custody and for civil matters. With regard to defendants in custody, all matters are administratively adjourned to May 7, 2020 or to another date selected by the Designated Judge in consultation with the District Attorney and Defense Attorney. Prior to May 7, 2020, the Designated Judge shall review each case in which a defendant is in custody. In no event shall the matter be adjourned to a date that is more than 30 days from the date the matter is reviewed by the Judge. Essential Staff shall be responsible for notifying attorneys or pro-se litigants/defendants of the adjourned dates.
2. "Essential matters" includes those matters as listed in Exhibit A attached to Administrative Order AO/78/20 signed by the Chief Administrative Judge of the Courts on March 22, 2020 and as amended hereafter and any matter deemed to be essential after application by the Designated Judge to the Supervising Judge. The Supervising Judge, in consultation with the Administrative Judge, shall permit a matter to proceed if warranted.
3. Any matter scheduled prior to 5:00 PM on March 16, 2020 shall be adjourned to a date on or after April 30, 2020 using the Court notification system. Essential Staff should post a sign indicating that defendants should check back with the Court after April 30, 2020.
4. Immediate Arraignments that occur during the hours of court operations shall occur pursuant to the virtual protocols in Attachment "C" from the locations described in Attachment "A" before the designated County Court Judge.
5. After hours arraignments in counties without a CAP Court, shall be heard either before a town or village justice in the local town or village court facilities.
6. After hours arraignments in counties with a CAP court, shall be heard before a CAP judge at the CAP court facility, unless the CAP court has suspended operations, in which case those matters will be heard in the appropriate town and village courts.

7. After hours arraignments in cities with a city court, but which do not have a CAP Court or where the CAP court facility has suspended operations, may be heard before a city court judge in the city court facility.

Dated: April 15, 2020
Binghamton, New York

Hon. Eugene D. Faughnan, J.S.C.
Administrative Judge
Sixth Judicial District

Distribution:
HON. VITO CARUSO, DCAJ

Attachment "A"

6th District Designated Court Location for Emergency Proceedings

1. Broome County Court and Binghamton City Court:

   Broome County Annex County and Family Court Building

   65 Hawley St. Binghamton, NY

2. Chemung County Court and Elmira City Court:

   Chemung County Justice Building

   203-209 William St. Elmira, NY

3. Chenango County Court and Norwich City Court:

   Eaton Center

   13 Eaton Ave. Norwich, NY

4. Cortland County Court and Cortland City Court:

   Courtland County Courthouse

   46 Greenbush St. Cortland, NY

5. Delaware County Court:

   Delaware County Courthouse

   3 Court St. Delhi, NY

6. Madison County Court and Oneida City Court:

   Madison County Courthouse

   138 North Court St. Wampsville, NY

7. Otsego County Court and Oneonta City Court:

   Otsego County Office Building

   197 Main St. Cooperstown, NY

8. Schuyler County Court:

   Schuyler County Courthouse

   105 Ninth St. Watkins Glen, NY

9. Tioga County Court:

   Tioga County Court Annex Building

   20 Court St. Owego, NY

10. Tompkins County Court and Ithaca City Court:

    Tompkins County Courthouse

    320 N. Tioga St. Ithaca, NY

Attachment "B"

6th District Coverage of Court Parts for the Designated Court Location for Emergency Proceedings

1. Broome County Court and Binghamton City Court (week of 3/17/2020):
   - Supreme Court: Judge Faughnan and Judge Guy (as needed)
     - Judge Tait and Judge Blaise to rotate in the following weeks
   - County Court and T&V Court: Judge Dooley
     - Judge Cawley to rotate in the following weeks
   - Family Court: Judge Pines
     - Judge Connerton and Judge Young to rotate in the following weeks
   - Surrogate Court: Judge Guy (on call as needed)
   - City Court: Judge Cocchiola (on call for Youth Part as needed)
     - Judge Pelella and Judge Seiden to rotate in the following weeks
   - Drug Court: Judge Pelella (on call as needed)
   - IDV Court: Judge Seiden (on call as needed)
   - Support Court: SM Monachino (as needed)
     - SM Pogson to rotate in the following weeks

2. Chemung County Court and Elmira City Court (week of 3/17/2020):
   - Supreme Court: Judge Baker (as needed)
     - Judge Rich as backup
   - County Court and T&V Court: Judge Rich (on call for Youth Part as needed)
     - Judge Hayden as backup
   - Family Court: Judge Tarantelli
     - Judge Rich as backup
   - Surrogate Court: Judge Baker (on call as needed)
     - Judge Rich as backup
   - City Court: Judge Forrest
     - Judge Campanella to rotate in the following weeks
   - Drug Court: Judge Forrest (on call as needed)
   - DV Court: Judge Campanella (on call as needed)
   - Support Court: SM Mattison (as needed)

3. Chenango County Court and Norwich City Court (week of 3/17/2020):
   - Supreme Court: Judge McBride (as needed)
   - County Court: Judge Revoir
     - Judge Genute as backup
   - Family Court: Judge Revoir (on call for Youth Part as needed)
     - Judge Genute as backup
   - Surrogate Court: Judge Revoir (on call as needed)
   - City Court and T&V Court: Judge Genute

    - Judge Flanagan to rotate in the following weeks
- Drug Court: Judge Genute (on call as needed)
- Support Court: SM Dunshee (as needed)

4. Cortland County Court and Cortland City Court (week of 3/17/2020):
    - Supreme Court: Judge Masler (as needed)
    - County Court: Judge Alexander
        - Judge Campbell to rotate in the following weeks
        - Judge Campbell to complete Jury Trial the week of 3/16/2020
    - Family Court: Judge Alexander
        - Judge Campbell to rotate in the following weeks (on call for Youth Part as needed)
    - Surrogate Court: Judge Alexander (on call as needed)
        - Judge Campbell to rotate in the following weeks (as needed)
    - City Court and T&V Court: Judge Burns
        - Judge Knickerbocker to rotate in the following weeks
    - Drug Court: Judge Burns (on call as needed)
    - IDV Court: Judge Campbell (as needed)
    - Support Court: SM Hinchcliff (as needed)

5. Delaware County Court (week of 3/17/2020):
    - Supreme Court: Judge Northrup (as needed)
    - County Court and T&V Court: Judge Northrup
        - Judge Rosa as backup
    - Family Court: Judge Rosa (on call for Youth Part as needed)
        - Judge Northrup as backup
    - Surrogate Court: Judge Northrup (on call as needed)
    - Drug Court: Rosa (on call as needed)
    - Support Court: SM Brown (as needed)

6. Madison County Court and Oneida City Court (week of 3/17/2020):
    - Supreme Court: Judge Cerio (as needed)
    - County Court and T&V Court: Judge St. Leger
        - Judge O'Sullivan to rotate in the following weeks
    - Family Court: Judge O'Sullivan (on call for Youth Part as needed)
        - Judge St. Leger to rotate in the following weeks
    - Surrogate Court: Judge O'Sullivan (on call as needed)
        - Judge St. Leger to rotate in the following weeks
    - City Court: Judge Misiaszek
        - Judge Betro to rotate in the following weeks
    - Drug Court: Judge Cerio and Judge O'Sullivan (as needed)
    - Support Court: SM Dexter (as needed)

7. Otsego County Court and Oneonta City Court (week of 3/17/2020):
   - Supreme Court: Judge Coccoma (as needed)
   - County Court and T&V Court: Judge Burns and Judge Lambert alternating schedule
   - Family Court: Judge Burns and Judge Lambert alternating schedule (on call for Youth Part as needed)
   - Surrogate Court: Judge Burns and Judge Lambert alternating schedule (on call as needed)
   - City Court: Judge Bernier
     - Judge Schwartz to rotate in the following weeks
   - Drug Court and IDV Court: Judge Burns (on call as needed) Judge Lambert (as needed)
   - Support Court: SM Brown (as needed)

8. Schuyler County Court (week of 3/17/2020):
   - Supreme Court: Judge Baker (as needed)
   - County Court and T&V Court: Judge Baker
     - Judge Hayden as backup
   - Family Court: Judge Hayden
     - Judge Rich as backup (on call for Youth Part as needed)
   - Surrogate Court: Judge Hayden (on call as needed)
   - Drug Court: Judge Baker (on call as needed)
   - Support Court: SM Mattison (as needed)

9. Tioga County Court (week of 3/17/2020):
   - Supreme Court: Judge Keene (as needed)
   - County Court and T&V Court: Judge Keene
   - Family Court: Judge Keene (on call for Youth Part as needed)
   - Surrogate Court: Judge Keene (on call as needed)
     - Judge Hayden as back for Keene for all court types
   - Drug Court: Judge Keene (on call as needed)
   - Support Court: SM Testa-Ciccone (as needed)

10. Tompkins County Court and Ithaca City Court (week of 3/17/2020):
    - Supreme Court: Judge Cassidy (as needed)
      - Judge Rowley as backup
    - County Court: Judge Cassidy (on call for Youth Part as needed)
      - Judge Miller and Judge Rowley to rotate in
    - Family Court: Judge Miller
      - Judge Cassidy and Judge Rowley to rotate in
    - Surrogate Court: Judge Miller (on call as needed)
      - Judge Cassidy and Judge Rowley to rotate in
    - Drug Court, IDV Court: Judge Rowley, Judge Cassidy, Judge Wallace (as needed)

- City Court and T&V Court: Judge Peacock
    - Judge Wallace to rotate in the following weeks.
- Mental Health Court: Judge Peacock (on call as needed)
- Support Court: SM Scheer (as needed)

Attachment "C"

ADMINISTRATIVE ORDER
SIXTH JUDICIAL DISTRICT

Pursuant to the authority vested in me, and in accordance with the recent operational protocols issued by the Chief Administrative Judge for the trial courts of the Unified Court System, I hereby order that effective immediately, the administrative order dated March 31, 2020 which contains the initial protocols for virtual courtrooms in the 6th Judicial district is hereby amended as follows:

1.) The timetable for implementation of virtual courtrooms for all matters (criminal and civil) throughout the 6th Judicial District is hereby accelerated.

2.) Effective immediately every court in the 6th Judicial District may begin using virtual courtrooms to hear essential matters, and shall do so to the fullest extent possible, under the protocols annexed to the administrative order dated March 31, 2020 and any subsequent amendments thereto.

3.) Notwithstanding the foregoing, no later than **8:30am on Monday, April 6, 2020** all essential matters in the 6th Judicial District shall be heard using virtual courtrooms under the protocols annexed to the administrative order dated March 31, 2020 and any subsequent amendments thereto.

Dated: April 2, 2020
Binghamton, New York

Hon. Eugene D. Faughnan, J.S.C.
Administrative Judge
Sixth Judicial District

Distribution:
HON. VITO CARUSO, DCAJ

ADMINISTRATIVE ORDER
SIXTH JUDICIAL DISTRICT

Pursuant to the authority vested in me, in accordance with the recent operational protocols issued by the Chief Administrative Judge for the trial courts of the Unified Court System and after consultation with the Chief Administrative Judge and the Deputy Chief Administrative Judge and

WHEREAS, New York State and the nation are now in the midst of an unprecedented public health crisis surrounding the outbreak of COVID-19 (coronavirus); and

WHEREAS, COVID-19 is known to be a highly infectious disease, and there is much community concern that large gatherings of people can result in greater public exposure to possible contagion or "community spread"; and

WHEREAS, on a daily basis, in courts across the State, hundreds if not thousands of people representing a broad cross-section of the community gather to conduct business in large groups in close proximity to one another, it is hereby

ORDERED that until the Second Amended Administrative Order issued on March 25, 2020 and any subsequent amendments thereto are rescinded, the attached Virtual Courtroom Protocols, and any subsequent amendments thereto, shall remain in effect in all Counties of the Sixth Judicial District.

Dated: March 31, 2020
Binghamton, New York

Hon. Eugene D. Faughnan, JSC
Administrative Judge
Sixth Judicial District

Distribution:

Hon. Vito C. Caruso, Deputy Chief Administrative Judge, Courts Outside New York City

Sixth Judicial District Remote Criminal Courtroom Protocols

Effective 8:30 PM on Monday April 6th, all essential criminal matters in the Sixth Judicial District will be handled remotely utilizing Skype for Business. No matters will be handled in person. Essential matters are generally defined as:

I. Arraignments on qualifying offenses for which bail is sought;
   a. This includes arrest warrants and bench warrants on qualifying offenses for which bail is sought. Arrest warrants for non-qualifying offenses should not be executed. Bench warrants for a failure to appear on a non-qualifying offense should not be executed;

II. Arraignments for which an order of protection is sought;

III. Bail applications, reviews and writs;

IV. Resentencing of retained and incarcerated defendants;

V. Essential SORA matters;

VI. A matter deemed essential and time-sensitive by the duty judge when no alternative to a court appearance can be utilized.

All criminal matters will be handled in a Skype Meeting/Channel which has been created for each county. In each county, all law enforcement agencies, judges, defense attorneys and prosecutors have received a weblink/invitation. Any attorneys, judges, or law enforcement agencies who have not received the appropriate weblink may contact Joshua Shapiro at jshapiro@nycourts.gov, or (607) 766-1079.

Scheduled court appearances for incarcerated principals will be handled by accessing this skype channel from a computer at the county correctional facility thus allowing incarcerated individuals to "appear" remotely. Unscheduled immediate arraignment requests will be handled by accessing this skype channel from the Centralized Arraignment Part, in those counties that have such a part generally,

and by accessing the channel from the police station, precinct, or barracks which has taken custody of an arrested person, for those counties that do not have a Centralized Arraignment Part generally. Out of custody essential appearances shall be handled by allowing such principals access to the county's consolidated courthouse where an isolated webcam and monitor will be set up. Procedures for immediate arraignments are described in greater detail below (contact information for Clerks Districtwide is annexed as Exhibit "A").

Immediate Arraignment Requests for Arrested Individuals

I. Monday-Friday 8:30 AM – 4:30 PM

a. All counties: Immediate Arraignment Requests will be handled by the "on-duty" consolidated courtroom judge;

II. Monday – Friday 4:30 PM – 8:30 AM

a. Broome County:

i. City of Binghamton Immediate Arraignment Requests:

1. Qualifying offenses where bail is sought or offenses for which an order of protection is sought will be handled remotely by one of the three Binghamton city court judges. If no City Court Judge is available, they may be handled by the on-call T&V Centralized Arraignment Part (Hereinafter "CAP") judge, or by the on-call county court judge;

ii. Immediate Arraignment Requests Outside of the City of Binghamton:

1. For a qualifying offense for which bail is sought, the principal may be dropped off at the Broome County Jail to be held for the next session of the Centralized Arraignment Part. These arraignments will be conducted remotely by the on-call CAP judge;
2. For an offense where an order of protection is sought, but bail is not sought, the defendant shall not be dropped off at the Broome County Jail. Instead the police agency must request an immediate arraignment by the on-duty CAP judge. This arraignment will be conducted remotely with the defendant given access to skype at the police station or NYSP barracks;

b. Tioga County:

i. For a qualifying offense for which bail is sought, or for an offense for which a temporary order of protection is sought, the principal shall be dropped off at the Tioga County Jail to be held for the morning session of the Centralized Arraignment Part. These arraignments shall be conducted remotely by the on-call CAP judge;

c. Otsego County:

i. For a qualifying offense for which bail is sought, or for an offense for which a temporary order of protection is sought, the principal shall be brought to the Otsego County Jail where an immediate arraignment shall be conducted remotely by the on-call CAP judge;

d. Schuyler, Chemung, Tompkins, Cortland, Madison, Chenango, and Delaware County:

i. When a principal is arrested for a qualifying offense for which bail is sought, or for an offense for which a temporary order of protection is sought, the arresting agency may request an immediate arraignment from an appropriate Town, Village, City, or County Court Judge based upon jurisdictional requirements. The arraignment shall be conducted remotely with the defendant given access to skype at the police station or NYSP barracks;

III. Saturdays & Sundays

a. Broome County:

i. City of Binghamton Arraignment Requests: follow the same rules as weekday evenings as discussed above;

ii. Immediate Arraignment Requests Outside the City of Binghamton:

1. For a qualifying offense for which bail is sought, the defendant may be dropped off at the Broome County Jail to be held for the next session of

the Centralized Arraignment Part. There will continue to be both a morning and an evening session of the CAP on weekends. These arraignments will be conducted remotely by the on-call CAP judge;

2. For an offense where an order of protection is sought, but bail is not sought, the defendant will not be dropped off at the Broome County Jail. Instead the police agency shall request an immediate arraignment by the on-duty CAP judge. This arraignment will be conducted remotely with the defendant given access to skype at the police station or NYSP barracks;

b. Tioga County:

   i. For a qualifying offense for which bail is sought, or for an offense for which a temporary order of protection is sought, the principal may be dropped off at the Tioga County Jail to be held for the next session of the Centralized Arraignment Part. These arraignments will be conducted remotely by the on-call CAP judge;

c. Otsego County:

   i. For a qualifying offense for which bail is sought, or for an offense for which a temporary order of protection is sought, the principal may be brought to the Otsego County Jail where an immediate arraignment shall be conducted remotely by the on-call CAP judge;

d. Schuyler, Chemung, Tompkins, Cortland, Madison, Chenango, and Delaware County:

   i. When a principal is arrested for a qualifying offense for which bail is sought, or for an offense for which a temporary order of protection is sought, the arresting agency may request an immediate arraignment from an appropriate Town, Village, City, or County Court Judge based upon jurisdictional requirements. The

arraignment will be conducted remotely with the defendant given access to skype at the police station or NYSP barracks;

Procedures for Immediate Arraignment Requests

I. Arraignments utilizing a county court judge Monday-Friday 8:30 AM – 4:30 PM;

a. All Counties:

i. The law enforcement agency shall contact the correct on-duty county court judge following a schedule to be provided:

ii. The law enforcement agency shall also contact the Supreme and County Court Clerk's Office. Separate contact information shall be provided for each office;

iii. The law enforcement agency shall contact the on-call assistant public defender or 18-b attorney depending upon the county. That attorney shall be given a chance to speak with their client on the phone privately prior to the arraignment.

iv. The law enforcement agency shall contact the District Attorney's Office to advise them of the arraignment so that they may join the skype arraignment if they wish to;

v. The law enforcement agency shall scan and email the accusatory instruments to the county court clerk, the on-call assistant public defender, and the District Attorney's Office utilizing email addresses which shall be provided;

vi. The judge shall conduct the arraignment via skype. At the conclusion of the arraignment the judge shall email to the law enforcement agency an electronically signed securing order and shall email to all parties an order of protection if appropriate.

vii. All original paperwork shall be mailed to the court of geographic jurisdiction. The arraigning court should also email a copy of the original paperwork to 6jdcap@nycourts.gov;

II. Arraignments Monday-Friday after hours and on weekends:

a. Broome & Tioga County:

i. For a qualifying offense for which bail is requested the defendant may dropped off at the Broome Jail to await the next CAP arraignment session.

b. Broome County Only:

i. For an offense outside the City of Binghamton other than those where a temporary order of protection is requested:

1. The law enforcement agency shall contact the correct on-call CAP judge following a schedule to be provided. If that judge cannot be reached any of the other judges listed on the schedule can be attempted as a backup, as can the city and county court judges.
2. The law enforcement agency shall contact the on-call assistant public defender at to advise them to join the skype channel. The on-call assistant public defender shall be given a chance to speak to their client on the phone privately prior to the arraignment;
3. The law enforcement agency shall contact the on-call Assistant District Attorney to advise them of the arraignment so that they may join the skype arraignment if they wish to;
4. The law enforcement agency shall scan and email the accusatory instruments to the on-call judge, the on-call assistant public defender, and the District Attorney's Office utilizing email addresses which shall be provided
5. The judge shall conduct the arraignment via skype. At the conclusion of the arraignment the judge shall email to the law enforcement agency an

electronically signed securing order and shall email to all parties an order of protection if appropriate.

6. All original paperwork shall be mailed to the court of geographic jurisdiction. The arraigning court shall also email a copy of the original paperwork to 6jdcap@nycourts.gov ;

ii. Arraignments for Binghamton City Court:

1. The law enforcement agency shall contact a Binghamton City Court Judge to conduct the arraignment remotely following a schedule to be provided. If a city court judge cannot be reached, any of the CAP or county court judges can conduct such arraignment.
2. The law enforcement agency shall contact the on-call assistant public defender to advise them to join the skype channel. The on-call assistant public defender should be given a chance to speak to their client on the phone privately prior to the arraignment;
3. The law enforcement agency shall contact the on-call Assistant District Attorney to advise them of the arraignment so that they may join the skype arraignment if they wish to;
4. The law enforcement agency shall scan and email the accusatory instruments to the on-call judge, the Binghamton City Court Clerk's office, the on-call assistant public defender, the Binghamton City Court Chief Clerk, and the District Attorney's Office utilizing email addresses to be provided;
5. The judge shall conduct the arraignment via skype. At the conclusion of the arraignment the judge shall email to the law enforcement agency an

electronically signed securing order and shall email to all parties an order of protection if appropriate.

6. All original paperwork shall be mailed to the court of geographic jurisdiction. The arraigning court shall also email a copy of the original paperwork to 6jdcap@nycourts.gov;

c. Otsego County:

i. The law enforcement agency shall contact the on-call assistant public defender to advise them of the arraignment and to allow the assistant public defender to have a private conversation with the defendant;

ii. The law enforcement agency shall contact the District Attorney's Office to notify them of the arraignment and allow them to join the arraignment channel;

iii. The arresting agency shall notify Otsego County Dispatch of the arraignment;

1. Otsego County Dispatch shall notify the on-call CAP judge;

2. Otsego County Dispatch shall notify the Otsego County Sheriff's Office;

iv. The law enforcement agency shall scan and email the accusatory instruments to the on-call judge and the on-call assistant public defender.

v. The law enforcement agency shall transport the principal to the Centralized Arraignment Part where an immediate arraignment shall be conducted via Skype;

vi. All original paperwork shall be mailed to the court of geographic jurisdiction. The arraigning court shall also email a copy of the original paperwork to 6jdcap@nycourts.gov ;

d. Schuyler, Chemung, Tompkins, Cortland, Madison, Chenango, and Delaware County:

i. The law enforcement agency shall contact the on-call assistant public defender to advise them of the arraignment and to allow the assistant public defender to have a private conversation with the defendant;

ii. The law enforcement agency shall contact the District Attorney's Office to notify them of the arraignment and allow them to join the arraignment channel;

iii. The law enforcement agency shall contact a Town, Village, City, or County Court Judge of appropriate jurisdiction to conduct the arraignment remotely via Skype from the police station or NYSP barracks;

iv. The law enforcement agency shall scan and email the accusatory instruments to the judge and the assistant public defender;

v. The judge shall conduct the arraignment via Skype;

vi. All original paperwork shall be mailed to the court of geographic jurisdiction. The arraigning court shall also email a copy of the original paperwork to 6jdcap@nycourts.gov ;

III. Arraignments utilizing a Centralized Arraignment Part:

a. Broome & Tioga County:

i. Corrections staff shall contact the on-call CAP judge utilizing the attached CAP schedule if there are custodial detainees who need to be arraigned at the start of each CAP shift, utilizing the phone numbers listed above;

ii. Corrections staff should contact the on-call assistant public defender at to advise them to join the skype channel. The on-call assistant public defender shall be given a chance to speak to his or her client on the phone privately prior to the arraignment;

iii. Corrections staff shall contact the District Attorney's office to advise them of the arraignment so that they may join the skype arraignment if they wish to;

iv. Corrections Staff shall scan and email the accusatory instruments to the on-call judge, and the on-call public defender;

v. The Judge shall conduct the arraignment via skype. At the conclusion of the arraignment the judge shall email to the law enforcement agency an electronically signed securing order and will email to all parties an order of protection if appropriate.

vi. All original paperwork shall be mailed to the court of geographic jurisdiction. The arraigning court shall also email a copy of the original paperwork to 6jdcap@nycourts.gov;

b. Otsego County:

i. Arraignments at the Otsego County Centralized Arraignment Part shall be conducted as described in section II(c) above.

Miscellaneous Procedures

I. Recording of Court Procedures

a. Recording of County Court procedures conducted during normal business hours shall be done utilizing a court reporter who may remote into the skype channel if necessary;

b. Recording of matters conducted by a CAP Judge shall be done utilizing a Liberty Recording Laptop or the "record skype" feature;

c. Recording of matters conducted by a City Court Judge shall be done utilizing an FTR or the "record skype" feature;

II. Technical Assistance

a. Should technical assistance be required by one of the judges they may obtain it by contacting the Sixth Judicial District Help Desk (normal business hours) at (607) 240-5344, OCA DOT at 1 (800) 622-2522, or Joshua Shapiro at (607) 766-1079;

b. Should any Law enforcement agency need assistance with instructions on how to join the skype channel they should contact Joshua Shapiro at (607) 766-1079;

III. Electronic Signatures

a. Securing Orders shall be electronically signed utilizing the sample securing order already emailed to all judges. If this is not possible judges may also print, sign, and scan and email securing orders.

b. Orders of Protection may be generated in WebDVS and saved as a .pdf file. That .pdf file may then be emailed to the parties. A physical signature is not necessary provided the defendant has been given notice on the record of the TOP and is served with a copy of it. In the alternative judges may sign a long-hand TOP and scan and email it.

IV. Orders of Protection

a. Where possible law enforcement agencies should provide the duty judge with the temporary order of protection request and order of protection information sheet at least 30 minutes prior to the arraignment to allow the judge to enter the appropriate information into WebDVS prior to the arraignment;

V. **Criminal History Reports**

a. Where possible, law enforcement agencies shall fingerprint principals and transmit the DCJS fingerprint criminal history report electronically. If this is not possible law enforcement agencies should dictate the criminal history report to the arraigning judge and defense counsel during the arraignment, or scan and email it to the judge;

VI. **Equipment Set Up:**

a. Equipment for utilizing skype has been and is being tested with judges, district attorneys, public defenders, and law enforcement agencies;

VII. **Equipment Backup:**

a. In the event the skype call fails a speakerphone may be used with conference call features. All judges will be provided with one;

VIII. **Updated Signs**

a. Updated signs will be posted at the entrance to all courthouses;

IX. **Police Departments which will need to connect via Skype**

a. All county sheriff's offices;

b. All local law enforcement agencies in the sixth judicial district;

c. All NYSP barracks in the sixth judicial district;

X. **Courtroom Access**

a. In all essential criminal court proceedings, going forward, the judge, court reporters, parties, their attorneys and any other interested party, will not be physically present in the courtroom unless required to do so by the court.

b. Members of the public may join the remote skype channel to view the proceedings.

    i. Judges will have the ability to "mute" any member of the public who is disruptive in the skype channel;

c. While court clerks may continue to use the courtrooms when necessary, like all other court participants, they are encouraged to use available technology and appear remotely, to the greatest extent possible;

Sixth Judicial District Protocol for Court Appearances

in Essential Civil Matters

1. When accepting a filing for a potentially essential matter, the Clerk shall require the Petitioning party to provide contact information including address, telephone and email for all necessary parties and counsel to the extent that information can be reasonably obtained at the time of filing. If the Court determines that the matter is essential and requires a court appearance, the Clerk shall schedule a virtual Court appearance. All Court appearances shall be conducted by telephone and/or videoconference (contact information for Clerks Districtwide is annexed as Exhibit "A").

2. Using **Skype for Business**, the Clerk will send an invitation to all necessary parties and counsel to join in the scheduled virtual court appearance. Court proceedings remain open to the public, but to the maximum extent possible, parties, lawyers, witnesses and judges will not be present in the courthouse. While Clerks may find it necessary to be present in the Courtroom, they are also encouraged to participate remotely when possible.

3. Counsel should be preemptively advised that, unless special arrangements are made, the Skype hearing will not provide a forum for confidential communication and thus privileged discussions and preparation must take place outside of the virtual court appearance. Whether to meet in person or electronically is left to the discretion of individual counsel. Counsel and their client shall decide whether they will be in the same physical location for participation in the virtual court appearance.

4. Counsel intending to call a remotely located witness must inform the Court Clerk in a timely fashion to allow the Clerk to send the remote witness a Skype invitation.

5. When a Court Reporter is required, the Reporter may, where appropriate, join the appearance remotely. When not required, the Clerk shall utilize the existing FTR system to record the appearance from the courtroom.

6. Each County Department of Social Services should equip one additional office with a Skype enabled device for use by a party, counsel or witness who does not otherwise have access to Skype and who is necessary for the conduct of an essential court appearance.

7. In the rare circumstance where a necessary respondent or witness does not have access to Skype and cannot travel to a Skype enabled location, the District Office has Wi-Fi and Cellular enabled devices available. Please call **(607) 240-5350** to make arrangements for a device to be temporarily provided for the use of a necessary party or witness.

The attached Skype for Business information sheet may be provided to counsel, litigants, parties and witnesses.

Joining a Skype For Business Meeting

New York State Unified Court System has been using Skype for Business (SfB) for both internal videoconferencing and remote video appearances with external parties, such as attorneys, litigants, and witnesses. This guide is for those who wish to join a court-organized videoconferencing call.

Q1. What are the minimum requirements for participating a SfB videoconferencing call?

A1. You must have a decent computer or smartphone with up-to-date operating system, and a high-speed Internet connections.

Q2. I don't have a Microsoft Office365 Account, can I join a SfB videoconferencing call?

A2. Yes, you can still fully participate in a SfB video call from a web browser without paying for a license.

Q3. Why is it important to have a decent computer with an up-to-date operating system?

A3. Videoconferencing requires more computer horsepower than regular applications, such as a word processor. Obsolete Operating Systems, such as Windows 7, not only have security holes, but also may exhibit unpredictable behavior when joining a Skype call.

Q4. Can I join a SfB videoconference call without a webcam?

A4. Most laptops or tablets, as well as smartphones, have built in webcams. If you don't have a webcam, you can still join the SfB meeting. People can hear you, however, they cannot see you, which is not desirable in most court proceedings.

Q5. What would you recommend for the audio?

A5. Obviously, you don't have a meaningful videoconferencing calls without the audio. To achieve the best effects, we recommend the use of a USB headset. You may use an external speakerphone or built-in speaker and microphone within your device, however it might pick up background noises. In those cases, you should sit close to the microphone.

Q6. How can I know my Internet connection is good enough for a Skype video call?

A6. Most people have broadband (highspeed) connections from their service providers, such as Spectrum, Cablevision Lightpath (Xfinity), or Verizon Fios. Under normal circumstance, those broadband connections are more than sufficient to support Skype video calls. Keep in mind that when you are joining a Skype video call during the emergency, you are competing the same bandwidth with other people staying home working, learning and being entertained. Sometimes you may see your video has a lag and a pixelization. This is a sign of Internet traffic congestion. The problem usually will clear up by itself after a few seconds, so please be patient. In addition, please connect your computer to a network port in your router if possible. A wired connection has better performance than a Wi-Fi connection.

Q7. How can I prepare myself for the Skype video calls?

A7. We cannot emphasize enough the importance of performing a test well ahead of time to ensure equipment compatibility and to familiarize with the interface. You may send your cell phone number, email address, and preferred date and time for the test to

skypetest@nycourts.gov. We will schedule a test call, send you the invitation and conduct the test with you.

Q8. Is Skype for Business secure?

A8. All communications on Skype for Business are encrypted. Microsoft designed the product with security in mind. To learn more about security features: https://docs.microsoft.com/en-us/skypeforbusiness/optimizing-your-network/security-guide-for-skype-for-business-online

Q9. Can you share documents with all the participants?

A9. While you can use Skype for Business for document sharing, we recommend you contact the clerk handling your case about the best approach for sharing/sending documents. If you have to, you can share documents within SfB in two ways: either open the document and share the desktop for the parties to view, or share the document as an attachment for the parties to download, view and print. Be aware that the document sharing feature might not work on all platforms.

Q10. Where I can find tutorial on using Skype for Business?

A10. Please click on the link below:

https://support.office.com/en-us/article/join-a-skype-for-business-meeting-3862be6d-758a-4064-a016-67c0febf3cd5#OS_Type=Windows

Q11. What are the most common problems a user will encounter, and where I can get technical support during the video call?

A11. Common issues include:

- People cannot hear you: Make sure you are not muted. B) Select the correct audio device.
- I cannot hear other people: Make sure other people are not muted. B) Raise your speaker volume.
- My video is off: Make sure the camera is turned on and the correct camera is selected when you have a multiple cameras.
- I hear echo: Lower the volume of your speakers will usually reduce echo.
- Hanging up and reconnecting a call will many times resolve the issue.
- My Skype call becomes non-responsive: This is usually caused by some other software or background process running on your computer. Make sure your all your software is updated and security patched well ahead of the video call. It is also a good idea to reboot your computer at least one hour before the meeting to get a fresh start.
- I am in the middle of the video call, something goes wrong. What should I do: It is impossible to provide technical support in the middle of a call? If problems cannot be resolved using the tips above, the best bet is to hang up Skype and reconnect.

Q12. Can I use my Skype to join a SfB video call?

A12. Many of you may be familiar with Skype, a videoconferencing and IM product targeted at the consumer market. Skype for Business (SfB) is an enterprise platform for secure communications and collaboration. For all intent and purpose, you cannot use Skype in court-organized SfB video calls.

Q13. Why can't I use other products, such as FaceTime, for videoconferencing with the courts?

There are many videoconferencing products in the market. For example, FaceTime is excellent for point-to-point video calls if both ends use Apple products. When using videoconferencing in a court proceeding, we must use SfB, a proven product current in use by the court system that is secure, scalable to support multi-party call, versatile to work with different computers and smartphones.

Q13. Whom should I contact to schedule a Skype video call with the judge and other parties?

A13. You should contact the clerk of the appropriate court for procedure on how to schedule and participate a videoconferencing call for courtroom proceedings or attorney/client consultation. More information could be found at www.nycourts.gov

Q14. Can I join a Skype video call using an iPhone or Mac?

A14. Yes, please go to Apple App Store to download the Skype for Business app (not the regular Skype app).

Q15. If I join the meeting from home, what should I do to achieve the best audio and visual experience?

A15. Select a quiet room, preferably no windows behind you. If you do have windows behind you has to be behind you, close the blinds.

Q16. How come I am unable to download the Skype web plug-in?

A16. This is most likely a security setting on your computer that is set to prevent you from downloading the plug-in. Please see technical support in your organization and let them know you need this mission critical application to work.

Q17. Can I join the meeting from multiple devices at the same time?

A17. Some of you have set up multiple devices at home to be ready for S4B video calls. We want to commend you being prepared for equipment failure. However, it is not a good idea to have two devices, such a smartphone and a laptop, joining the Skype call at the same time. In addition to create confusions for everyone, this will waste Internet bandwidth, and cause feedback and echo for everyone.

Q18. How can I have the best Virtual Courtroom experience?

A18. If at all possible, adding a second monitor will enhance the virtual court room experience. One screen can be used for viewing the video feed of the call and the second screen can be used for document viewing or other work. Here are three common approaches to setting up dual monitors at home:

- Connect an external monitor to your existing laptop or desktop.
- Use your laptop for videoconferencing, use your desktop PC for email and document viewing.
- Use your smartphone for videoconferencing, use your laptop or desktop for email and document viewing.

BROOME COUNTY

NAME	OFFICE	SKYPE	PHONE
Judith Osburn	Chief Clerk – S&C Deputy Clerk	josburn@nycourts.gov	607-240-5926
Cheryl Obenauer Anne Simms	Chief Clerk – Family Deputy Clerk - Family	clidell@nycourts.gov amsimms@nycourts.gov	607-240-5870 607-240-5871
Rebecca Malmquist Tracy Allen	Chief Clerk -Surrogates Deputy Clerk - Surrogates	rmalmqui@nycourts.gov tallen@nycourts.gov	607-240-5793 607-240-5794

CHEMUNG COUNTY

NAME	OFFICE	SKYPE	PHONE
Samantha Pike Kierston Brown	Chief Clerk – S&C Deputy Clerk - S&C	spike@nycourts.gov kabrown@nycourts.gov	607-873-9451 607-873-9455
Caitlin McGurgan Colleen Phillips	Chief Clerk – Family Deputy Clerk - Family	cmcgurgan@nycourts.gov cmphill@nycourts.gov	607-873-9491 607-873-9483
Laurie Hubbard Donna Marrone	Chief Clerk – Surrogates Deputy Clerk - Surrogates	lhubbard@nycourts.gov dmmarron@nycourts.gov	607-873-9441 607-873-9442

CHENANGO COUNTY

NAME	OFFICE	SKYPE	PHONE
Kimberly Sitts Abigail Rogers	Chief Clerk – S&C Deputy Clerk – S&C	ksitts@nycourts.gov arogers@nycourts.gov	607-337-1457 607-337-1439
Karen Mealey Tammy Powrie	Chief Clerk – Family Deputy Clerk - Family	kmealey@nycourts.gov tpowrie@nycourts.gov	607-337-1820 607-337-1824
Maria Matott	Chief Clerk – Surrogates	mmatott@nycourts.gov	607-337-1827

CORTLAND COUNTY

NAME	OFFICE	SKYPE	PHONE
Emily Stith Steven Tillotson	Chief Clerk – S&C Deputy Clerk – S&C	erstith@nycourts.gov stillots@nycourts.gov	607-218-3322 607-218-3321
Laurie Case Deborah Elliott	Chief Clerk – Family Deputy Clerk - Family	lcase@nycourts.gov daelliot@nycourts.gov	607-218-3323 607-218-3324
Lynne Day	Chief Clerk – Surrogates	lday@nycourts.gov	607-218-3336

DELAWARE COUNTY

NAME	OFFICE	SKYPE	PHONE
Kelly Reynolds	Chief Clerk – S&C	kreynold@nycourts.gov	607-376-5401
Lori Metzko	Chief Clerk – Family	lmetzko@nycourts.gov	607-376-5409
Lisa Hulse	Chief Clerk – Surrogates	lhulse@nycourts.gov	607-376-5406

MADISON COUNTY

NAME	OFFICE	SKYPE	PHONE
Vanessa Scott	Jury Analyst S&C Deputy Clerk – S&C	vlscott@nycourts.gov	315-231-5306
Dinquia Sanchez Stacey Button	Chief Clerk – Family Deputy Clerk - Family	dmsanche@nycourts.gov sbutton@nycourts.gov	315-231-5312 315-231-5308
Deborah Samoyedny	Chief Clerk – Surrogates	dsamoyed@nycourts.gov	315-231-5321

OTSEGO COUNTY

NAME	OFFICE	SKYPE	PHONE
Michael McGovern Kimberly Snyder	Chief Clerk – S&C Deputy Clerk – S&C	mmcgove1@nycourts.gov ksnyder@nycourts.gov	607-322-3141 607-322-3142
Karen Nichols Rachel Howard	Chief Clerk – Family Deputy Clerk - Family	kanichol@nycourts.gov rachoward@nycourts.gov	607-322-3128 607-322-3129
Lisa Weite	Chief Clerk – Surrogates	lweite@nycourts.gov	607-322-3148

SCHUYLER COUNTY

NAME	OFFICE	SKYPE	PHONE
Michele Ormsbee	Chief Clerk – S&C	mormsbee@nycourts.gov	607-228-3350
Amanda Riley	Chief Clerk – Family	ariley@nycourts.gov	607-228-3352
Jack Miller	Chief Clerk – Surrogates	jacmille@nycourts.gov	607-228-3351

TIOGA COUNTY

NAME	OFFICE	SKYPE	PHONE
Janean Cook Lisa Poole	Chief Clerk – S&C Deputy Clerk – S&C	jecook@nycourts.gov lpoole@nycourts.gov	607-689-6102 607-689-6102
Denise Marsili Roberta Seeley	Chief Clerk – Family Deputy Clerk - Family	dmarsili@nycourts.gov rseeley@nycourts.gov	607-689-6080 607-689-6089
Deborah Pellinger	Chief Clerk – Surrogates	dpellinger@nycourts.gov	607-689-6098

TOMPKINS COUNTY

NAME	OFFICE	SKYPE	PHONE
Mary Hodges	Chief Clerk – S&C	mhodges@nycourts.gov	607-216-6611
Rebecca Jackson	Deputy Clerk – S&C	rmjackson@nycourts.gov	607-216-6612
Adel Terris	Chief Clerk – Family Deputy Clerk - Family	aterris@nycourts.gov	607-216-6639
Lori Decker	Chief Clerk – Surrogates	ldecker@nycourts.gov	607-216-6655

Attachment "D"

NEW YORK STATE | Office of Children and Family Services

ANDREW M. CUOMO
Governor

SHEILA J. POOLE
Commissioner

MEMORANDUM

TO: Chief Executive Officers and Executive Directors of Voluntary Agency Residential Programs

FROM: Lisa Ghartey Ogundimu, Deputy Commissioner
Division of Child Welfare and Community Services

DATE: March 17, 2020

SUBJECT: Temporary Visitor Restrictions Within Residential Treatment Centers and Congregate Care Settings

As part of New York States' continued effort to curtail the transmission of the Novel Coronavirus of 2019 Disease (COVID-19) and maintain the health, safety, and well-being of the children and families served in residential treatment centers and congregate care settings (programs), the Office of Children and Family Services (OCFS) encourages the implementation of policies which limit visitor access. Programs must take immediate steps to temporarily restrict visitors to only:

- specified family members,
- medical personnel, and
- behavioral health specialists

Specified family members include parents, primary custodians, and siblings. Additionally, programs should develop systems which expand the use of telephone and electronic communication to support continued visitation opportunities for all residents. Finally, programs must screen all individuals, including staff and approved visitors, to assess risk of exposure to COVID-19.

These mitigation strategies are necessary to reduce the possibility of facility-based transmission of COVID-19. These restrictions should remain in effect until further notice.

Please note:

- Programs must immediately notify families, local departments of social services (LDSS), and OCFS Regional Office of visitor restrictions.

- Consideration should be given to utilizing telehealth and telemental health to maintain continuity of medical and behavioral health services.

- Programs must ensure that residents have readily available access to telephones and video-conferencing to facilitate visitation with individuals not allowed campus entry. This includes legal representatives, non-specified family members, and friends. Changes to contact or visitation schedules must be documented in the case record. Programs should identify multiple ways for residents to maintain communication and connection outside of the residential setting.

- Recognizing the traumatic impact this evolving health crisis could present to residents, programs must have procedures to address circumstances warranting additional consideration of certain visitation, notably, where the visitation would meet the therapeutic and, or, well-being needs of the resident and not present danger to the health and well-being of other residents.

- When feasible, programs are encouraged to consult with the appropriate LDSS and local health department.

- Before allowing an individual entry to a residential campus (including staff and approved visitors), programs must follow the CDC guidelines and perform a health screen. This health screen should be conducted every time an individual seeks to enter the campus. Should an individual present a risk, that individual should be denied access to the campus and visitation should be facilitated through other methods, such as the use of telephone and electronic communication to support continued visitation opportunities for all residents. It should be explained to the individual, as well as to the resident the individual is visiting, why access to the campus is being denied. This screening is designed to determine whether the person is at risk of exposure to COVID-19:

    - Have you traveled to a country for which the CDC has issued a Level 2 or 3 travel designation within the last 14 days?;

    - Have you had contact with any Persons Under Investigation (PUI) for COVID-19 within the last 14 days, OR with anyone with known COVID-19?; and

    - Do you have any symptoms of a respiratory infection (e.g., cough, sore throat, fever, or shortness of breath)?

- Steps should be taken to clean the facility frequently. Hand hygiene supplies should be readily available in the building for residents, staff, and visitors. Make certain all staff/providers follow the CDC's guidelines for infection control basics including hand hygiene:

    - Infection Control Basics
    - Hand Hygiene in Health Care Settings
    - Handwashing: Clean Hands Save Lives

Frequent communication with the children and youth in your care, and their families, is crucial to helping them understand the decisions that are being made are intended to keep their loved ones safe. We truly appreciate your dedication to the children and youth we are all entrusted to caring for during this difficult time. Please do not hesitate to contact your OCFS Regional Office with any questions.

CC: Local Department of Social Services Commissioners
David L. Bach, Associate Commissioner
Barbara Green-Flood, Director of Regional Operations
OCFS Regional Office Directors

NEW YORK STATE | Office of Children and Family Services

ANDREW M. CUOMO — Governor

SHEILA J. POOLE — Commissioner

Novel Coronavirus of 2019 Disease (COVID-19) Guidance for

Foster Care and Preventive Staff

Department of Health 24/7 Hotline: 1-888-364-3065

March 20, 2020

Dear Commissioners and Executive Directors:

The New York State Office of Children and Family Services (OCFS) has developed this bulletin to provide guidance and technical assistance for foster care and preventive staff in response to the novel coronavirus of 2019 disease (COVID-19).

Please review this information, including the links, with your leadership and staff. OCFS encourages Local Departments of Social Services (LDSS) and Voluntary Authorized Agencies (VAs) to make any necessary adjustments to local program policies and protocols in response to this rapidly evolving health crisis. While this guidance is not intended to address every potential scenario, it is designed to answer some of the questions that have been brought to OCFS to date. OCFS will continue to provide updated guidance as the situation evolves.

OCFS encourages LDSS and VAs to monitor the websites for New York State Department of Health (DOH) and your respective local health department (LHD) for new information about COVID-19. Additionally, we urge you to remain in close contact with your OCFS regional office staff who have been immediately elevating COVID-19 questions and concerns.

A. Foster Care and Preventive Contacts

When children are placed in foster care, their legal custody is transferred to the commissioner of the LDSS in which they resided at the time of removal. This means that the LDSS has the full responsibility for their safety and well-being. (See Chapter 1 of Foster Care Practice Guide).

I. Waiver of In-Person Requirements for Case Work Contacts

Section 422(b)(17) of the federal Social Security Act (the Act) requires that caseworkers conduct an in-person visit with children in foster care on a monthly basis. On March 18, 2020, in response to the extraordinary health crisis, COVID-19, the Administration for Children and Families (ACF) has updated its guidance to allow video-conferencing for monthly contacts of children in open child welfare cases.

The ACF Child Welfare Policy Manual, Sec. 7.3, Question 8, has been updated as follows:

> "Does video-conferencing between a child in foster care and his/her caseworker meet the Federal statutory provisions at section 422(b)(17) of the Social Security Act (the Act) for caseworker visits on a monthly basis?:
>
> ***Answer:***
> ***In general, no. Video-conferencing or any other similar form of technology between the child and caseworker does not serve as a monthly caseworker visit for the purposes of meeting the requirements of section 422(b)(17) of the Act. [...]***
>
> ***However, there are limited circumstances in which a title IV-B agency could waive the in-person aspect of the requirement and permit monthly caseworker visits to be accomplished through videoconferencing. Such circumstances are limited to those that are beyond the control of the caseworker, child, or foster family, such as a declaration of an emergency that prohibits or strongly discourages person-to-person contact for public health reasons; a child or caseworker whose severe health condition warrants limiting person-to-person contact; and other similar public or individual health challenges. Even in the face of such challenges, agencies must continue to comply with the monthly caseworker visit requirement.***

If an agency uses videoconferencing under these limited, specified circumstances, caseworkers must conduct the videoconference in accordance with the timeframe established in the Act, and must closely assess the child's safety at each conference. Also, we encourage agencies to consider plans of action should a caseworker not be able to reach a child via videoconference, or should the videoconference raise a concern about the child's safety or well-being. The waiver of the requirement would be narrowly limited to the timeframe during which the public or individual health challenge or issue renders it impossible or ill advised to meet the in-person requirement and should be well documented in the child's case plan. Scheduling conflicts and the like are insufficient grounds for waiving the in-person requirement. "
Source/Date 5/04/11; (3/18/2020) Legal and Related References
Social Security Act - section 422(b)(17); ACYF-CB-PI-10-01

https://www.acf.hhs.gov/cwpm/public_html/programs/cb/laws_policies/laws/cwpm/policy_dsp.jsp?citID=178

Assessing the safety and well-being of a child, optimally, should be done through an in-person visit. However, the COVID-19 public health crisis requires the consideration of additional options to maintain the health and safety of both our children and caseworkers.

Accordingly, based upon the March 18, 2020 federal guidance and the state of emergency, OCFS, as the title IV-B agency, is temporarily waiving the requirement for in-person monthly casework visits. This waiver is limited to instances where an in-person visit would jeopardize the health of children or families, staff and or, both. Under such conditions a caseworker should use videoconferencing and other technological methods to conduct the visit. The health risk must be clearly documented in the child's case record with supervisory consultation and approval.

Each LDSS and VA must develop local protocols to implement this waiver. These protocols should consider the individual circumstances of each case, including level of risk and need of the child and family. When making any in-person casework contact, staff should exercise reasonable precautions and follow safety procedures set forth by the CDC and NYS DOH.

This waiver, which will remain in effect until further notice, ***does not*** obviate the requirement to conduct monthly casework visits.

II. Scheduling Casework Contacts

When scheduling or conducting any visits in the community, foster care and preventive staff should first administer the NYS Department of Health screening protocol outlined in the March 9, 2020 *Guidance for NYS Office of Children and Family Services Programs (funded, operated, licensed, regulated, or designated providers)*. This screening - *conducted by phone, text message, video conference, or, in person* - is designed to determine whether the person is at risk of exposure to COVID-19:

1. Have you traveled to a country for which the CDC has issued a Level 2 or 3 travel designation within the last 14 days?;
2. Have you had contact with any Persons Under Investigation (PUI) for COVID-19 within the last 14 days, OR with anyone with known COVID-19?; and
3. Do you have any symptoms of a respiratory infection (e.g., cough, sore throat, fever, or shortness of breath)?

If the answer to questions 1 and 2 are "Yes" or questions 1 or 2 and 3 are "Yes", or in the event that a worker is aware that any of the members of the household is under the mandatory or voluntary quarantine, the worker is authorized to conduct the visit using technology and is not required to attend in-person. If it is determined that the caseworker **must** visit the home, and there is a known or suspected risk of exposure to COVID-19, the worker must follow the specific local procedures and protocols for conducting home visits for households with sick individuals, including any local COVID-19 specific procedures or protocols developed in partnership with your local health department.

If the worker has questions, they should immediately consult with their supervisor. If the supervisor is unclear how to proceed, promptly consult with the local health department, and, if warranted, law enforcement.

To foster engagement, the worker may indicate that they have been screened through these same questions and have no known risk of exposure to COVID-19.

III. Parents, Caregivers or Household Members Displaying Symptoms

Should a worker encounter a foster parent or household member who may be displaying symptoms, who responds "Yes" to questions 1 or 2 and 3 above (i.e., reports having symptoms) the worker must then:

- Instruct the parents or caregivers to remain at home and contact their medical professional immediately.
- Assist the parents or caregivers by contacting 911 if emergency assistance is needed.
- Alternatively, refer the parent or caregiver to the local health department for additional guidance.
- In all circumstances, instruct the parent, caregiver or household member to notify the receiving medical provider and transporter, in advance, of potential concern for COVID-19.

In addition to the steps enumerated above, the worker must immediately contact their supervisor and follow all local protocols for home visits with sick individuals and any local protocols for COVID-19.

IV. Movement of Children Known or Suspected to Have COVID-19

Should it become necessary for a LDSS or VA to move a child(ren) related to known exposure or suspected exposure to COVID-19, the LDSS or VA must consult with the LHD. Additionally, if the child is presenting symptoms of COVID-19 with no known or reliable relevant travel or exposure to a PUI, the LDSS or VA must consult with the child's medical provider and should consult with the LHD.

LDSSs and VAs are strongly encouraged to proactively work in consultation with their LHD, provider agencies, and community stakeholders to establish locations for children who are known to have been exposed to COVID-19 who require immediate removal from their homes. Examples of placement options include residential treatment centers or identifying foster boarding homes that have no children placed and are willing to provide support to a child subject to a quarantine. LDSSs and VAs should notify OCFS of placement locations identified through this process.

B. Enhanced Supports for Parents and Caregivers

Case managers and supervisors must identify foster children with comprised immune systems and make sure that the LDSSs, VAs, and foster families and biological families are in communication to identify and implement preventative measures to reduce risk of

exposure in consultation with the child's medical providers and, or, local health department.

Home finders, foster care workers, and agency staff should check-in frequently with parents and caregivers to assess the need for additional resources and supports. Many schools are closed for varying periods of time which may have an impact on managing needs in the home. Collaborative discussions should occur with parents and children about ways to support them.

C. Visitation

> ***To date, no regulatory visitation requirements for children in foster care or residing with their parents or siblings have been waived. LDSSs and VAs must consider the individual circumstances of each case, including level of risk and need of the child and family. Where an in-person visit would jeopardize the health of children or families, staff, and or, both, a caseworker should use videoconferencing and other technological methods to conduct the visit per federal guidance above.***

On March 17, 2020, OCFS provided guidance to Voluntary Agency Residential Programs regarding *Temporary Visitor Restrictions Within Residential Treatment Centers and Congregate Care Settings* to provide guidance on this matter. In instances where court ordered, in-person visitation has been suspended in conjunction with family court judges, use of other methods to keep children in contact with family members is expected.

Foster parents, VAs, and LDSSs must arrange other options for parents and children to communicate with family members, such as increased phone calls, FaceTime, Skype or through other technology. Engaging parents in discussions as to how best to facilitate parenting time/family visitation in the safest manner possible is strongly recommended.

D. Elevating Issues and Technical Assistance

Foster care and preventive staff should continue to elevate questions through their chain of command. The LDSS and VAs may raise issues for subject matter guidance to their OCFS regional office.

E. Helpful Resources

- The New York State Department of Health's (DOH's) 24/7 hotline: **1-888-364-3065**
- DOH's Website: https://www.health.ny.gov/diseases/communicable/coronavirus/
- The CDC's website: https://www.cdc.gov/coronavirus/2019-ncov/summary.html
- CDC's Infection Control Basics: https://www.cdc.gov/infectioncontrol/basics/index.html

Thank you for the work you do every day and for your ongoing dedication to the children and families of New York State.

Sincerely,

Lisa Ghartey Ogundimu, Esq.
Deputy Commissioner
Division of Child Welfare and Community Services
New York State Office of Children and Family Services

Attachment "E"

DEPARTMENT OF HEALTH & HUMAN SERVICES

ADMINISTRATION FOR CHILDREN AND FAMILIES
Administration on Children, Youth and Families
330 C Street, S.W.
Washington, D.C. 20201

March 27, 2020

Dear Child Welfare Legal and Judicial Leaders,

The Children's Bureau (CB) is aware of questions and concerns regarding a number of child welfare issues in light of the COVID-19 public health emergency, including whether CB can waive statutorily required judicial proceedings. As discussed and delineated below, CB cannot waive these statutory requirements but expects that courts and states will work together to determine how best to balance child-safety related statutory requirements against public-health mandates. But as delineated below, as situations require, courts can and should use flexible means of convening required hearings.

In the wake of Hurricane Katrina, CB issued guidance about these issues, which appears in the Child Welfare Policy Manual. See generally ACYF-CB-IM-05-06. Among other things, the policy manual and the guidance explain the requirements related to judicial proceedings, as well as the implications for not holding such proceedings in a timely manner.

In all cases, title IV-E of the Social Security Act (the Act) requires that the following hearings be held and determinations made:

- **Contrary to the welfare (judicial determination)**: This critical judicial determination must be made in the first court proceeding that sanctions the child's removal. If that does not occur, the child is ineligible for title IV-E foster care maintenance payments (title IV-E) for the duration of the child's foster care episode.

- **Reasonable efforts to prevent removal (judicial determination)**: This determination —an important statutory protection—must be made within 60 days of the child's removal; if not conducted timely, the child will not be eligible for title IV-E for the duration of the foster care episode.

- **Reasonable efforts to finalize the permanency plan (judicial determination)**: This judicial determination must be made within 12 months of the child entering foster care (as defined at §475(5)(F) of the Act and 45 CFR 1355.20(a)). If not conducted in a timely manner, the agency may not claim title IV-E until it has secured the determination. Once made, the agency may again begin claiming title IV-E on behalf of the otherwise eligible child. Note that this determination may be made in any type of judicial proceeding, including a permanency hearing.

- **Six month review and 12 month permanency hearings**: These hearings ensure that the court is aware of what is happening with the child on a routine basis and that the child's case continues to progress. They can be held in any type of proceeding; neither impacts a child's title IV-E eligibility or the agency's ability to claim title IV-E on behalf of an

otherwise eligible child, as long as the requisite judicial determinations (described above) are made. Nonetheless, these hearings are to be conducted in a timely manner.

Despite the public health crisis that exists, it is critical that child welfare agencies and courts work together to ensure that the requisite judicial proceedings continue during this time of uncertainty; each is critical to ensuring the safety, permanency and well-being of children and youth who have been removed from their homes and placed into foster care or who may need to be removed from their homes. Prolonged or indefinite delays in delivering services and postponements of judicial oversight place children's safety and well-being in jeopardy; may lead to unnecessarily long stays in foster care; and are inconsistent with statutory and regulatory requirements. States and courts should adhere to their own statutory and regulatory requirements about conducting such hearings in person or through other means, including holding such proceedings via videoconference and/or telephonically.

CB believes that justice requires that parents and children continue to be able to meet, speak, and stay in frequent communication with their attorneys. Therefore, we urge all attorneys, courts, Court Improvement Programs (CIPs) and administrative offices of the courts to work together to ensure that parents, children, and youth are well represented and able to participate in all proceedings in which judicial determinations are made, whether they are conducted in-person or virtually. Similarly, we expect that all parties will continue to receive timely notice of all proceedings, as required by the Act. States and courts are reminded that hearings and notices must be accessible to limited English proficient individuals and individuals with disabilities, in accordance with Federal civil rights laws. CB urges all attorneys to keep in close contact with their clients, in any way they can, and to bring urgent issues to the attention of the courts and all parties. Additionally, in order to practice in a manner consistent with constitutional principles and to serve the best interests of children, CB urges all attorneys, courts, CIPs and administrative offices of the court to:

- Refrain from making sweeping, blanket orders ceasing, suspending, or postponing court hearings;
- Ensure that important decisions about when and how hearings are conducted are made on a case-by-case basis in accordance with the facts of each individual matter;
- Encourage attorneys to file written motions raising issues of immediate concern;
- Make maximum use of technology to ensure due process where in-person hearings are not possible or appropriate;
- Ensure parents and youth have access to technology such as cell phones, tablets, or computers with internet access to participate in hearings or reviews and maintain important familial connections;
- Consider utilizing CIP funds to support and enhance virtual participation for parents, children, youth, and their attorneys in hearings and reviews; and
- Encourage attorneys to resolve agreed-upon issues via stipulated orders. For example, if all parties agreed that a child in foster care can be reunified with his/her family immediately, that issue should be resolved via a stipulated order, rather than waiting weeks or months for an in-person court hearing.

CB is also aware of instances where judges have issued blanket orders suspending or drastically reducing family time (visitation) between children in foster care and parents, sometimes indefinitely. Family time is important for child and parent well-being, as well as for efforts toward reunification. Family time is especially important during times of crisis. CB strongly discourages the issuance of blanket orders that are not specific to each child and family that suspend family time; doing so is contrary to the well-being and best interest of children, may contribute to additional child trauma, and may impede the likelihood of reunification. With respect to family time, CB urges all courts, CIPs, and administrative offices of the courts to:

- Discourage or refrain from issuing blanket court orders reducing or suspending family time;
- Be mindful of the need for continued family time, especially in times of crisis and heightened anxiety;
- Remain cognizant that interruption or cessation of family time and parent-child contact can be traumatic for children;
- Continue to hold the child welfare agency accountable for ensuring that meaningful, frequent family time continues;
- Become familiar with ways in which in-person visitation may continue to be held safely;
- Encourage resource parents to provide transportation to, and supervision of, family time in order to limit additional people having to be involved to limit possible exposure to COVID-19;
- Consider the use of family members to supervise contact and to engage in visitation outdoors, where feasible;
- Inquire whether parents and resource parents have access to cell phones and computers with internet access to ensure virtual connections where in-person family time is not possible;
- Encourage use of technology such as video conferencing, phone calls and other readily available forms of communication to keep children, parents, and siblings connected;
- Ask parents their preference when deciding how to proceed with family time as some parents may prefer to meet via technology due to health concerns; and
- Consider whether children may be reunified with their parents in an expedited manner if the child's safety would not be jeopardized.

It is also critical that agencies and courts take all measures possible to continue ensuring that parents and children receive services and treatment. Interruptions in court-ordered services or treatment in case plans due to lack of provider availability during the COVID-19 pandemic are likely to present significant barriers for parents working toward reunification. Lack of, or inability to access, treatment or services due to provider closures during the pandemic should not be interpreted as a lack of parental compliance, and might indicate an agency's failure to make reasonable efforts to reunify. This may constitute a compelling reason not to file a petition to terminate parental rights under §475(5)(E) of the Act simply because a child has been in foster care for 15 months of the last 22 months. CB urges courts to be mindful of the circumstances in each case.

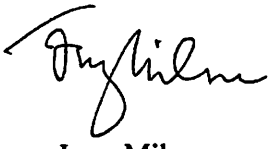
With respect to parental services and treatment, CB urges all courts, and administrative offices of the courts and CIPs to:

- Inquire actively about, and monitor closely, the availability of treatment and other services for parents;
- Inquire whether parents and resource parents have access to landlines, cell phones and computers with internet access to ensure virtual connections where in-person time is not possible; and
- Encourage use of technology to continue treatment and services where in-person services or treatment may temporarily be unavailable.

Finally, CB is aware that there are mandated costs or fees that litigants must pay in order to participate in dependency hearings via certain technology platforms in some jurisdictions. CB urges any jurisdiction that requires payment from litigants to suspend such charges in light of the present circumstances. A comprehensive list of low or no cost communication platforms and applications used currently around the country for participation in hearings and reviews or attorney communication with children and parents is included as an attachment to this letter.

We thank you for your efforts to protect the safety of children and rights of parents, and to ensure that meaningful judicial oversight remains intact during these difficult times. Vulnerable children and families around the country are counting on you to do so.

Sincerely,



Jerry Milner
Associate Commissioner
Children's Bureau

Low or No Cost Technology Options for Virtual Participation and Contact

- Facetime - Video Calling
  - Get it on: Apple Products from the Apple App Store
  - Cost: Free
  - This is a video calling app that can only be downloaded from the Apple App store for video calling other Apple products
- Snapchat - Video Calling, Text Messaging, Video Messaging
  - Get it on: Android and Apple mobile devices.
  - Cost: Free
  - This is a video messaging app that allows all messages and conversations to not be saved.
- Whatsapp - Video Calling, Text Messaging
  - Get it on: Computers, and Android and Apple mobile devices.
  - Cost: Free
  - Whatsapp is an internationally used messaging app that is widely popular globally.
- Skype - Video Calling, Text Messaging
  - Get it on: Computers, web browsers, and Android and Apple mobile devices.
  - Cost: Free
  - Skype is a widely known video calling platform that uses Microsoft's AI technology for features such as live translations.
- Hangouts - Text Messaging, Video Calling
  - Get it on: Web browsers, and Android and Apple mobile devices.
  - Cost: Free
  - Google Hangouts is a robust communication platform on the web.
- Duo - Video Calling
  - Get it on: Android and Apple mobile devices
  - Cost: Free
  - This is the Google analog to Apple Facetime. But can be used on Android phones and Iphones.
- Signal / Telegram - Encrypted Text Messaging
  - Get it on: Android and Apple mobile devices
  - Cost: Free
  - Both Signal and Telegram are messaging applications that use end to end encryption.
- Facebook Messenger - Video Calling, Text Messaging
  - Get it on: Computers, web browsers, and Android and Apple mobile devices
  - Cost: Free
  - This is a communication service tied to Facebook's social network.
- Microsoft Teams - Video Calling, Text Messaging, Community Management, Productivity
  - Get it on: Computers, web browsers, and Android and Apple mobile devices.
  - Cost: Free
  - Teams is Microsoft's chat productivity application. It allows for collaborating and staying in contact with multiple people within the team.
- Discord - Video Calling, Text Messaging, Community Management

    - Get it on: Computers, and Android and Apple mobile devices
    - Cost: Free
    - Discord is a robust community management tool. Create servers or rooms for different interests or teams to communicate and keep in touch.
- FreeConference / FreeConferenceCall / FreeConferenceCalling - Conference Calling Service that is Free
    - Get it on: Create the account online using an email address and use the service with a phone.
    - Cost: Free
    - Each of the listed above are not typos. Each is an individual company that provides conference calling for free.
- Google Voice - Cloud Based Phone Number
    - Get it on: Computers, and Android and Apple mobile devices
    - Cost: Free if used to make calls within the United States. Calls to other countries have a cost per minute.
    - Google Voice is a cost effective way to have a phone number and make phone calls so long as you have access to the internet.
- GotoMeeting
    - Get it on: Computers, and Android and Apple mobile devices
    - Cost: Free for two weeks.
    - Video conference calling for many people
- Marco Polo
    - Get it on: iphone and ipad
    - Cost: free
    - "video walkie talkie," a video chat app that lets you send quick messages back and forth.

In response to COVID-19 developments, some internet providers are offering free services to low-income families and households with students.

Free Comcast Xfinity internet
Comcast Xfinity is currently offering its Internet Essentials program free for two months to new customers. The internet provider is also automatically increasing speeds for all Internet Essentials customers.

Comcast Xfinity Wi-Fi hotspots are also open and free to use by anyone.
Free internet for students from Charter Spectrum
Households with students K–12 or university students can sign up for a new Charter Spectrum internet account to get the first two months of internet with speeds up to 100 Mbps for free. Installation fees will be waived for those who qualify for the offer. Call 1-844-488-8395 to enroll.
Spectrum Wi-Fi hotspots are also currently open and free to use.
Free internet for students from Altice
Altice internet providers Suddenlink and Optimum are offering 60 days of free internet service for households with K–12 or college students. Internet speeds are up to 30 Mbps if you do not already have access to a home internet plan. To sign up, call 1-866-200-9522 if you live in an

area with Optimum internet service, or call 1-888-633-0030 if you live in an area with Suddenlink internet service.

Free low-income internet from Cox
Until May 12, 2020, Cox is offering the first month of it's low-income internet program,Connect2Compete, for free. The internet service is also providing free phone and remote desktop support for technical support during that time.
For more information from the college, go to:

www.highspeedinternet.com/resources/are-there-government-programs-to-help-me-get-internet-service