

10:45 AM – 12:15 PM

Avoiding Hidden Legal Risks in Frontline Interactions

Ballroom 2

Frontline staff play a vital role in resident services, and everyday interactions can carry unexpected legal risks. This session highlights common communication pitfalls and hidden liabilities that can arise during routine conversations and service delivery. Participants will learn practical “say this, not that” strategies, along with techniques for handling requests, difficult conversations, and boundary-setting in a consistent and professional manner. Designed for customer-facing housing authority staff, this session will provide simple, actionable tools to reduce risk, improve communication, and protect both staff and the agency.

Moderator: Candace Avery, Executive Director, Millis H.A.

Presenters: Christelle Jean-Felix, Esq., Partner, Casey, Burns & Jean-Felix, PLLC; Kristen Anderson, Regional Portfolio Director, Bridgewater H.A.