



The Technological and Related Considerations of a Virtual Legal Clinic for Women who have Experienced Violence

Report for Luke's Place
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Introduction

The purpose of this report is to provide Luke's Place with information on the strengths, weaknesses, opportunities and threats of a virtual legal clinic for women who have experienced abuse and violence in their personal relationships.

This report investigates:

- the successes of and challenges faced by current projects that use video conferencing technology to connect lawyers to people needing legal advice
- the risks involved with video conferencing technology, particularly around security
- video conferencing services, in particular, those used by current projects

The report concludes by providing recommendations on:

- which technology Luke's Place might select if it was to move ahead with a virtual legal clinic
- how to support users of a proposed clinic

A note about terminology

Definition: Video conferencing "allow[s] two or more locations to communicate by simultaneous two-way video and audio transmissions".

<http://en.wikipedia.org/wiki/Videoconferencing>

This report uses the term "video conferencing" to refer to the broad range of technology that can provide both a video and audio link between parties. This report briefly investigated two video conferencing options that involved equipment such as a camera and in some cases a television to which the term "web conferencing" is not applicable (see page 13).

Research

For the purposes of this report, a number of current users of video conferencing for legal service delivery were interviewed (Appendix 1), as well as four potential end users of a virtual legal clinic proposed by Luke's Place. Online research of various services was also conducted (Appendix 3). This work took place in January and February of 2015; all links and video conference service information is valid to the date of February 17, 2015.

Strengths and Opportunities

As the lack of legal representation grows, bogging down courts and inhibiting people's access to justice, the need for pro bono legal advice increases. A number of projects in Canada and the United States have tackled this challenge by using video conferencing technology.

Providing a Stronger Connection

Remote legal service delivery is not new. Several telephone-based services exist, such as those offered by Legal Aid Ontario, Law Help Ontario (PBLO), the Brydges Line of the Law Services Society (BC) and the national services, Legal Line and Dial-A-Law. Many of the projects researched for this report initially provided legal services via telephone but have since come to rely on video conferencing because of the visual component.

All of the project representatives interviewed emphasized the importance of this visual connection because it builds the trust that is essential in the lawyer/client relationship. Lawyers, one respondent explained, like that video allows them to read their clients' body language. "Attorneys feel more comfortable giving advice if they can see the litigants" wrote Connie Crosby of video conferencing in *Slaw, Canada's online legal magazine*.¹

Use of video conferencing in lawyers' private practices is also rising. Another *Slaw* article proposes that clients are more comfortable in their own environments rather than in a lawyer's office so that, in this case Skype, "lends itself to the better and more natural dialogue that typically emerges".²

From the client perspective, respondents reported that the visual contact personalizes the lawyer relationship for the client, encouraging the client to feel more comfortable and more willing to disclose information. The visual contact can also provide a greater sense of transparency and control for clients, the representative of the Illinois Virtual Legal Clinic explained. In her project, at the end of each meeting, the lawyer and client both sign agreements in view of one another to end the consultation, which helps clients feel greater control of the lawyer/client relationship.

Erasing Geography

Like telephone, by allowing people to communicate over distance, video conferencing enables the remote delivery of legal services. Most commonly this means that lawyers

¹<http://www.slaw.ca/2011/08/08/using-technology-and-social-media-to-assist-underserved-populations/>

²<http://tips.slaw.ca/2015/practice/use-skype-to-strengthen-lawyer-client- rapport/>;
also see <http://familylawyertech.blogspot.ca/2011/03/skype-for-client-meetings.html>

based in urban areas can provide legal advice to people living in remote or rural regions, as with the projects Access Pro Bono in BC or the Virtual Legal Clinic in Illinois.

Remote service delivery tends to be especially appreciated by people living in isolated areas. One current user in Ontario noted that while Toronto-based service providers in her project might turn to the telephone rather than video conferencing, workers and women in less populated areas of the province have embraced the newer technology.

Saving Time

Video conferencing also means that lawyers who would otherwise have to travel to meet clients (who may be situated in the same urban area) can eliminate travel time and thus increase the number of hours for pro bono service delivery, as reported by the director of the Pro Bono Project's Virtual Legal Clinic in California. When clients do not turn up for appointments, the video conferencing lawyer can continue with her work fairly undisturbed, reported the representative of Pro Bono Law Saskatchewan.

Growing Communication Trend

With the growth and improvement in internet bandwidth, the use of video is a quickly growing trend in communication. Forty-two per cent of girls age 12-17 who use the internet use video chats, according to a 2012 report by the Pew Research Center.³ In fact, Pew's 2014 report on the future of connectivity had as its first theme "enabling people to instantly 'meet face-to-face' in cyberspace with no travel necessary" and included many experts describing how video conferencing would become the norm in all communication.⁴

The increasing popularity of video conferencing for legal service delivery thus mirrors the broader change that is happening in businesses, households and social actions throughout the world. Skype, Face Time, Google Hangouts and their ilk are here to stay. As some current users reported, using video conferencing is the way to go to where their clients already are.

³<http://www.pewinternet.org/2012/05/03/teens-online-video/>

⁴<http://www.pewinternet.org/2014/10/09/killer-apps-in-the-gigabit-age/>

Weaknesses and Threats

However, as my mother always said, popularity is not a good enough reason to get on a bandwagon. There are a number of challenges and risks related to video conferencing.

Transmission Quality

Web-based video conferencing is dependent upon a stable high-speed internet connection (at least 500 kbps) as well as the quality of the servers of the company providing the conferencing service. A bad connection will result in poor quality audio and/or video or the call will be dropped altogether.

Current users pointed out that disruptions such as this can be very upsetting for clients, especially when they are delivering emotionally sensitive information to their lawyer. Disruptions also impact the time the lawyer and service provider must invest in the meeting as they try to reconnect. However, when a call is disrupted, the telephone is always an accessible backup alternative.

Two organizations that have used video conferencing are based in southern Ontario and both complained about transmission problems. One agency, ProBono Ontario, tried two years ago to use Skype between clients and lawyers based in Toronto and Ottawa respectively but stopped because of the quality of the transmissions. The other agency, Action ontarienne, continues to use GoToMeeting for its video conferences between francophone women and a family court support worker, although they have lately seen more participants turn to the telephone.

Four potential end users of the Luke's Place virtual legal clinic were asked about their internet access. All are located in northeastern Ontario and all had high speed internet. Three of the four already use video conferencing for staff meetings with satellite offices and say they do not run into transmission issues.

Ease of Use

Usability is a driving force behind the new generation of video conferencing software, like Join.me. However, a person's familiarity with particular software, such as Skype, or, more generally, a communication format like video, also improves comfort with the technology.

Skype, the very popular internet-based phone service owned now by MicroSoft, is used by the majority of virtual legal clinics in the US. Interview respondents selected Skype because it is free and because it is familiar. Millions of people around the globe use Skype for personal calls between families and friends.⁵ Respondents say that clients

⁵As of 2013, "more than 1.4 trillion minutes of voice and video calls" had been made using Skype: <http://blogs.skype.com/2013/08/28/skype-celebrates-a-decade-of-meaningful->

come to their virtual clinics already familiar with the software. Their familiarity with the format of their meeting with a lawyer -- which can be an unfamiliar and anxiety-provoking event -- helps greatly.

Projects interviewed for this research cite ease of use as very important to all participants in their projects.

- Lawyers have limited time to volunteer and want to spend it on clients not learning about software.
- Clients are focused on their legal crises and are often anxious enough about the meeting without the added stress of learning how to use a program.
- Also time-pressed, service providers are usually the connecting point between the lawyer and the client and so must trouble-shoot for both parties. Their skill and comfort impacts the client's experience and ability to access the lawyers and volunteer lawyers' perception of the professionalism of a clinic project.

Interestingly, a number of the virtual clinic representatives interviewed reported that service providers are less comfortable with technology than lawyers and clients. To compensate, projects often train service providers, but when there is staff turnover, this training is lost. Sometimes, even training is not enough, particularly with older workers and/or when the telephone option is perceived as easier and less time-consuming by the worker.

Two projects, the Virtual Legal Clinic in Illinois and Access Pro Bono in BC, have resorted to purchasing designated devices for their projects. The devices are used only for connecting lawyers and clients and are locked down so that the settings -- in both cases for Skype -- cannot be changed. This strategy, they say, has made connections much easier.

Some aspects of ease of use are tied to security. Some programs, like GoToMeeting, require users to download a new version of the software almost every time a new meeting begins, which means that set up time is required before initiating a consultation. However, this process ensures that the user has the most recent and most secure copy of the software before devices are connected to one another.

Another consideration for ease of use relates to the person or agency coordinating the project. The representative of the Virtual Legal Clinic in Illinois described how she managed the coordination and privacy of each of the 130 meetings that have occurred in her project over the past three years. The demands of this role became so great that her agency invested \$50,000 into the development of a private conferencing platform that more effectively allows her to connect with lawyers, schedule appointments, conduct secure meetings, gather feedback from clients and evaluate the project.

[conversations/](http://www.adweek.com/socialtimes/datapoint-microsofts-skype-dau-gains-82-from-a-year-ago-mau-gains-just-1-25/297800?red=if) and in January 2014 Skype had 4.9 million daily active users:
<http://www.adweek.com/socialtimes/datapoint-microsofts-skype-dau-gains-82-from-a-year-ago-mau-gains-just-1-25/297800?red=if>

Current users interviewed were clear that video conferencing is not for everyone. Telephone meetings with lawyers remain an alternative. The respondent from Action ontarienne thought that most participants -- whether worker, lawyer or client -- would benefit from tips on how to communicate via video. She also wished that her project could provide opportunities for clients and workers to test the technology prior to the legal consultation meeting.

Security Considerations⁶

The security of video conferencing is dependent upon the following:

1. The security of the devices involved in the meeting
 - Is the internet connection firewalled?
 - Is the device networked and/or using wifi, and if it is using either, what technology and policies are in place to protect devices from one another?
 - Are up-to-date, quality anti-virus and anti-spam programs installed?
 - Is the browser up-to-date with suitable controls?
 - Is the internet service provider reliable and reputable?
2. The commitment and training of the people involved
 - Are they exercising the necessary precautions and protocols? (e.g. updating software, using hard-to-guess passwords, erasing files and other records in the video conferencing software as required)
 - Have they changed the video conferencing settings on the device without confirming with the meeting host?
 - Are they taping a meeting without notifying others?
 - Does their organization implement safe internet usage protocols for staff? (e.g. no downloads from unreliable sources)
3. The video conferencing service
 - Does it encrypt the message on both ends of the transmission (receiver/sender)?
 - Does the service hold a key to the encrypted data?
 - Does it run the data through many potential servers or only one?
 - How long does the data remain on the servers?
 - What sort reputation does the service (and the company that owns it) have for security, respect for consumer privacy, and software security?

Video conferencing can be more secure if participants:

- Do not record meetings
 - This creates a record that can be accessed, shared, lost, and subpoenaed.
- Do not use the screen or desktop sharing options available through the service
 - This opens the sharing devices to external attack.

⁶References for information in this section: <http://smallbusiness.chron.com/gotomeeting-risks-75363.html>; <http://citadel-information.com/2010/10/internet-teleconferencing-a-security-concern/>; <https://l1.osdimg.com/online/dam/pdf/en/resources/wp/GoToMeeting-Security-White-Paper.pdf>; and <http://www.slaw.ca/2012/10/26/how-secure-are-virtual-meetings/>

- Documents can be sent by fax prior the meeting, if necessary.

For more on internet use and security generally, see Appendix 2.

Comparing Sectors' Take on Security

The question of video conferencing security has been explored by the health sector. Services such as Skype, WebEx, etc. have been found lacking for the level of security required for health records. However, some US proponents of video conferencing point out that requirements placed on internet services are much higher than those placed on telephone services, and that telephone is heavily relied upon by the sector.⁷

In contrast, in the US and Canada many members of the legal sector are using video conferencing services to connect with clients. This includes both private practices⁸ as well as non-profit organizations. Current users interviewed for this report have repeatedly stated that the very slim chance a video call might be intercepted is far outweighed by the benefits of the access to legal advice.

Risk in the VAW Context

Security will be of importance for everyone involved with Luke's Place's proposed virtual legal clinic, but particularly for the clients: women who have experienced abuse.

When a woman leaves an abusive partner, the violence often escalates. Post-separation abuse can manifest in criminal harassment and legal bullying and, more and more often, include the use of technology. Because some abusers will use any means possible to continue their abuse, it is essential that a project involving abuse survivors and technology closely attends to the security risks that technology can present.

Here are potential security issues for woman abuse survivors, with possible solutions.

- *An abuser gains access to a live video conferencing exchange.*

This would require high level hacking expertise and knowledge of the time of the meeting on the part of the abuser, and/or contact with staff within the video conferencing service willing to share confidential customer information.

⁷For a discussion on the health sector's use of video conferencing in the US see:

http://www.zurinstitute.com/skype_telehealth.html

⁸ See, for example, <http://tips.slaw.ca/2015/practice/use-skype-to-strengthen-lawyer-client-rapport/> and <http://lawyertechreview.com/2011/how-to-use-skype-law/>, although not all private practices approve of these services; see <http://www.slaw.ca/2012/10/26/how-secure-are-virtual-meetings/>.

- Solutions:
 - Ensure the devices involved are secure.
 - Keep video conferencing, browser and security software up-to-date on the devices.
 - Encourage women whose abusers have IT skills or contacts to conduct telephone consultations with lawyers instead.
 - Do not record any meeting between a woman and a lawyer.
 - Do not send personalized documents via the internet; if personalized documents must be shared, do so via fax.
 - Use a reputable conferencing service.
 - Keep meeting times between women and lawyers confidential, especially in small communities.
 - Encourage women not to share any information about the meetings with abusers.
 - Do not publicize the service widely.
 - Delete any record about the meetings from the history of the conferencing software.
 - Use the same caution in documenting these meetings as with any meeting in which a woman's safety is a consideration.

- *The video conferencing service might hold transmissions for lengthy periods during which the data is vulnerable to attack and/or could be subpoenaed.*

Reputable video conferencing systems are deeply invested in protecting their servers from attacks. However, subpoenaing might occur if the abuser knew about the meeting and was able to act in time.

- Solutions:
 - Use a reputable video conferencing service that serves clients with keen privacy concerns, such as global corporations.
 - Encourage women not to share any information about the meetings with abusers (see above).
 - Encourage women whose abusers have IT skills or contacts to conduct telephone consultations with lawyers instead.
 - Monitor the video conferencing service to determine if there is a change to their terms of use.

- *For a woman whose abuser used technology extensively to monitor and harass her, using technology for other purposes might be very frightening and not*

reasonable given the abuser's expertise.

- Solution:
 - Use the telephone or an in-person meeting (if feasible) to provide the woman with legal advice.
- *The video conferencing service might share data with government/law enforcement.*

The abuser is not the threat in this situation, unless he is involved with government or law enforcement. If this is the case, refer to the solution above redirecting the woman to alternative service provision.

Most video conferencing services are based in the US and as such are under US jurisdiction, meaning that under the *Patriot Act* they may be required to share communication content with government authorities. Such authorities will likely not be very interested in family law situations. Nonetheless, participants involved in any internet mediated communication should be aware of the limitations of privacy.

- Solutions:
 - All participants should be aware of this risk.
 - Use a reputable video conferencing service, which might be less likely to provide back door access.
 - Monitor the video conferencing service terms of use and privacy policy as well as information about that service from reviewers to see if there are changes to its management of transmissions.

There are also security concerns that are relevant to the service providers and lawyers involved.

- *Lawyers have an obligation to safeguard information about clients.*⁹
 - Solution:
 - Ensure that participating lawyers understand and accept the security risks.
 - Continue to monitor the video conference service to see if there are changes to their terms of user and/or privacy policies.
- *Lawyers involved with the project will not want survivors contacting them outside the parameters of the project.*

⁹See 3.5-2 of Relationship to Clients, *Rules of Professional Conduct* of The Law Society of Upper Canada.

- Solution:
 - Coordinate calls such that the lawyer’s contact information is not visible (e.g. hide the contact information for the lawyer).
- *Service providers will be concerned about privacy obligations to clients as well as their safety.*
 - Solution:
 - Ensure that participating organizations understand and accept the security risks.
 - Continue to monitor the video conference service to see if there are changes to their terms of user and/or privacy policies.
- *Both lawyers and service providers will also be concerned about their own safety because abusers have been known to threaten or attack women’s advocates.*
 - Solutions described above that limit risks for women will also limit risks for lawyers and service providers.

The security risks with video conferencing are generally low. There are strategies to manage many of the risks, particularly those that relate to abusers. However, all users of internet technology should be aware that all internet communications can be monitored and intercepted at a various transmission points, a risk that is not limited to video conferencing. Any project using technology should inform users in plain language of the risks associated and provide an alternative mode of communication should a participant decide the risks are too great.

Video Conferencing Summary	
Strengths and Opportunities	Weaknesses and Threats
<ul style="list-style-type: none"> • Delivers legal services to people in remote regions • Decreases lawyers’ travel time; increases the time they can spend providing service • Visual connection builds trust essential to the lawyer/client relationship • Visual connection personalizes the exchange • Growing use of this form of communication among the general population 	<ul style="list-style-type: none"> • Security/privacy concerns (low level) • Some people find using the technology challenging and/or intimidating • The quality of the transmission may not be good

Survey of Video Conferencing Services

This table summarizes and compares web conferencing services. Three of the services reviewed were selected because they were used by similar projects (Skype, GoToMeeting, WebEx). These are also the most widely used video conferencing systems more broadly. Two other services (Google Hangouts and Join.me) were selected because they are gaining popularity for ease of use and transmission quality.

The higher the total for a category, the better, but the categories should not be considered equal in value (i.e. a high ease of use rating should not cancel out a low security rating). Details on each of the video conferencing services listed below are available as Appendix 3.

1 = low; 2 = medium; 3 = high

	Skype	GoTo Meeting	WebEx	Google Hangouts	Join.me
Security					
End to end encryption	1	3	3	3	3
Service's commitment not to access data	1	2	?	?	?
Security of servers	1	3	3	3	3
Reputation for security, stability	1	2	2	1	2
Market presence	3	3	3	1	1
Clarity of privacy policy	1	3	2	1	2
Settings	3	2	2	1	1
Total	10	16	15	10	12
Ease of Use					
People say it's easy	3	2	1	3	3
Familiarity	3	1	1	2	1
Initiating call	3	1	?	3	3
Training resources	2	2	2	2	3
Support	1	3	3	0	2
Total	12	9	7	10	12
Quality					
Audio	2	3	3	3	3
Video	2	2	3	3	2
Total	4	5	6	6	5
Use by related projects					
Total	3	2	1	0	1
Cost					
Free version	0	0	0	0	0
Pro - Monthly Per User (annual cost)	0	\$39.99	\$49.99	0	\$15

Note: this comparison is based on the services and reporting about the services as of February 2015.

Private Networks

Video conferencing services that use private networks also exist and are used frequently in more remote areas of Ontario. These are closed networks meaning that their members can only connect with one another, not outside the network. None seemed appropriate for ongoing use for this proposed project. (See Appendix 3 for details.)

- *Network used to connect First Nation reserves* - Agencies using this network need to be based on the reserve or connected to the Aboriginal community. Only a few of the organizations participating in Luke's Place's proposed virtual clinic would qualify.
- *Ministry of Community and Social Services* - This provincial Ministry has video conferencing rooms in major centres throughout the province. However, these are only to be used for business purposes, rather than service delivery. One service provider interviewed said she thought the environment would be very intimidating for a woman.
- *Ontario Telemedicine Network* - For a significant fee, OTN can set up a group of organizations for secure access to video conferencing services. However, all participants must be validated users of this health-focused network; only organizations providing crisis or mental health services would qualify. It is a lengthy validation process.

Recommendations

Recommended Strategy & Technology

Based on research of current projects and the available technology the following strategy options are recommended:

Option 1 (super cheap version)

- Free version of GoToMeeting
- Each service provider and lawyer must participate in at least one video conference meeting prior to involving woman abuse survivors for training purposes and compatibility testing
- Develop protocols regarding legalities, security and other supports (see below)
- COSTS:
 - Remote training time (preparation, coordination, implementation)
 - Time for developing protocols

Option 2 (low cost)

- Paid version of GoToMeeting for better security and coordination
- Each service provider and lawyer must participate in at least one video conference meeting prior to involving woman abuse survivors
- Develop protocols regarding legalities, security and other supports
- COSTS:
 - \$480US per year for GoToMeeting (will also allow for webinars)
 - Remote training time
 - Time for developing protocols

Option 3 (significant cost)

- Paid version of GoToMeeting for better security and coordination
- In-person training with each participating agency
- Each service provider and lawyer must participate in at least one video conference meeting prior to involving woman abuse survivors
- Develop protocols regarding legalities, security and other supports
- COSTS:
 - \$480US per year for GoToMeeting
 - Travel and time to organizations
 - Remote support time
 - Time for developing protocols

Option 4 (high cost)

- Paid version of GoToMeeting for better security and coordination
- In-person training with each participating agency
- Designated device for each participating agency
- Each service provider and lawyer must participate in at least one video conference meeting prior to involving woman abuse survivors

- Develop protocols regarding legalities, security and other supports
- COSTS:
 - \$480US per year for GoToMeeting
 - Travel and time to organizations
 - \$3000 for 9 designated devices (e.g. tablets at \$300 each plus set up by system administrator)
 - Remote training time (preparation, coordination, implementation)
 - Time for developing protocols

Rational for Technical Recommendations

GoToMeeting

- Provides significantly better security than Skype
- Has a solid, long standing reputation as a video conferencing service provider (unlike Join.me)
- Owing company, Citrix, has a very good reputation for security
- Has a very clear privacy policy on its website
- GoToMeeting is used by another project in Ontario that provides legal services to abuse survivors (Action ontarienne) with good success, so the projects can collaborate to build their capacity around the technology
- Is easy to use, based on reviews, although this is not the experience of some service providers involved in the Action ontarienne project; however, the slight level of complexity involved offers better security
- A free version of GoToMeeting is available, which is what Action ontarienne uses, but they report more technical difficulties because they have to set it up each time
- Pro version (\$40/month if purchased for a year) looks to be more secure, stable and more easy to initiate
 - This version offers services which might not be used in women's legal consultations but could be useful collaboration tools for the organizations involved as they develop the project

Designated devices

- Some projects interviewed for this research moved to designated devices (APB BC, VLC) -- that is a computer or tablet used only for the purpose of the legal consultation -- or began with designated devices (PBP) because of security concerns and technical challenges
- Because of its limited use, a designated device is less likely to become infected by viruses
 - Security of the video conferencing service is only one component of the security of a computer; other online activities and software programs can lead to viruses
- Cuts down on technical challenges for end users
 - Less steps to access the service
 - Less chance of settings being changed

- Dramatically simplifies project set up because all devices will be configured in the same way
 - Depending on the device type selected, may be able to configure the devices remotely making any changes easy to implement
- Device would need internal webcam; for best audio quality, an external microphone is recommended but not essential
- Challenges with this option:
 - Cost: tablets range in cost but average around \$300-500; while this would be a "one time" cost (for 3-4 years), with 9 participating agencies this would be around \$5000 expense
 - Projects using designated devices do not include a service provider who accompanies the client during the meeting; the smaller screen of a tablet would likely exclude the service provider (rather than the client) which might be disconcerting for the lawyer

Recommendations for Supporting Users

Many of these recommendations are based on the generous input from the Virtual Legal Clinic in Illinois, as well as suggestions from the end users who were interviewed for this report.

Technological Support

- Provide clear information about the risks involved with video conferencing technology so that all participants can make informed decisions about their involvement in the project.
 - Offer telephone consultations with lawyers for women who do not want to do video conferencing.
- Provide system requirements to organizations so that they can ensure they are properly equipped to participate in the project.
 - Include computer security requirements as well as equipment, software and internet requirements.
- Provide in-person training to agencies involved in the project, which will include setting up the technology on the designated computer.
 - Ensure that the service providers who will coordinate the meetings with the women can attend the training but include others keeping in mind that there may be staff turnover.
- Provide a manual for using the technology.
- Test the technology with the lawyers and service providers who will coordinate the meetings with the women prior to their first meetings with women.
 - Manuals and training are helpful but hands-on use is the best way to build familiarity. For example, coordinate a web conference with lawyers and service providers prior to initiating calls with women; this could be done on an agency-by-agency basis in order to keep costs low and to best mimic the experience of meetings

- Provide tips on how to communicate during a video meeting.
 - Include tips for service providers and lawyers (e.g. setting up room in which meeting will occur; how to respond when a woman is in crisis; how to communicate if audio or video quality is poor), as well as more simplified ones for women.

Administrative Support

- Determine how to coordinate the meetings.
 - To whom and how do service providers communicate the need for a meeting with a lawyer?
 - Who is in charge of coordinating the meeting between a lawyer and an agency?
 - How much notice is required for a meeting to occur?
 - Who is responsible for setting up the meeting technology for the woman?
 - What happens if the technology doesn't work?
- Determine how to document meetings keeping in mind privacy considerations and funder reporting requirements.
 - How will meetings be logged?
 - How will signed disclaimers and contracts be housed?

Safety Protocols

- Establish safety and privacy protocols that apply to all parties:
 - When it is safe for a woman to use the service (see below "Identifying Appropriate Parties")
 - Safe use of the technology (privacy settings, erasing any record of the meeting, etc.)
 - Privacy of the lawyer (confidentiality of personal contact information, removal of personal items from camera view)
 - Commitment of all parties to security protocols
- Develop and implement a strategy to monitor the quality, security and privacy policy of the video conferencing service and related issues that may impact the safety protocols.

Legal Protocols

- Ensure that the lawyers have suitable insurance.
- Ensure that there is no conflict of interest between the lawyer, the woman and the service provider who are meeting.
- Ensure a commitment by the participating organizations to keep their technological security up to date.

- Provide a plain language disclaimer that the woman signs showing that she understands the limits of the meeting/service and the risks of using the technology.
- Establish a procedure for documents signed by the lawyer and the woman recognizing that the consultation has terminated.

Clarifying the Role of the Service Provider

- Prior to beginning meetings between lawyers and women, participating organizations should collaborate to determine the role of the service provider.
 - Will one service provider within an agency always accompany women during video meetings with lawyers or will it be the women's current advocate who accompanies her?
 - Will the service provider participate in the discussion with the lawyer, or will she speak only to the woman, or will she remain silent during the call?
 - Will all participating agencies follow the same protocol regarding the service provider's role?

Identifying Appropriate Participants

- Participating lawyers should:
 - have the appropriate legal expertise
 - have insurance
 - understand the dynamics of woman abuse
 - have some understanding of particular legal issues and challenges in rural, remote and small communities
 - be comfortable using the technology or be willing to develop her/his skills
 - recognize the risks involved in using the technology and take the appropriate precautions
- Each woman should be assessed to determine if she:
 - has an appropriate legal issue
 - is in need of free legal advice
 - is emotionally capable to meet with a lawyer at that time
 - understands the limits of the service
 - accepts the potential risks of the technology
 - will be comfortable using the technology; if not, telephone might be a better option
- The woman's abuser should be investigated to determine if he/she has
 - IT expertise
 - ties to people in the IT community
 - used technology extensively to harass, monitor and/or control the woman

If the abuser matches any of these areas of concern then a telephone consultation with the lawyer is the safest option for the woman.

Preparing Participants

- The service provider should prepare the woman for the meeting so that she arrives with:
 - an understanding of the risks involved in using the technology
 - a concise description of her legal situation
 - clear questions
 - relevant documents
 - realistic expectations, including understanding the time limit

Note: Most, if not all, participating agencies in Luke's Place's proposed virtual clinic will already have some expertise in preparing women for meetings with lawyers.
- Lawyers will:
 - need to know which areas of the law will be discussed
 - need a general picture of the woman's situation from her perspective
 - benefit from a brief description from the agency about the local legal environment
 - benefit from a tip sheet on what to expect during a meeting with an abuse survivor

Risk Management

The project should establish strategies and protocols for when things go wrong, such as:

- the video conferencing technology doesn't work when a service provider tries to initiate a call
- the video or audio is of poor quality and/or a call is dropped
- one of the parties does not show up at the designated time
- a woman breaks down emotionally during a call
- there are concerns about how a lawyer or service provider is conducting her- or himself
- there is a security breach
- one of the parties does not demonstrate respect for the security and/or other protocols of the project

Evaluation

- Provide a feedback survey to each woman after her meeting with the lawyer.
- Provide anonymous feedback options to lawyers and service providers as well as formal and informal interviews throughout the project, but particularly after their first meetings.

- Conduct follow up with women and their service providers on the long-term impact of the service model.
- Integrate changes based on feedback from all parties.
 - Notify participating organizations about changes.
 - Update relevant resources

Appendix 1 - Current Users

Interviewees

The following people were interviewed for this report about their experience with internet-based video communication services for legal projects:

- Noelle Dupuis, Virtual Legal Clinic, Illinois Coalition Against Domestic Violence
- Brian Houghton, Pro Bono Law Ontario
- Fiona MacCool, YourLegalRights.ca, Community Legal Education Ontario
- Sandra Madrigal, Pro Bono Project, Virtual Legal Clinic, California
- Nicole Sarauer, Pro Bono Law Saskatchewan
- Jimmy Yan, Access Pro Bono, BC

Their time and detailed input was greatly appreciated.

Other Projects Using Video Conferencing - Web Links Only

Skype

- Utah Legal Services (ULS)
 - "Clinics are held at community locations, such as shelters or public libraries, which are equipped with necessary technology. Prior to scheduled clinic times, staff at the clinic location send the necessary documentation to the coordinating ULS attorney via fax. During the scheduled clinic times, the staff attorney connects to the remote location via Skype. Any documents a client may wish the attorney to review can be sent via fax from the remote area directly to the attorney during the Skype clinic. Skype clinics allow attorneys to meet with clients on an as-needed basis. This technology also removes the need to travel to meetings at distant areas, therefore allowing attorneys to continue working in their office until a client is available."
 - <http://lri.lsc.gov/engaging-clients/special-populations/rural-delivery/skype-clinic-uls>
- Skype Clinic, Northwest Colorado Legal Services Project, Colorado Legal Services
 - http://lri.lsc.gov/sites/default/files/LRI/pdf/13/SkypeClinic_NCLSP_CLS.pdf
- Tennessee Alliance for Legal Services - Skype for "brief advice"
 - http://www.slideshare.net/LSNTAP/limited-english-proficiency-lep-technology-webinar?next_slideshow=1
- New Mexico Legal Aid, Using technology to bridge the rural justice gap
 - <https://lsntap.org/blogs/innovations-technology-enabled-pro-bono-video-summary-slides>

- Note that this project is trying to get funds to create secure platform
<https://prezi.com/n2sg-g-9kuhn/new-mexico-legal-aid-proposal/>

Related resources

- <http://www.slaw.ca/2011/08/08/using-technology-and-social-media-to-assist-underserved-populations/>
- <http://lukesplace.ca/testifying-by-skype/>
- <http://nwsidebar.wsba.org/2014/06/11/skype-testimony-courtroom/>
- <http://www.slaw.ca/2014/10/03/the-eyes-have-it/>
- <http://familylawyertech.blogspot.ca/2011/03/skype-for-client-meetings.html>

WebEx

- Brant Response to Violence Everywhere Committee (BRAVE)(regional domestic violence coordinating committee)
<http://www.lco-cdo.org/en/family-law-process-call-for-papers-jacobs-sectionV>
 - From the website: "The counsellor who made initial contact with the client will ordinarily be with the client when she or he participates in the meetings. It is possible that on a given day, the client could have six of these meetings – without the technology, this number of meetings could take weeks. WebEx enables BRAVE to share the same information and documents with all of the service providers, which makes it unnecessary for the client to repeat his or her story again and again. The WebEx technology also allows for some cultural sensitivity in the delivery of services – clients who do not want to be videoed can, for example, stand off to the side and just be heard. The virtual hub is also convenient for professionals because they too don't need to spend time travelling to meetings. Allows for up to 25 individuals in different places to share documents and collaborate in the provision of services."

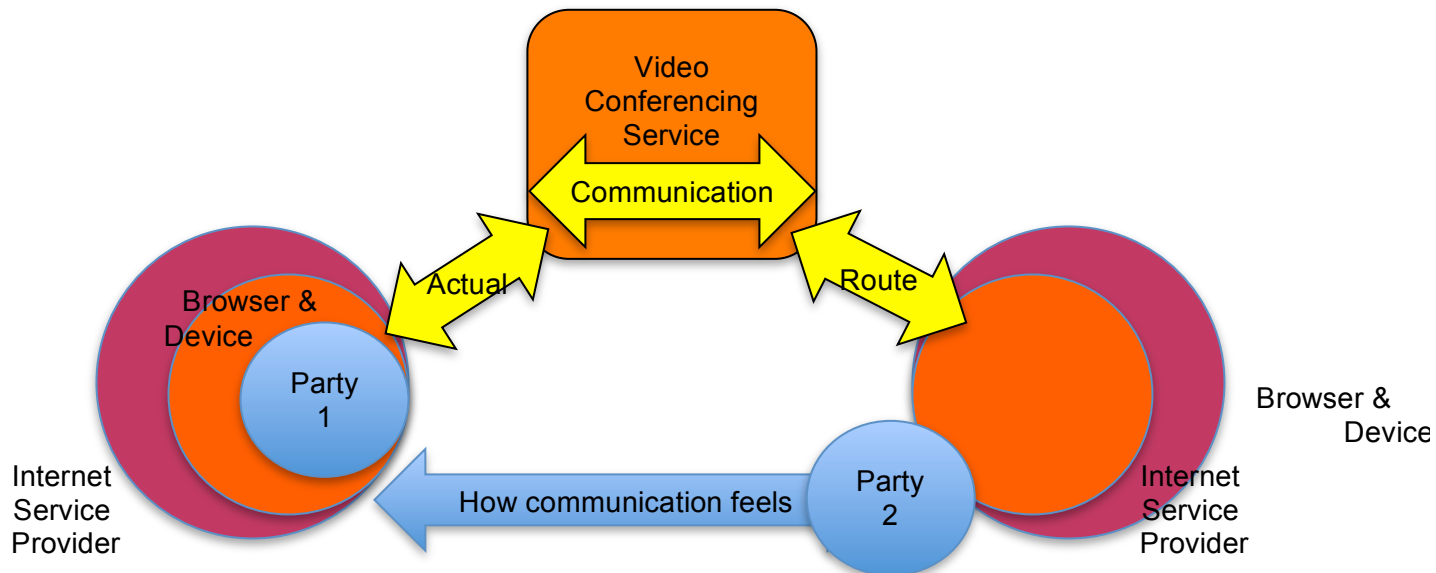
Join.me

- Legal Services National Technology Assistance Project
<https://lsntap.org/blogs/joinme-resources-added>
 - Uses Join.me for webinars and other meetings with legal service providers in US; had previously used GoToMeeting
 - Provides great "how to": <https://www.youtube.com/watch?v=4r4ZeRAAFcU>

Appendix 2 - Internet Services and Security

Because Internet-based technologies are creating seamless communication opportunities, it is easy to forget that exchanges occurring between parties are always mediated by other parties. This is true of video conferencing, email, social media, web browsing and all of the other activities we do online.

A video conference might feel like a very intimate and close connection (see the blue arrow below) but it is actually a heavily mediated experience with a number of services between the parties communicating. This includes the web browsers the parties are using, the various software on their devices enabling the operation of their device and their internet connection, the internet service providers that connect the parties to the web, and the software and servers of the video conferencing service, which may also involve other "third party" services, such as a cloud host.



For more information see:

- <http://smallbusiness.chron.com/gotomeeting-risks-75363.html>
- <http://citadel-information.com/2010/10/internet-teleconferencing-a-security-concern/>
- <https://l1.osdimg.com/online/dam/pdf/en/resources/wp/GoToMeeting-Security-White-Paper.pdf>
- <http://www.slaw.ca/2012/10/26/how-secure-are-virtual-meetings/>

Appendix 3 - Video Conferencing and Other Remote Meeting Technology

Information provided here is based on research conducted in February 2015.

The following information covers these remote meeting tools:

1. Skype
2. WebEx
3. Go to Meeting
4. Google Hangouts
5. Join.Me
6. Ontario Telemedicine Network
7. Telephone

System requirements for the first five tools listed:

- computer with
 - o high speed internet (500-700 kbps)
 - o webcam
 - o sound card (capability for sound)
- microphone for the computer (external is best) for VoIP (using an internet connection to provide the audio)
 - o alternatively, many services allow you to use the telephone instead of internet
- headphones for the computer (recommended)
- some require Java installation
- all install cookies
- all have free versions of their service which look like they will meet project needs

Skype

General Description

- free video and/or voice calls from one party with Skype account on their computer, tablet or smartphone to another party with Skype account on their device
- audio is VoIP only
- free instant messaging and file sharing
- downloads software into your computer and creates an address book
- you pay when you call or text a mobile or landline phone
- you can add more people to the call but will need a Premium account for 3 or more for video \$4.99/month
 - o reviews say you can't get more than 4 people in a videoconference without disruptions, although Skype claims up to 25
- you can screen share / view one another's desktops and share documents and chat (neither of which is recommended because of security)

- you must manually keep your Skype software up-to-date (which is highly recommended for security reasons)

Other Projects Using Skype (see links at end of section)

- used by Access Pro Bono in BC (APB (BC)) and by many legal services in the US (see Appendix 1)
- now sometimes used in Canada and the US for testifying and dispute resolution
- some lawyers use it in their private practices to communicate with clients
<http://tips.slaw.ca/2015/practice/use-skype-to-strengthen-lawyer-client- rapport/>

Security Questions

- in the past there was end-to-end encryption, but this no longer seems to be the case as Skype/MicroSoft appear to be able to access the messages:
 - o (<http://arstechnica.com/security/2013/05/think-your-skype-messages-get-end-to-end-encryption-think-again/>; <http://www.networkworld.com/article/2190076/smb/microsoft-mum-on-whether-it-can-tap-skype-phone-calls.html>; see also Skype's privacy policy - excerpt below)
 - o MicroSoft/Skype provide data to US government and to do this they would need to be able to access the data
http://www.washingtonpost.com/investigations/us-intelligence-mining-data-from-nine-us-internet-companies-in-broad-secret-program/2013/06/06/3a0c0da8-cebf-11e2-8845-d970ccb04497_story.html
- in the past, Skype used many different servers to move data, but now it's centralizing the servers and keeping the data for a period of time (see Skype's privacy policy)
- there are questions about changes in Skype's privacy policies and about MicroSoft's unwillingness to be clear
(<https://www.eff.org/deeplinks/2014/11/scorecard-update-we-cannot-credit-skype-end-end-encryption>)
- file sharing is not secure (see Skype's privacy policy)
 - o *solution used by many Skype clinics*: have client fax documents to the lawyer and vice versa
- there is information available online on how to hack a Skype password or other aspects of the program - e.g. <http://skypehack.net/>
 - o this is not a huge concern because the address book would be on an agency computer, not a woman's; to intercept a video message, the hacker would need access to one of the devices at the time of the call and it is highly unlikely they would make it through the encryption
 - o also, keep Skype up-to-date to get around these hacks

Skills/Training

- Skype is the most well known of web meeting technologies (2 potential users service providers interviewed use it regularly) so end users may already be familiar with it
- Skype site provides online video instructions

- in their satellite locations, APB (BC) uses iPads that have been configured for Skype-only usage and locked down so the settings aren't lost, so that it's really easy for service providers to set up for clients

Other Notes/Services

- neither of these Skype options would likely be appropriate for this project:
 - o Skype can connect to Outlook's address book
 - o Skype can integrate a third party service to record the call

Opportunities/Advantages	Risks/Disadvantages
<ul style="list-style-type: none"> - familiar - fairly easy to use - widely used by similar legal projects throughout North America - easy to set up (no password set up, no need to schedule calls if a call gets dropped) 	<ul style="list-style-type: none"> - Skype transmissions are not always the most reliable; occasionally there will be dropped calls and poor video/audio quality - weak security, especially now that MicroSoft is owner - no security password or necessity to schedule a call so anyone can call at anytime

Legal Sector Skype Usage Links

- http://www.ilcadv.org/get_help_now/VLC.html
- <http://lsntap.org/blogs/innovations-technology-enabled-pro-bono-video-summary-slides>
- <http://lri.lsc.gov/engaging-clients/special-populations/rural-delivery/skype-clinic-uls>
- <http://www.slw.ca/2011/08/08/using-technology-and-social-media-to-assist-underserved-populations/>
- <http://lukesplace.ca/testifying-by-skype/>
- <http://nwsidebar.wsba.org/2014/06/11/skype-testimony-courtroom/>
- <http://www.slw.ca/2014/10/03/the-eyes-have-it/>
- <http://familylawyertech.blogspot.ca/2011/03/skype-for-client-meetings.html>

Skype Privacy Policy - notable excerpts

<http://www.skype.com/en/legal/tou/#1>

"Your instant messaging (IM), voicemail, and video message content (collectively "messages") may be stored by Skype (a) to convey and synchronize your messages and (b) to enable you to retrieve the messages and history where possible. *Depending on the message type, messages are generally stored by Skype for a maximum of between 30 and 90 days unless otherwise permitted or required by law.*[my emphasis] This storage facilitates delivery of messages when a user is offline and to help sync messages between user devices. For Video messages, you may also choose to store messages for an extended period if the sender is a Premium Member.

"By using the Software, you grant Skype an intellectual property license to use the content of communications to provide the Products, for example to transmit your communication to the intended recipient.

"Skype reserves the right to review content submitted on or through the Software, Products and Skype Websites for the purpose of enforcing these Terms."

WebEx

General Description

- provides a variety of video conferencing options which can be purchased separately or in packages for small to large meetings of various formats (one to many, many to many, one to one)
- free account for 3 users
- \$24/month for 1 host and meeting with up to 8 people at a time, as many times as needed for as long as is needed
 - o no limit to the number of meeting minutes/month
 - o share almost anything available in digital format
 - o while a lawyer meets with the client, a third party could be communicating with the lawyer mentoring/advising him or her
 - o includes "bulletin board" style "Meeting Space" free with all services
- widely used by large corporations as well as smaller organizations for meetings, conferences and webinars
- some reviews say the video lags

Other Project Using WebEx

- used by Pro Bono Project, San Jose <http://www.probonoproject.org/vls-faq/>
 - o community member in private room can meet with volunteer attorney via WebEx, docs exchanged via Google Drive
 - o they selected this product because donor was Crisco, WebEx's owner

Security

- WebEx uses the cloud for its servers (so that the data is widely dispersed) and has been assessed by a number of external security services that guarantee its technology and practices are highly secure
- WebEx is fairly transparent about issues with security
- there have been recent privacy lapses (related to services the Luke's Place project wouldn't use)
<http://www.securityweek.com/cisco-warns-webex-player-security-vulnerabilities>
- seems that the security settings might be a bit tricky because recently customers have allowed sensitive information to be publicized
<http://krebsonsecurity.com/2014/10/whos-watching-your-webex/>
- this may have resulted in this statement in their terms of use policy:
"WebEx has no control over, and is not responsible for, the privacy of any Content that you have shared with others so always use caution when giving out any personally identifiable or sensitive information."
- the privacy policy also states:
"You automatically grant WebEx and its affiliates, contractors, resellers and partners, a world-wide, royalty-free, sub licensable license to use, modify, publicly perform, publicly display, reproduce and distribute the

Content in order for WebEx to provide you the Services. If you object to any Content on a Services website, your sole remedy is to cease using that website." <http://www.webex.com/terms-of-service.html>

- The Pro Bono Project have no concerns about the privacy of using WebEx but they do immediately erase any documents they post to Google Drive for sharing

Skills/Training/Ease of Use

- provides preparatory information on site
- 24/7 phone support
- never rated highly in reviews for "ease of use"

Other Notes/Services

- Call Me plan calls the attendees for the meeting (rather than them calling in)
- can instantly tie into MS Outlook - likely not appropriate for this project
- host can provide a record of meetings to participants with a link to a webpage with video of meeting; 3rd party service not required
- can offer toll free calling (for a further cost)

Opportunities/Advantages	Risks/Disadvantages
<ul style="list-style-type: none"> - used by corporations with significant security interests - good quality transmissions - consistent service - very flexible so could offer other uses to the host organization 	<ul style="list-style-type: none"> - lack of clarity around ownership of data - could be challenging for new users; settings might be tricky - unfamiliar - poor ease-of-use ratings

Notable excerpts from the Terms of Service

<http://www.webex.com/terms-of-service.html>

"You acknowledge that WebEx acts only as a passive conduit of such information, and that WebEx will not monitor or disclose such information, except as needed to provide the Service or as otherwise required by law."

"You agree that WebEx has no obligation to monitor your use of the Services but has the right to do so to ensure your compliance with this Agreement, or to comply with any law, order, or requirement of any court or government authority in any country."

"WebEx has no control over, and is not responsible for, the privacy of any Content that you have shared with others so always use caution when giving out any personally identifiable or sensitive information."

"You automatically grant WebEx and its affiliates, contractors, resellers and partners, a world-wide, royalty-free, sub licensable license to use, modify, publicly perform, publicly display, reproduce and distribute the Content in order for WebEx to provide you the Services. If you object to any Content on a Services website, your sole remedy is to cease using that website."

"You agree that WebEx may use the name, logo and other trademarks or service marks of your company to create a co-branded Services website as part of the delivery of the Services."

GoToMeeting

General Description

- provides a variety of video conferencing options which can be purchased separately or in packages for small to large meetings of various formats (one to many, many to many, one to one)
- owned by Citrix, which is well known for security
- GoTo is one of the first video conferencing products that became widely used
- very much like WebEx, but easier to use, less features
- audio can be VoIP (internet) or call into conference call number (or toll free option with Pro version); GoTo must access your computer's microphone for VoIP
- free video version
 - o for 3 people or less
 - o web-based option which works for those who can't install anything on their device
 - o screen sharing is required by organizer but not by attendees
 - o must use Chrome or Firefox browsers
 - o for audio: VoIP or conference call
 - o for video: must use desktop (download) version and GoTo will access that computer
- Pro version - paid subscription (\$49.99/month or \$39/month if you pay for a year)
 - o more service options
 - o toll free calling for attendees
- video and screen sharing requires user to download software before every meeting, which can take a bit of time and frustrates many people, but this way the software is always up-to-date (and thus more secure)
- widely recommended for small businesses
- while often described as very easy to use, some VAW service providers with Action ontarienne found it complicated
- very good audio, but video isn't great according to many reviewers (video quality also depends on your equipment); GoTo offers a high definition video product with Pro version

Other Projects Using GoToMeeting

- Action ontarienne uses this to provide family court support to women survivors of violence who need French language support
 - o selected based on technical support person's recommendation
 - o some service providers have found GoToMeeting challenging to use
- ProBono Law Saskatchewan uses GoToMeeting to provide legal advice to people living in rural areas

- selected because related agencies and projects use it for professional development; tested it and found it easier to use than Skype
- this project uses designated devices

Security

- GoTo's security white paper states: "All connections are end-to-end encrypted and accessible only by authorized session participants."
<https://l1.osdimg.com/online/dam/pdf/en/resources/wp/GoToMeeting-Security-White-Paper.pdf>
- "To maintain the quality of our Services and to assist us with the analysis of product performance, we may also gather standard analytics and meta-data on in-session usage of the Service, but we will not access the content of any session."
<https://free.gotomeeting.com/privacy>
- Their security technology is recognized as high quality, but they also are clear that "no security measure is perfect"
- They also state that:
 - "The Service is not designed or intended for the transmission or storage of confidential or sensitive information and should not be used for any such purpose."
- Requires user to download software before every meeting, so the software is always up-to-date on the user's end
- also a member of Truste

Skills/Training/Ease of Use

- While GoTo is reported to be easy, some service providers in Action ontarienne's project have found it challenging
- Action ontarienne reports that GoTo provides good support
- http://support.citrixonline.com/en_US/Meeting/video/G2MV00077 for video instructions on web based service
- Videos available on the site

Other Notes

- Like WebEx, GoToMeeting has been in the video conferencing business a long time
- It has a solid reputation for security and ease of use; relied upon by competitive businesses around the world
- Some reviews say the video quality isn't great at times
- System requirements for high definition video (HDFaces)
 - Internet connection with cable modem, DSL or better
 - Windows® 8, 7, Vista, XP or 2003 Server, or Mac OS® X 10.6 or later
 - Dual core 2.4GHz CPU or faster with at least 2 GB of RAM
 - Internet Explorer® 7.0 or later, Mozilla® Firefox® 3.0 or later, Google Chrome 5.0 or later or Safari® 3.0 or later
 - 700 Kbps or more bandwidth recommended per participant for simultaneous screen sharing, audio and video conferencing.

Opportunities/Advantages	Risks/Disadvantages
<ul style="list-style-type: none"> - used by corporations with significant security interests; clear about security and privacy; explicitly says it doesn't intercept - many people say it's easier to use than other services - consistent service - flexible so could offer other uses to the host organization - used by a similar project in Ontario; handy for mutual capacity building 	<ul style="list-style-type: none"> - privacy policy warns against using it for sensitive information - automatically downloads new version at almost every meeting making it slower to get a meeting started - not as simple as some services; Action ontarienne users have found it complicated - reports about poor video quality - purchased version would likely provide better security

Google Hangouts

General Description

- video conferencing tool was built to be public but you can set it to be private
- all parties need Google account
- free
- limit of 10 participants for a video call
- can open video call up more than 10 but only 10 will be able to participate, then record the video and post to YouTube
- widely reported to have the least disruptions and very good quality audio and video

No legal projects identified as users of Google Hangouts as of February 2015

Security

- Google identifies all services used by one person to create a user profile and uses this data; it's unclear who has access to this data; a service provider who sets this up for her organization may have her professional work tagged to her personal life
- Because privacy is not the default, there is the chance that settings won't be set properly for private
- Google does end-to-end encryption on video & audio transmissions (but not chat) but uses an encryption format that it can read
http://www.yoursecurityresource.com/tech_tips/expertqa/google_hangouts_security/index.html#axzz3QyRCcXHD

Skills/Training/Ease of Use

- Google tools are usually easy to use but are constantly updated so change frequently
- instructions on site
- getting personal support from Google is next to impossible.

Opportunities/Advantages	Risks/Disadvantages
<ul style="list-style-type: none"> - Google is familiar - easy to set up; likely easy to use 	<ul style="list-style-type: none"> - security is not the default - technical challenge for user + philosophical difference in product - Google collects all data on a user's use of their various services to create user profiles - unclear who owns anything done using Google services

Join.me

General Description

- Video/audio communication technology designed to ensure secure exchanges between parties
- Owned by LogMeIn (LMI), a 10 year old IT company with US/EU headquarters

No lawyer/client projects known to use Join.me

Security

- Terms of Use specifically says: "LMI does not own any Service Data"
- "Personal information that we maintain may be controlled and processed in the United States of America and/or other countries, which might not provide the same level of privacy protections as in your country of residence."
- 256 bit encryption (encryption level is dependent upon what the computers involved can handle so this may be irrelevant; typically this is around 128)
- Nothing is stored on their servers
- No option to stop screen sharing between participants
- Cubby service (comes with Pro version) allows you to save material in remote location which is encrypted on client side so LMI/Join.me can't access
- Must use Pro version to get the security of limiting when others can join the call

Skills/Training/Ease of Use

- LMI commissioned a report on video conferencing services but did not have control over the outcome of the 2015 report; the report, done by Satmetrix, found that Join.me was rated highest for ease of use & reliability among a number of other popular services; among users of only one service, Join.me (at 48 points) was rated above GoToMeeting (31, in 2nd place) and WebEx (19 in last place); respondents who had used many meeting tools rated Join.me at 64, way above all other services.

Opportunities/Advantages	Risks/Disadvantages
<ul style="list-style-type: none"> - very easy to use - some excellent security features - Pro version (upgrade) is inexpensive 	<ul style="list-style-type: none"> - screen sharing is required, which increases security risks - no known projects using this service

Private Video Conferencing Options

- Ontario Telemedicine Network
 - o Self-contained teleconferencing network that allows members to access secure video conferencing, as well as other services
 - o Available throughout Ontario
 - o Significant fee for access: for a group of 5 organizations, it is \$3500 annually, with \$375 for each added organization to the group annually, with a one-time fee of \$175 for each organization at start-up
 - o Only health related organizations can join the network
 - Must have 50% or more Ministry of Health funding and/or provide mental health and/or crisis counselling; a lawyer in a private practice would never qualify
 - The process to determine if an organization would qualify is lengthy
 - The lead organization would be accountable for all others within its group; if a member of the group misused the service, the lead would be responsible

- Some local band councils
 - o Available on some reserves
 - o Likely only accessible to Aboriginal women's programs
 - o Involves a room equipped with video conferencing technology (camera, microphone, computer, television)
 - o Privacy issues for the woman would be a prime consideration
 - o Cost unknown

- Ministry of Community and Social Services
 - o Available in major centres (e.g. Timmins, North Bay)
 - o Unclear about availability to agencies
 - o Involves a room equipped with video conferencing technology (camera, microphone, computer, television)
 - o Would require coordinating travel for woman and service provider to larger centres
 - o End user thought that the environment would be intimidating for a woman and not private enough

Opportunities/Advantages	Risks/Disadvantages
<ul style="list-style-type: none"> - very secure - configured by external agency 	<ul style="list-style-type: none"> - most agencies would not qualify - costly - privacy concerns, including configuration by external agency - intimidating/unfamiliar environment for some

Telephone

Other Projects Using Telephone

- Used before video conferencing became the norm by numerous projects involved in this report
 - o Backup when video conferencing is not an option, resorted to when:
 - internet disconnection (APB BC, Action ontarienne, VLC)
 - lack of time on the part of the service provider coordinating the call (Action ontarienne)
 - o Still used when a woman/client (or service provider) is uncomfortable with the video technology (Action ontarienne, APB BC)
 - some women simply prefer the phone because it is familiar and/or they don't have to be seen breaking down in front of a stranger as they tell their story
- Used extensively to deliver free legal services to underserved and/or vulnerable communities by a variety of projects in Canada (only a few listed)
 - o Legal Aid Ontario
 - o Law Help Ontario (PBLO)
 - o Brydges Line, Law Services Society (BC)
 - o Legal Line (National)
 - o Dial-A-Law (National)

Security

- Far more secure than any internet technology
- Corded phones (which is what is used within agencies) can be tapped at 3 points
 - o Phone line wire (local most commonly accessed by criminals)
 - o Telephone switch (police)
 - o Main trunk line (government)
- In comparison, video conferencing can be tapped from many other locations along the transmission, is more easy to intercept and interception is less likely to be noticed

Resource

https://www.schneier.com/blog/archives/2006/04/voip_encryption.html

Opportunities/Advantages	Risks/Disadvantages
<ul style="list-style-type: none"> - most secure way to communicate over long distances - extremely familiar - easy to use - easy to coordinate - free, as all organizations will already have the technology to support the delivery of their other services 	<ul style="list-style-type: none"> - lack of visual contact, which is helpful for building trust and explaining documents - some audio issues can occur when on a conference call, but these can be easily rectified