

# Annual Best Practices Guide

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## LAW



### Chiesa Shahinian & Giantomasi PC

By Daniel A. Schwartz, Esq.,  
Managing Member

Adapting activities and initiatives that were central to our business practices prior to the pandemic into this new normal has been critical to ensuring our continuity. Since March when employees were promptly dispatched from the office and into a remote work environment for their safety, we have gathered weekly for informative, lighthearted and reassuring virtual firmwide town hall meetings led by me and other members of CSG's Executive Committee. These discussions are supplemented by regular, virtual meetings at the leadership, practice group, committee and administrative levels. This continuous communication helps keep all personnel connected, informed and in collaboration. Additionally, CSG and its employees have continued focusing on giving back to our community by creating successful fundraisers in support of the New Jersey Institute for Social Justice and RWJBarnabas Health's Healthcare Heroes—a testament to the continuity of our shared values, vision and engagement despite the physical distance from each other.



### Cole Schotz P.C.

By Warren A. Usatine, Esq.,  
Co-Managing Shareholder

Our culture and technology have enabled us to acclimate very well. Before COVID-19, we invested heavily in technology, allowing quick transition into a virtual law firm as the pandemic took root. To some extent, we've become even more efficient and connected. Our departments "meet" more regularly to share lessons learned in this challenging environment. Our people have elevated their game. Attorneys have provided volumes of timely and relevant educational content, and all personnel have worked tirelessly to guide and comfort clients during these uncertain times. Additionally, we have leveraged firm relationships to assist clients with business needs whenever possible. Our collaborative culture and multi-disciplinary expertise has led to opportunities that may escape other firms. For example, we have an exceptionally robust restructuring practice and, with COVID-19's negative economic impact, this practice has seen matter intake skyrocket. We have seamlessly integrated talent from other practices to absorb the additional caseload.



### Gibbons P.C.

By Patrick C. Dunican Jr., Esq.,  
Chairman and  
Managing Director

Gibbons has thrived through this initial phase of the COVID-19 crisis—so far avoiding layoffs and pay cuts, providing seamless client service, even hiring—because we foresaw the wisdom of comprehensive emergency planning, resulting in a well-prepared firm smoothly managing unprecedented business conditions. After a fire damaged the firm's brand-new headquarters in 2007, I strategized an organization-wide reinforcement of emergency procedures and invested in facilities, technologies and programs to prepare for future crises—for example, expanding the purchase, testing and updating of laptops and remote access software licenses and ensuring all personnel responsible for critical operations had access to one or the other. Combined with my longstanding support of custom, flexible schedules and self-starting, independent work habits, this strategy eased the way to an entirely remote workforce. While COVID-19 remains an active hazard, we are now well-positioned to withstand this and future crises with minimal interruption to stellar client service.

## LAW



### Harwood Lloyd, LLC

By David M. Repetto, Esq.,  
Co-Managing Partner

In February, before the impact of COVID-19 was felt in New Jersey, a friend and trusted advisor said that we would soon face a crisis and "we should not waste the opportunities that will come with it." That is not to say that things have been easy or that managing Harwood Lloyd presented fewer challenges than usual. As every manager of a professional services firm knows, we had our share of challenges, starting with insuring the health and safety of our employees. Our practice was impacted in almost every way, and to meet the challenges we looked at every aspect of how we provide legal services. The changes made will be lasting ones, and we will constantly examine how to best deliver quality legal services whether working remotely, utilizing our technology or embracing video depositions, meetings and conferences—all of which created greater efficiencies and savings for our clients.



### McCarter & English, LLP

By Joe Boccassini, Esq.,  
Firmwide Managing Partner

Collaboration and innovation are among the hallmarks of our culture and were integral to our ability to transition to working remotely. Our primary objectives were protecting the health and well-being of our colleagues, while ensuring that we continued to serve our clients without disruption, and to the standard of excellence they expect from our firm. We again relied on our collaboration and innovation to hold a historic summer associate program. We understood early on that frequent and effective communication is central to our ability to overcome the current challenges, and so we have been proactive—in the way we have reached out to our clients, and in the manner in which we have maintained open lines of communication across the firm. I am proud of how the McCarter family has come together and done what we do best—supporting our clients and each other throughout these incredibly challenging times.



### Meyner and Landis LLP

By David B. Grantz, Esq.,  
Partner

Meyner and Landis implemented remote working protocols for all employees, effective March 18. M&L provided all attorneys and staff with computers, printers, scanners and necessary supplies to conduct business operations remotely. To their credit, our attorneys and staff transitioned seamlessly and client services have met our usual high standards. Our attorneys pride themselves on remaining highly responsive to client needs and even more so while working remotely. M&L has begun its gradual, yet measured transition back to the office, with a significantly reduced number of attorneys and staff working from the office daily, with the goal of an eventual return to the office at least one day per week, rotating small groups of attorneys and staff beginning August 17. The firm has implemented COVID-19 safety protocols and will be providing all employees with appropriate PPE to maintain a safe and healthy work environment.

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