The COVID-19 pandemic has left government agencies in a difficult spot. State and local governments are scrambling to keep both the public and their employees safe, while continuing vital, day-to-day operations.

For departments like Corrections and Criminal Justice, services such as prisoner transfers and legal proceedings in the courtroom have been largely shut down.

In public health, hospitals, clinics, and entire governmental agencies must now treat COVID-19 patients and screen for infections among employees and the public.

When it comes to continuity of operations, every agency – from the hospital, to the DMV, to the Department of Justice – needs to ensure that it has the right technology in place to provide the public with vital services and communications. And this needs to be done in a virtual style of business that is largely new to government’s working culture.
COURT SYSTEMS CONTINUE TO MOVE THE WHEELS OF JUSTICE

Legal and justice proceedings have become increasingly difficult with COVID-19 cases raging across the world. What used to be a fairly straightforward court appearance or trial has now become a logistics nightmare for many municipalities and court systems.

THE CHALLENGES INCLUDE:

- Legal proceedings cannot be put on hold long-term
- Prisoner transfers are costly and pose both health and security risks
- During the pandemic, the cost is exacerbated by increasing risk to the public.

Taking prisoners from an environment where the chances for COVID-19 are extremely high and bringing them into a public facility greatly increases the opportunity for viral spread. People put at risk include guards, court bailiffs, stenographers, attorneys, judges, and other community members.

Poly offers solutions that can help create a safe, productive environment while keeping the wheels of justice moving. For years, Poly solutions have been used in almost every aspect of the justice system. From remote arraignments, to lawyer-defendant communications, to remote trial proceedings, to remote visitation and telemedicine – Poly has been there.
PUBLIC HEALTH CAN SAVE COMMUNITIES

The global pandemic has taxed public health departments like never before. At the same time, these departments play a critical role in the wellness of local and wider populations.

SOME PUBLIC HEALTH CHALLENGES INCLUDE:

• COVID-19 screening presents a massive bureaucratic burden on departments nationwide.

• Telemedicine alternatives require testing, and must meet HIPPA standards.

• Employees tasked with contact tracing in the field face communication challenges, and many are being asked to use personal cell phones as a stop gap measure.

• Public health education and ongoing staff training requires a way to safely educate the public and train/communicate with staff in a time of social distancing.

Poly solutions empower medical professionals to interact with patients, with community members, and with other medical professionals easily. Day-to-day operations, whether working in an office or at home, can be transformed with Poly audio and video solutions.
MAINTAINING CONTINUITY OF OPERATIONS IN STATE AND LOCAL GOVERNMENT

Shutting down government agencies is not an option, even for a brief period of time. That said, there are challenges to keeping our communities running:

- Many government employees now working from home aren’t equipped with enabling tools and technology.
- Business meetings and collaboration among teams can easily be derailed by technological, familial, and logistical challenges.

When employees work from home, often with a partner, roommate, or children, audio distractions are a common problem. Additionally, without updated voice systems, employees are often forced to use personal mobile or home phones, creating privacy concerns. Agencies continue to struggle with holding effective employee meetings and providing opportunities for collaboration and training in a virtual world.

State and local agencies are turning to cloud-based voice platforms with mobile apps, giving remote employees communication capabilities that do not compromise their personal privacy. Mass headset deployments provide employees with noise filtering, creating a more hospitable environment and experience. Video technologies are being used to hold virtual meetings, deliver staff training, and provide telehealth sessions.

Where there’s a problem, Poly technologies can provide a solution to ensure that agencies can continue to serve the public throughout the pandemic and beyond.

POLY GRANT ASSISTANCE

Poly assists in every aspect of proposal preparation, funding selection, and submission of grant applications. Let us help you find funding to implement radically simple, production quality voice, video, and data communications solutions that fit your needs. Please contact grants@poly.com for more information on grant offerings.

LEARN MORE

For additional information on Poly solutions for government, please visit poly.com/government