# **GEORGE MASON AMERICAN INN OF COURT**



# Stress Management and Wellness in the Practice of Law January 22, 2025

## **Presenters:**

- Sarah Endres, Esquire
  - Virginia Judges and Lawyers Assistance Program,
     Northern Virginia Region Manager
- Chief Judge R. Frances O'Brien
  - General District Court for Arlington County and the City of Falls Church
- Timothy McEvoy, Esquire
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- Samantha Hargis
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## **Brief Description:**

The legal profession is known for its high-stress environment, demanding workloads, and relentless deadlines, all of which can lead to burnout if not properly managed. This course offers practical strategies for managing stress to help lawyers maintain their well-being and provide effective representation.

The course will focus on evidence-based techniques for stress management, including mindfulness, time management, and self-care practices. Additionally, it will explore how to develop resilience by fostering a growth mindset, cultivating healthy habits, and establishing boundaries.

By the end of the course, attendees will have actionable strategies to reduce stress, enhance resilience, and create a sustainable work-life balance, ultimately improving their professional performance and personal well-being.

#### **Presenters:**

Sarah Endres, Esquire VJLAP Northern Virginia Region Manager

Sarah joined VJLAP in 2023 as the Northern Virginia Region Manager. Prior to joining VJLAP, she worked as an Assistant Commonwealth Attorney at the Harrisonburg/Rockingham County Commonwealth's Attorney Office, an Associate Region Director for Kaplan, Inc., and an Associate in small law firms with practice focuses in patent and trademark and real estate law.

Sarah earned her undergraduate degree in Accounting and Political Science, magna cum laude, from Richard Stockton College of New Jersey and her law degree from the University of Virginia School of Law.

Chief Judge R. Frances O'Brien General District Court for Arlington and the City of Falls Church

Anastasia Uzilevskaya, Esquire Hirschler Law

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#### **Brief Outline:**

- I. Introduction
  - A. Presenters
  - B. Objectives
- II. Overview of events that led to the well-being movement in the legal profession (2016 current)
  - A. Review key research/surveys/studies (ABA/Hazelden study and law school student study)
  - B. Review national and state level efforts to address occupational risks efforts to make the profession more sustainable
- III. Address stress and other personal and professional challenges
- IV. Discuss changes that can be made at the individual and institutional levels / strategies
- V. Address vicarious trauma, and identify ways to process
- VI. Wrap-Up
  - a. Summary of key points
  - b. Questions
  - c. Resources for further support

# **Outline:**

#### I. Introduction

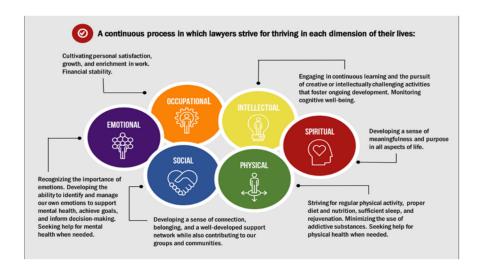
#### A. Research/Statistics

- 1. The Prevalence of Substance Use and Other Mental Health Concerns Among American Attorneys and Suffering in Silence
  - a) Two studies, published in 2016, are frequently credited with starting the well-being movement in the legal profession. The studies revealed how in crisis the profession was.
    - a. <u>The Prevalence of Substance Use and Other Mental Health</u>
      <u>Concerns Among American Attorneys</u>, P. Krill, R. Johnson and L.
      Albert (known as the ABA/Hazelden study) 10 J. Addiction Med. 46 (2016)
      - i. Based on a sample of 12,825 licensed, employed attorneys that completed surveys assessing alcohol use, drug use and symptoms of depression, anxiety and stress:
        - i. Almost 21% of practicing attorneys qualified as problem drinkers and 36.4% responses indicated hazardous drinking or possible alcohol abuse or dependence.
        - ii. Approximately 28%, 19% and 23% are struggling with some level of depression, anxiety, and stress respectively.

- iii. Younger lawyers in the first ten years of practice and those working in private firms experience the highest rates of problem drinking and depression.
- iv. There was also evidence of suicide, work addiction, sleep deprivation, job dissatisfaction, work-life conflict, incivility, narrowing of values, and chronic loneliness.
- Suffering in Silence: The Survey of Law Student Well-Being and the Reluctance of Law Students to Seek Help for Substance Use and Mental Health Concerns, J.M. Organ, D. Jaffe, K. Bender 66 J. Legal Educ. 116 (2016)
  - i. 15 law schools/3,300 law students 17% of law students experienced some level of depression, 14% severe anxiety, 23% mild or moderate anxiety and 6% reported suicidal thoughts in the past year. The results were even more dramatic for reported alcohol abuse (25%).
- b) Compared to the general population, lawyers experience higher rates of mental health concerns and substance abuse.

#### 2. National Initiatives

- a) A National Task Force (ABA Commission on Lawyer Assistance Programs, the National Organization of Bar Counsel, Association of Professional Responsibility Lawyers) was created in 2016 to examine the data, better understand and discuss the issues surrounding attorney well-being, and identify stakeholders to change the culture.
- b) The National Task Force provided recommendations in a report, <u>The Path to Lawyer Well-Being: Practical Recommendations for Positive Change</u>
  (August 2017), with detailed action plans directed to various legal stakeholders judges, regulators, law firms, law schools, bar associations professional liability carriers and lawyer assistance program.
- c) Definition of well-being physical, occupational, emotional, spiritual,



#### 3. State Initiatives

- a) Following the release of the National Task Force's report, many states, including the Commonwealth of Virginia formed committees to investigate, report on and make recommendations regarding the state of lawyer wellbeing.
- b) The Supreme Court of Virginia Committee on Lawyer Well-Being issued a report, *A Profession at Risk: Report of the Committee on Lawyer Well-Being of the Supreme Court of Virginia* (2018), highlighting the national statistics and included specific recommendations for Virginia stakeholders to improve the wellness crisis in the legal profession.
- c) <u>A Profession at Risk Year Two Executive Update</u> (Virginia Lawyers' Wellness Initiative; March 2020).
- d) The Occupational Risks of the Practice of Law: Report of the Virginia State Bar President's Special Committee on Lawyer Well-Being (May 2019).

### 4. Studies/surveys – post COVID Pandemic

- a) ALM and Law.com Compass survey, yearly, mental health and substance abuse issues in the legal profession, tracking the well-being of lawyers and staff at law firms.
  - a. <u>Mental Health and Substance Abuse Survey</u> (April 2023) self reported (2,900 respondents)
    - i. 49.31% reported feeling mental health problems and substance abuse are at crisis levels in the legal industry.
    - ii. 63.15% reported mental health problems and substance abuse being worse in the legal industry compared to other professions.
    - iii. Almost 40% responded feeling depressed.
    - iv. 71% responded feeling they have anxiety.
    - v. Almost 60% reported feeling helpless, trapped and defeated.
    - vi. Almost 27% responded that they increased the use of drugs and/or alcohol as a result of work/work environment.

- vii. 78.06% reported the legal profession has had a negative effect on mental health.
- b) "Stress, Drink, Leave" (2021) study (survey of almost 3,000 lawyers in California and DC)
  - a. Found levels of mental health problems and problematic drinking to be *high among practicing lawyers* generally.
  - b. Found women attorneys have *a higher prevalence and severity* of depression, anxiety, stress, risky and hazardous drinking, and attrition compared to their male counterparts.
  - c. *Overall findings*: 28% of the lawyers reported symptoms of depression; 23% maladaptive stress; 21-36% engage in hazardous drinking
  - d. *More on alcohol*: Over 80% of all the lawyers sampled reported being current drinkers (10% higher than general population); 30% screened positive for high-risk hazardous drinking; only 2% reported being diagnosed with an alcohol use disorder.
    - i. Women attorney findings: 56% engaged in risky drinking behavior; 34% were high-risk or hazardous drinking (c.f., 46% of men engaged in risking drinking; 25% were high-risk or hazardous drinkers).
    - ii. Note: 34.6% of the women and 29.2% of the men reported that their drinking has increased during the pandemic. Women who reported an increase in drinking were seven times more likely to engage in risky drinking (men were nearly four times more likely).
    - iii. Implications: gender disparity; under-diagnosis and treatment
- c) Patrick Krill (a former lawyer and leading expert in this field and co-author of the Hazelden study) has continued to study attorney well-being and mental health. He most recently, co-authored <u>Stressed</u>, <u>Lonely</u>, <u>and Overcommitted</u>:

  <u>Predictors of Lawyer Suicide Risk</u> (2023)
  - a. Compared to lawyers with low stress, those experiencing high stress were 22 times more likely to contemplate suicide, and lawyers with intermediate levels of stress were 5.5 times more

#### 5. Pandemic Impact

- a) Alcohol Consumption during the COVID-19 Pandemic: A Cross-Sectional Survey of US Adults, "Almost two-thirds of 2020 participants (60.1%) reported that their drinking had increased compared to before COVID-19. Of those, 45.7% reported that their drinking had increased because of increased stress, 34.4% reported that their drinking had increased because of the increased availability of alcohol, and 30.1% reported that their drinking had increased because of boredom."
- b) APA survey, "Stress in America: January 2021 Stress Snapshot" (2021). The survey found that the average reported stress level during the prior month was 5.6, (on a scale from 1 to 10 where 1 means "little to no stress" and 10 means "a great deal of stress"). This is <a href="https://doi.org/10.10/journal.org/">https://doi.org/10.10/journal.org/</a> reported in "2020 Stress in America" surveys since April. It is therefore no surprise that 84% of adults reported feeling at least one <a href="https://doi.org/10.10/journal.org/">emotion</a>

- <u>associated with prolonged stress</u> in the prior two weeks. The most common were feelings of anxiety (47%), sadness (44%) and anger (39%). Additionally, 2 in 3 adults (67%) said the number of issues America is facing is overwhelming to them.
- c) Reports of anxiety and depression rose notably in this year's ALM 2021 Mental Health and Substance Abuse Survey as lawyers and staff feel isolated and overworked.
- d) "Overdue Calls for Help Red Flag for Lawyer Well-Being Advocates." Bloomberg Law (2021). <a href="https://news.bloomberglaw.com/banking-law/overdue-calls-for-help-red-flag-for-lawyer-well-being-advocates">https://news.bloomberglaw.com/banking-law/overdue-calls-for-help-red-flag-for-lawyer-well-being-advocates</a>

## II. Stress, Anxiety and Burnout

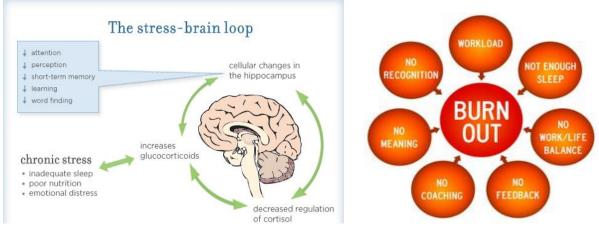
#### A. Overview

- 1. Each of us experience stress in different forms such as a fast-approaching deadline, a high caseload, a demanding practice and colleagues, difficult financial decisions, or managing family, work, and life in a pandemic. Feeling stressed is normal, is generally experienced in a healthy way, and can be managed by existing coping mechanisms. Some people excel with a healthy amount of stress. But there is a line. Stress can also become toxic and interfere with healthy functioning (e.g., loss of sleep, decreased energy, attention span, or productivity). When that happens, the line is crossed into "stressed out;" and we are on the road heading to possible emotional and/or physical breakdown and burnout.
- 2. All stress is the body's response to change that creates taxing demands and engages our bodies' nervous systems. Before humans were working in offices and living in houses, the stress response saved our lives and had us prepared for battle, to run away, and to freeze. This helped us to fight off a predator or an enemy, outrun them, or hide from them successfully.
- 3. Repeated and prolonged exposure to stress can cause long-term damage to our bodies and minds.

## B. Types of Stress

- 1. **Distress** is what we consider your "garden-variety" negative stress. What causes distress varies from person to person. There are some situations which are experienced in daily life and can cause stress for most persons such as job loss, injury, illness, interpersonal conflicts, grief, or financial concerns. Distress can be long- or short-term and causes anxiety or concern, feels unpleasant, decreases performance, and is perceived as outside our coping abilities. If distress is prolonged, it slowly becomes toxic (and alternative coping mechanism, including outside support, should be considered).
- 2. **Eustress** is what we consider your "garden-variety" positive stress. Examples of personal situations behind eustress include getting married, changing jobs, having a baby, getting a promotion, buying a house, retirement, and taking a vacation. This positive stress can motivate us and focus our energy, is short-term, feels exciting, improves performance, and is perceived within our coping abilities. When a person is competing in a race they are experiencing eustress when they are pushing toward the finish line. Not all stress is unpleasant!
- 3. **Acute Stress** is short-term and can be eustress or destress. It is experienced as an immediate perceived threat, either physical, emotional, or psychological. Stressors causing acute stress are on a spectrum of mild to severe such as an alarm clock chiming, a new work assignment, giving a presentation, being involved in a car accident, and interpersonal disagreements. Your heart and breathing rates speed up; you feel flush; you sweat. Acute stress can be

- easily managed because it occurs and then it's over. Either multiple instances of different acute stressors (a series of unrelated stressful events) or repeated occurrences of the same acute stressors (experiencing the same stress repeatedly) can add up to a state of chronic stress where the body's stress response is constantly triggered.
- 4. **Chronic Stress** is a constant stress experienced over a prolonged period of time and can contribute to long-term physical, emotional, or psychological problems for heart and blood vessels. It can result from significant life events (e.g., high-pressure jobs, financial difficulty, and challenging relationships) or from smaller stressors from which we don't bounce back like we normally might. The consistent and ongoing increase in heart rate and the elevated levels of stress hormones and blood pressure can take a toll on the body (e.g., irritability, fatigue, headaches, limited concentration) and can increase the risk for the development of a range of physical and mental disorders (e.g., heart disease, high blood pressure, respiratory infections, insomnia, depression).



- C. **Healthy Response to Stress**: If you are experiencing high stress levels, acknowledge it. You won't make it go away or negate the effects by pretending that it doesn't exist. There are several strategies that help reduce stress levels and improve well-being, such as:
  - 1. **Activity**: Don't forget to take breaks to refresh yourself. You can't function at full speed forever. Do not eat lunch at your desk or in your car if you can possibly help it.
  - 2. **Exercise**: Take walks when you can and feel the sun on your face and the wind in your hair.
  - 3. **Breathing**: Slow your breathing when you feel stressed (it really does work). Take a breath, not too deep, and then exhale the breath out slowly, making sure to take longer to exhale then you did to inhale. This easy trick engages the parasympathetic nervous system, slows your heart rate, and stops the fight/flight/freeze response that stress can sometimes trigger.
  - 4. **Diet**: Pay attention to your diet and have regular physicals. Stay on top of recommended health screenings.
  - 5. **Self-care**: Take time and make time to engage in hobbies and other meaningful tasks.
  - 6. **Speak with friends and family**: Take time and make time to socialize with others, whether online or in-person.
  - 7. **Self evaluation**: If you are using alcohol, tobacco, or drugs to cope with stress, examine your use and evaluate whether this manner of coping is really helping you, and then consider other options.

#### D. Anxiety

- 1.Addressing anxiety and its impact in the legal profession is crucial, as the legal profession can be particularly demanding and stressful. Below are some considerations:
  - a) High stress environment
  - b) Perfectionism
  - c) Client expectations
  - d) Long hours
  - e) Job insecurity
  - f) Ethical Dilemmas
  - g) Secondary Trauma
  - h) Lack of control
  - i) Isolation
  - j) Self-care challenges

#### E. Burnout

1.Burnout in the legal profession is a significant and widespread issue that affects lawyers, paralegals, and other legal professionals. It is characterized by physical and emotional exhaustion, a sense of cynicism or detachment from work, and a reduced sense of personal accomplishment. Several factors can contribute to burnout.

## **III.** Managing Stress

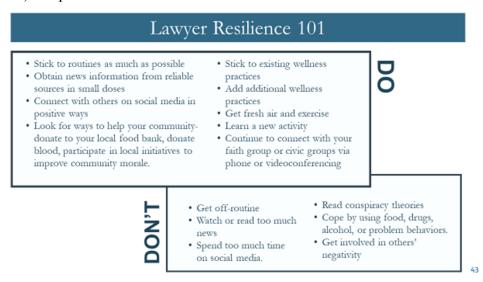
#### A. Overview

- 1. Resiliency is one's ability to survive and thrive when faced with many difficult stressors.
- 2. It is 100% percent learned and can easily be built up with training.
- 3. We can practice resiliency thru having meaningful relationships with others (e.g., children, spouses, family members, friends).
- 4. Confidence building over time grows resilience.
- 5. It involves learning to accept the tension between work and carving out time to decompress. There is no magical moment when this happens, it is a practice.
  - i. Lawyers often feel guilty for taking time for themselves.
  - ii. Your needs will change based on what is going on (e.g., the night before trial, "me time" may seem selfish or be impossible).
  - iii. Find small reasonable ways to manage.
  - iv. Often waking outside or to lunch if possible is enough to reset and continue working.
- 6. Acknowledgement and not ignoring is key.
- 7. Self-care actually *helps* to become more resilient and able to manage stressful situations or cases easier than just "grinding through."
- 8. Each person has different needs of how much self-care is needed. The key is to understand *your* needs for self-care.

#### B. Skills

- 1. Build the type of confidence that grows resilience:
  - i. Successfully navigating challenges gives you a template to manage further adversity.
  - ii. You can capitalize on small successes or through observational experiences and witnessing someone overcome difficult situations.
  - iii. C.f., Not experiencing a hardship actually lessens your ability to be resilience.

- 2. Cross-examine and reframe your own thinking:
  - i. Seek to understand where you can have a measure of control and influence in a situation versus hyper-focusing on what you cannot control or influence.
  - ii. Use measurable and specific evidence to support the accuracy of your thoughts.
  - iii. Try to avoid black-and-white, all-or-nothing thinking.
  - iv. Think about would you tell a friend or colleague in the same situation (we often give better advice to others than what we do to ourselves).
- 3. Avoid perfectionism.
  - i. Yes, difficult to do; but this thought pattern and expectation is associated with being internally-focused and self-oriented (as opposed to having strong connection with others), egocentric, and having negative personal outcomes.
  - ii. "Perfectionists" generally have higher levels of anxiety, burnout, substance use, and unhealthy coping skills/habits.
- 4. *Avoid* thinking "what will others think about \_\_\_\_\_?" These are unproductive thoughts. You have no control over what others think of you, and these worries lead to increased anxiety, stress, and perfectionism.



## C. Self-monitoring/Emotional self-regulation

- 1. Self-monitoring is a practice to monitor and regulate self-presentations, emotions, and behaviors in response to social environments and situations. It involves being aware of your behavior and the impact it has on your environment and modifying your behaviors in response to environmental, situational, or social variables.
  - a) **Assess Willingness**: Ask yourself what you are *willing* to do (e.g., I might not have the time to go to the gym in the middle of the day but can go or look outside to reset mentally).
  - b) **Review the Basics of Self Care**: Review how you are sleeping. Sleep hygiene is critical for health not only physically but also mentally.
  - c) **Diversify**: Discover healthy hobbies that you use to enjoy or have always wanted to do. Determine what you can do now and make physical accommodations as needed.

## 2. Affects people in different ways:

- a) Extraversion: serves as a way to interact with others and adapt to social situations.
- b) Social Anxiety: for individuals uncomfortable in social settings can reduce anxiety by focusing on insular interactions
- c) Using self-monitoring to change behavior:

- i. Identify a target behavior
- ii. Choose a way to record the behaviors
- iii. Set a schedule

# 3. Self monitoring strategies

- a) Define your values/purpose
- b) Identify and reduce triggers
- c) Tune into physical symptoms
- d) Consider the story you are telling yourself
- e) Engage in positive self-talk
- f) Make a choice about how to respond
- g) Look for positive emotions
- h) Practice Mindfulness
- i) Consult a mental health professional

## 4. Body check

- a) Your body knows you are stressed first.
- b) Your body feels stress in its own way.
- c) Changing body posture; tightening muscles; elevated heartrate; etc.
- d) Stretch; do an activity.

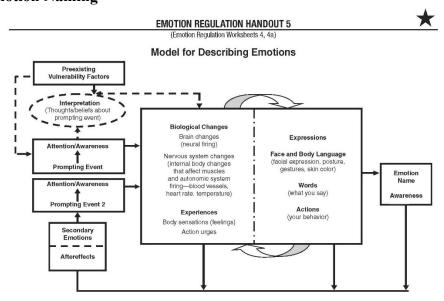
## 5. Detaching and choosing to relax

- a) Exhale.
- b) Reframe focus: "What can I control?" "Is there anything I can do differently?"
- c) Go outside; move your body.

#### 6. Staying connected

- a) Call someone who you can check in with; someone supportive and understanding.
- b) Plan things to do with family and friends that have nothing to do with work.
- c) Have friends who do not practice law (you will be less likely to discuss work).

## D. Emotion Naming



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1. **Create Space**: Pause. Take a breath. Notice your body, thought, and emotional response. Slow down the moment between the trigger and response.

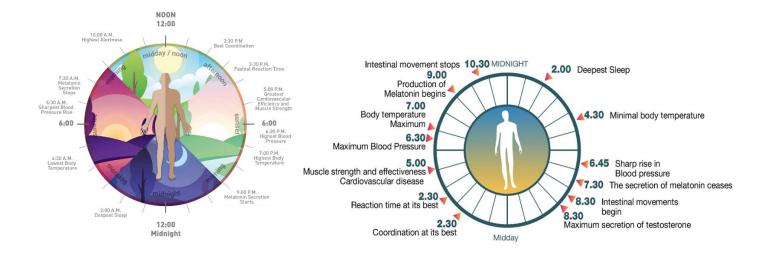
- 2. **Notice what you feel**: Connect your physical reactions as clues to what you are experiencing emotionally. Inquiring into what is happening to you physically can also distract your focus to reduce the emotional intensity.
- 3. Accept the emotion
- 4. Practice mindfulness

## E. Reintegration into the workplace

- 1. **Recognize**: the signs in yourself or in a colleague of distress
- 2. Acknowledge: Don't ignore it
- 3. **Engage**: Talk; Actively listen; Have empathy
- 4. Help: Plan and take deliberate action for improved wellness; Avoid enabling
- 5. **Monitor**: If the symptoms exists for longer than two weeks, seek medical or mental health treatment

## F. The Importance of Sleep

- 1. You spend 1/3 of your life sleeping
- 2. Without sleep you can't form or maintain the pathways in your brain that let you learn and create new memories, and it's harder to concentrate and respond quickly.
- 3. Sleep is important to a number of brain functions, including how nerve cells (neurons) communicate with each other. In fact, your brain and body stay remarkably active while you sleep. Recent findings suggest that sleep plays a housekeeping role that removes toxins in your brain that build up while you are awake.
- 4. Sleep affects almost every type of tissue and system in the body from the brain, heart, and lungs to metabolism, immune function, mood, and disease resistance. Research shows that a chronic lack of sleep, or getting poor quality sleep, increases the risk of disorders including high blood pressure, cardiovascular disease, diabetes, depression, and obesity.
- 5. The circadian rhythm is a rotating clock our bodies have that tell us when to wake and when to sleep, shift work disrupts that and can lead to many symptoms and can be challenging, but not impossible to regulate.
- 6. Disrupting the natural circadian sleep cycle, can have negative impacts to our body, mind and overall decision making. The Circadian sleep cycle is defined as a "persons 24 hour body clock and dictates when our bodies grow tired and prepare/learn to sleep." This circadian rhythm is influenced by many outside things such as light, dark, outside noises, stress and mental health or substance use disorders.
- 7. When these rhythms are disrupted it can lead to difficulty focusing, concentrating, eating, and can lead to other mental health disorders, including anxiety, clinical insomnia and depression.
- 8. Getting adequate sunlight exposure is key to re- setting our internal (circadian rhythm) clocks. There are light boxes that can be purchased to help with this, it is also helpful for people who have depression or Seasonal Affective Disorder (SAD) which is a cluster of symptoms' that often occur when we have day light savings time, and it gets darker earlier in the day, robbing us of more sunlight. We need that melatonin.



### IV. Discussion of Changes That Can Be Made at Individual and Institutional Levels / Strategies

#### V. Vicarious Trauma

#### A. Definition

- 1. Vicarious trauma also called secondary traumatization, secondary trauma, secondhand trauma, and secondary traumatic stress is defined as trauma that you haven't personally experienced but are exposed to indirectly through a first-hand account or narrative. The term is most often applied to health-care workers and first responders. But anyone who is exposed to another's trauma is susceptible.
- 2. In the legal profession, public defenders and criminal defense lawyers are at high risk
  - a. "These lawyers frequently see their clients lose their jobs, housing, and support when they are not able to post bond, "They watch innocent clients take plea deals; they see clients with mental illness and substance abuse disorders not being able to get the treatment they need. These lawyers are surrounded by trauma, and they're under-resourced. They are juggling heavy caseloads while struggling to pay the bills."
  - b. Read "<u>How Lawyers Can Cope with Vicarious Trauma</u>" from the American Bar Association.

#### **B. Symptoms of Vicarious Trauma**

- 1. Leading indicators of Vicarious trauma, according to this study and Psych Central:
  - a. unwelcome thoughts of client-induced imagery
  - b. nightmares
  - c. missing work
  - d. social withdrawal
  - e. avoiding traumatic disclosures from clients, leading to subpar clinical services
  - f. negative coping skills, both personally and professionally
  - g. hyperarousal to your safety and the safety of loved ones
  - h. avoiding physical intimacy

- i. increasingly pessimistic worldview
- j. loss of work-related motivation
- k. distancing from spiritual beliefs
- 1. reduced longevity in the field
- m. stress-related medical conditions

## C. Ways to Cope with Vicarious Trauma

- 1. **Set boundaries**. Keep your client relationships professional, not personal. Guard your personal life and family time jealously.
- 2. Make self-care a priority. Include well-being practices like meditation, exercise, yoga, prayer.
- 3. Watch for symptoms. Burnout, chronic procrastination, physical fatigue, and loss of interest in hobbies and personal interests could all be signs of vicarious trauma.
- 4. **Talk about it**. Vicarious trauma, along with other mental illnesses, needs to be discussed starting in law school, and seeking help for these issues should be normalized. On an organizational level, law firms, bar associations, public defender offices, and district attorney's offices should regularly address lawyer well-being and make it a priority. Struggling with vicarious trauma isn't a personal failing. It's simply a sign that you're human.

## VI. Wrap Up

#### VII. Review and Resources

• The Virginia Judges and Lawyers Assistance Program



# The Virginia Judges & Lawyers Assistance Program







or substance use concerns.



PROVIDES SERVICES
such as evaluations, assessments,
and referrals to health care
programs and providers competent
to work with legal professionals.



EDUCATES
the judiciary, bar associations, law schools, law firms, and other
groups about mental health and substance use in the profession.

### 24/7 HelpLine: 1.877.545.4682; Website: vjlap.org

- <u>The National Suicide Prevention Line</u>. This hotline provides free, confidential support 24/7 to people in distress across the United States. Call 1-800-273-TALK (8255) for support.
- <u>The SAMHSA Helpline</u>. SAMHSA's National Helpline is a free, confidential information service that provides treatment and support referrals 24/7 to people facing mental illness and addictions. Call 1-800-662-HELP (4357) for support.