



Well-Being in the Legal Workplace:

Strategies to Support Your Commitment to the ABA Pledge

BACKGROUND

Stress reduction and wellness in a legal environment has attracted national concern. Recently, the ABA has adopted a Well-Being Pledge for Legal Employers, aimed at promoting education in mental health and substance abuse disorders, and providing resources for lawyers and associates who are struggling with these issues.

As such, CCA – a recognized leader in HR consulting and behavioral well-being – has specialized experience in delivering individual and organizational support to legal institutions where high-stress environments create unique challenges. Our integrated consulting and counseling capabilities inform each other, resulting in a stonger understanding of the solutions required to produce the most effective outcomes.

OUR APPROACH

To deliver a best-in-class solution, our approach begins with an on-site PhD consultant who will be available for confidential individual consultations and will assist HR on the organizational level by:

- Assessing your needs
- Developing impactful strategies and solutions that are customized to those needs
- Aligning our solution with all expectations of the ABA Well-Being Pledge

WHAT'S INVOLVED

The combination of attention to individual and organizational health allows for a seamless experience, integrating CCA as an extension of your HR department by providing in-the-moment support for your firm's mission in retaining high-quality talent, and promoting overall well-being. Components of our solution include:

Robust education on well-being, mental health, and substance abuse disorders

CCA can help you implement your training initiatives by coordinating and/or delivering workshops on topics related to substance abuse awareness, mental health awareness, resiliency, stress management, and mindfulness. Our long history of partnering with legal employers has informed our understanding of the types of programs most likely to be effective in such work environments.

- *Mental Health Awareness Training* focuses on educating managers and supervisors, so that they understand the nature of mental health issues, how to identify behavioral warning signs, and the organization's procedures for handling suspected or actual mental health issues
- *Substance Use Disorder Awareness* focuses on educating managers and supervisors, so that they understand the nature of substance use disorder, how to identify behavioral warning signs, and the firm's policies and procedures for handling suspected or actual substance use cases

(continued)

- *Stress Management Trainings* including Mindfulness Meditation and Resiliency conducted by clinicians, are designed to increase awareness of the impact of stress on performance and mental health, and to assist individuals in recognizing and coping effectively with their response to stress.
- *Transition from Law School to Law Firm* provides strategies for new associates to help manage stress, build resiliency and team effectiveness, and identify personal barriers to a successful transition. Senior Associates receive additional training on mentorship skills, the impact of stress on individual performance, as well as on delivering stress management training to new associates.

Data-driven organizational analysis informs our training. We will target our education offerings based on your unique data, seeking to reduce substance abuse disorders and promote mental well-being through awareness and access to resources where they are most needed.

Creative alternatives to alcohol at firm events

An expectation of appropriate behavior at workplace events begins with an understanding of the policy on substance use at social events. In many cases it may involve a “disruption of the status quo of drinking-based events” and rethinking some of the fundamentals of a firm’s approach to attracting and retaining talent.

To facilitate this initiative, CCA can provide:

- An organizational/industrial psychologist who can work with your leadership to evaluate your current corporate culture and to develop policies that help advance the ABA pledge.
- Continued engagement with stakeholders to ensure that policies align with core values

Expert support for reducing substance use disorders

With more than 35 years of experience delivering substance abuse and mental health disorder evaluations and treatment, our consultants are able to perform expert assessments to help connect associates to the appropriate level of care. An important part of this component will involve the establishment of partnership, integration, and cross-referrals between CCA, existing health vendors, and other employer-sponsored benefits.

CCA will establish a relationship with your current health vendors and work with them to develop protocols and procedures for connecting associates more seamlessly to treatment centers or long-term care, when initiated. We will also work to educate other vendors about CCA’s capabilities and when to refer members to our program. Your CCA onsite consultant can also coordinate with your organization’s benefit providers to facilitate further resource integration.

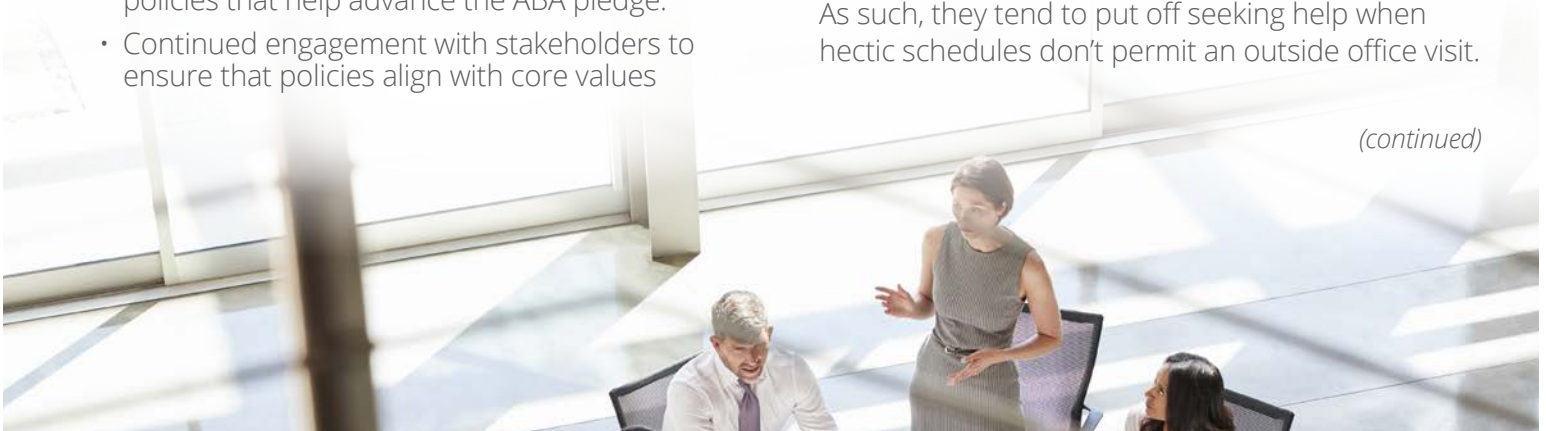
Convenient and confidential access to professional support resources

In delivery of this component, CCA provides:

- Short-term on-site counseling
- Connection to appropriate in-network long-term counseling or specialized care
- Stress management coaching and cognitive behavioral therapy support
- Confidential self-assessment and screening tools

Associates most often access mental health support when the need is acute and short-term in nature. As such, they tend to put off seeking help when hectic schedules don’t permit an outside office visit.

(continued)



(continued)

Alternatively, having a counselor on-location allows for convenient and timely access to in-the-moment support and resources, as well as seamless continuity of care when longer-term issues develop.

In addition to convenience and immediacy, associates benefit from CCA's solutions-focused, cognitive behavioral approach to stress management, which teaches techniques for more effectively dealing with stress and adversity. Resiliency – along with feeling in control of one's thoughts and actions – is an important part of mental well-being, and in turn, a key factor in reducing mental health claims.

A range of delivery modalities ensures easy access to confidentiality for all services:

- *Onsite support.* Our on-site PhD psychologists will provide convenient access to busy attorneys and staff, including evaluations, referral and support around mental health and substance abuse disorders. We provide a dedicated counselor who learns your organization and provides continuity of care for your employees, HR, and managers.
- *Mobile self-assessment tool.* Our mobile app provides screening and assessment tools, along with a robust self-use program, including CBT and mindfulness skills and exercises, coaching from expert clinicians, as well as management analytics to measure employee engagement.
- *Telephonic assessments.* CCA's Master's and PhD level counselors provide immediate telephonic assessments, 24/7, to every caller who reaches out.

Support for proactive policies including assessment and treatment of substance abuse and mental health problems, which involves:

- Conducting evaluations and making recommendations regarding employees' fitness for duty; making and monitoring referrals for independent psychiatric examinations as required; developing return-to-work plans that help conserve valuable employees while ensuring the continued safety of the workforce, the organization, and the community
- Developing procedures, programs and services that address the issues associated with zero-tolerance drug policies, including providing services to employees and managers while ensuring the continued safety of employees, the organization, and the community
- Providing services and developing resources for training, drug testing, reporting, Human Resources and treatment planning and follow-up, post-treatment evaluations

From organizational policy to individual health, CCA's team of professionals are highly qualified to provide consultation on policy development, learning and development for leadership and staff, and best practices for implementing substance use disorder evaluations. CCA's on-site counselor and PhD consulting psychologist will help shape an understanding of individual needs, as well as guide proactive, sustainable policy creation, ensuring individual continuity of care and long-term organizational health.

(continued)



(continued)

Proactive programs to support core values of physical, mental, and emotional well-being, which will establish:

- A curriculum of educational offerings and resources customized to your workplace values and needs
- A coordinated communications plan to promote the range of programs and resources
- Engagement with stakeholders throughout the organization to maximize impact
- On-going integration and project management
- Accessible resources that promote physical, mental, and emotional well-being

Your organizational consultant will develop a robust program of resources and solutions that support your firm's commitment to physical, mental and emotional well-being. They will also coordinate communications and training to promote the initiative. Instructor-led workshops can be delivered on-site or online via webinar. Sessions give employees exposure to various techniques and methods to manage the everyday pressures of life. Turn-key ready communications will drive staff utilization and ensure appropriate support for your employees.

Support to the organization's commitment to attract and retain talent

Data-driven organizational analysis, customized program planning, turn-key communications, and ongoing support help drive utilization of well-being support programs. This historically results in a decline in stress-related grievances, an increase in overall job satisfaction, and a more functional workplace that is competitively positioned to recruit and retain the sector's most valued talent.

As part of our comprehensive program, CCA will:

- Consult with stakeholders in the firm to identify organizational challenges
- Provide assessments and recommendations to facilitate pledge compliance
- Guide leadership and senior staff on issues related to conflict and change management.

Meanwhile, the onsite consultant will continue to address emergent issues, mitigate risk, and assist in sustaining the ABA pledge. Our on-going project management will ensure program flexibility and support to the firm in its commitment to the ABA pledge.

ABOUT CCA

Since 1984, CCA has been helping organizations improve individual and organizational performance by supporting management, HR, and employees through counseling, learning and development programs, executive coaching, and consulting.

