
LAWYERS CONCERNED FOR LAWYERS

PENNSYLVANIA

VOLUNTEER GUIDELINES

- The most important part of volunteering for LCL is the ability to be discreet. All interactions between a volunteer and a Helpline caller must be treated in a confidential manner.
- Each Volunteer will receive a copy of LCL's Health and Personal Information (HAPI) Policy. Volunteers will sign an agreement certifying that they have read, understand, and agree to comply with this confidentiality policy before they are activated as a volunteer and quinquennially thereafter. Failure to return a properly executed certification to LCL in a timely manner shall result in a volunteer automatically being placed on inactive status until the certification is received. In the spirit of the HAPI policy, volunteers will not divulge health and personal information about the caller and/or their utilization of LCL services to the Supreme Court, the Lawyers Fund for Client Security, the Board of Law Examiners or any other agency of the Supreme Court, the Pennsylvania Bar Association, local bar associations, or any law or judicial related organizations, associations or third parties that are not LCL staff. Please be discreet with any health and personal information divulged to you by LCL staff and/or the caller. Remember that texts, emails, and social media sites generally are not secure means of communication. Any names and phone numbers or personal identifying information of callers must be always secured.
- Volunteers will clearly distinguish their role as a LCL volunteer from any other role (such as a sponsor) or relationship they may have with another organization.
- You may share as much of your own experience as you feel comfortable sharing. This enables you to provide experience, strength, and hope to the caller.
- Volunteers will be patient and caring in all interactions with callers. These individuals will likely be anxious, nervous, and have erroneous preconceptions about their illnesses. Your job is to listen, validate their concerns, be supportive and encourage them to utilize the resources available to them through LCL (free evaluation, literature, and resource coordination services). Also, encourage callers to visit our website www.lclpa.org to access free CLE, resources, and educational links.
- Volunteers do not provide legal services for LCL callers.
- You may wish to preemptively advise the caller not to disclose to you any violation of the rules of professional conduct and inform the caller that any such violations are best divulged to an attorney that can provide legal advice and confidentiality protections.
- At the end of your initial outreach, set up a time for a follow up phone call or a face-to-face meeting if the caller is receptive. Please ask the caller if it is OK to leave voicemail.
- Please contact LCL staff if there are concerns about the caller's overall well-being or if a caller threatens to harm him/herself or someone else.
- We understand you are busy, and we respect your time. If we call on you and you are not able to reach out to a caller, it is OK. Please return our call and let us know either way so we can reach out to another Volunteer if necessary.
- If, at any time, you have questions or concerns regarding a caller or your role as a volunteer please contact the administrative office and speak to a staff member.

What Else Can an LCL Volunteer Do?

Besides peer support, there are many ways a volunteer can assist LCL in providing the best service possible to impaired attorneys, judges, and law students.

✓ **Helpline services** –

- Referral: Refer colleagues to LCL’s Helplines (available 24 hours a day, 365 days a year) and our websites www.lclpa.org or www.jcipa.org if they express a concern with stress, alcohol, drugs, depression, anxiety or another mental illness or addiction issue.
- Healthcare Providers: Identify and recommend to LCL staff potential treatment providers in your county or with which you have had personal experience.

✓ **Education** –

- Share your recovery story with law schools, bar associations, etc. By sharing our experiences, we can offer hope, strength, and support to reduce the stigma that surrounds substance use and mental health disorders in the legal profession to our current and future colleagues.
- Inform your local bar associations, law firms, and colleagues about the variety of educational programs (which are approved by the CLE board for Ethics CLE credit) LCL offers on pertinent topics including depression, substance use, suicide prevention, mindfulness, stress management, assisting a colleague in distress, eating disorders and more.

✓ **Marketing** – Submit articles to law journals and county bar newsletters about LCL and the services the organization provides.

✓ **Recruiting** – Reach out to other attorneys who may be in recovery from addiction and/ or mental illness, educate them about LCL, and inquire if they might be interested in becoming a volunteer.

LCL CONTACT INFORMATION

Monday- Friday 9:00am-5:00pm

Administrative Office: 1-800-335-2572

Local Fax: 717-737-9686

Laurie Besden, Esq.

Executive Director
1-800-335-2572, ext. 108

Abbie Dressler

Resource Coordinator
1-800-335-2572, ext. 105

Brian S. Quinn, Esq.

Education and Outreach
Coordinator
717-460-3385

Meghan Skelly

Director of Operations
1-800-335-2572, ext. 101

Nicole Pearson

Resource Coordinator
1-800-335-2572, ext. 104

Jennifer Poinsett

Helpline Manager
1-800-335-2572, ext. 102

Carley Eisel

Resource Coordinator
1-800-335-2572, ext. 112

HELPLINE INFORMATION

24 hours a day/ 7 days a week

Lawyers Confidential Helpline

1-888-999-1941
www.lclpa.org

Judges Confidential Helpline

1-888-999-9706
www.jcipa.org