

Virtual Isolation: Is Hyperconnectivity Helping or Harming the Legal Profession?

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California Lawyer Assistance Program

- The State Bar's Lawyer Assistance Program (LAP) helps attorneys (active, inactive, or disbarred), State Bar applicants, and law students who are struggling with stress, anxiety, depression, substance use issues, or personal and career concerns.
- We strive to support legal professionals in achieving their optimum level of practice while enhancing public protection and helping to maintain the integrity of the profession.
- The program provides both voluntary confidential services and monitored services as needed.

About Confidentiality

We know that it is often difficult to reach out for help during the hard times, especially if it's about a private matter. Rest assured, we promise confidentiality—we release no information about your participation in the program without your knowledge or consent. Participation is confidential as mandated by Business and Professions Code section 6234.

Per Business & Professions Code section 6234, any information obtained by the LAP is confidential and cannot be disclosed as part of a civil proceeding, a disciplinary proceeding, or a public records request.

Call the Lawyers Assistance Program in YOUR State

Directory of Lawyers Assistance Programs by State

 https://www.americanbar.org/groups/lawyer ass istance/resources/lap programs by state.html

California State Bar Lawyers Assistance Program

 https://www.calbar.ca.gov/Portals/0/documents/ <u>ConsumerInformation</u>/Lawyer-Assistance-Program-Pamphlet.pdf

TOLL FREE:

877-LAP-4-HELP 877-527-4435 213-765-1190

LAP@calbar.ca.gov www.calbar.ca.gov/LAP

California State Bar Lawyers Assistance Program

LOCATIONS:

- 180 Howard Street San Francisco, CA 94105
- 865 South Figueroa Street Los Angeles, CA 90017 RESOURCES:
- https://calawyers.org/health-and-wellness/
- https://otherbar.org/ Confidential Peer Support
- https://www.americanbar.org/groups/lawyer_ass istance/resources/covid-19--mental-healthresources/

Major Problems for Attorneys:

Stress / Anxiety

Depression

Burnout / Secondary Trauma

Alcohol / Substance Use

Cognitive Impairment

Suicide

Gambling and other process addictions





ABA / Hazelden- Betty Ford Study

(Published February, 2016 Journal of Addiction Medicine)

Depression, Anxiety and Stress Scale

- Depression **28%** of all attorneys
- Stress **23**% of all attorneys
- Anxiety **19%** of all attorneys
- Higher rates among <30 yrs.



Quarantine Impact on Mental Health

- In a study of 129 participants during quarantine, 28.9% had symptoms of PTSD and 31% had symptoms of depression.
- 24 studies documented that quarantined people developed symptoms of low mood, anxiety, and depressive disorders.
- 1/3 of Americans reported Coronavirus has had a serious impact on their mental wellbeing.
- 60% feel the virus has seriously hurt their daily lives

Hawryluck, Laura, et al. "SARS Control and Psychological Effects of Quarantine, Toronto, Canada." *Emerging Infectious Diseases*, Centers for Disease Control and Prevention, July 2004, www.ncbi.nlm.nih.gov/pmc/articles/PMC3323345/.

Lawyers and TRAUMA

trau ma

'troumə, 'trômə/ noun

noun: trauma; plural noun: traumata; plural noun: traumas

1. A deeply distressing or disturbing experience. An emotional upset.

The Negative Impacts of Technology on Lawyers

- Inundates them with information that causes anxiety
- Reminds them of tasks not performed and needs not yet met
- Distracts them from making progress on important work
- Impacts their self-concept, self-esteem, and expectations negatively

HYPERCONNECTIVITY

Hyperconnectivity

NOUN

the use of <u>multiple</u> systems and <u>devices</u> to <u>remain</u> constantly <u>connected</u> to <u>social networks</u> and <u>streams</u> of <u>information</u>



THE VIRTUAL WORLD

"Workers today are 'never turned off." Like our mobile phones, we only go on standby at the end of the day as we crawl into bed, exhausted. Technology was supposed to liberate us from much daily slog...in 2002 fewer than 10% checked work email outside of work, today it is <u>50% often before we get out</u> of bed..

I'm leaving work to go home and check work email.

www.theguardian.com/lifeandstyle2018/jan/15



Aloneness Solitude vs. Loneliness

Solitude

- The *physical* state of being alone
- Need not be a permanent experience
- Balance between solitude & togetherness
- Develop an "I'm not alone" mentality



Aloneness Solitude vs. Loneliness

Loneliness

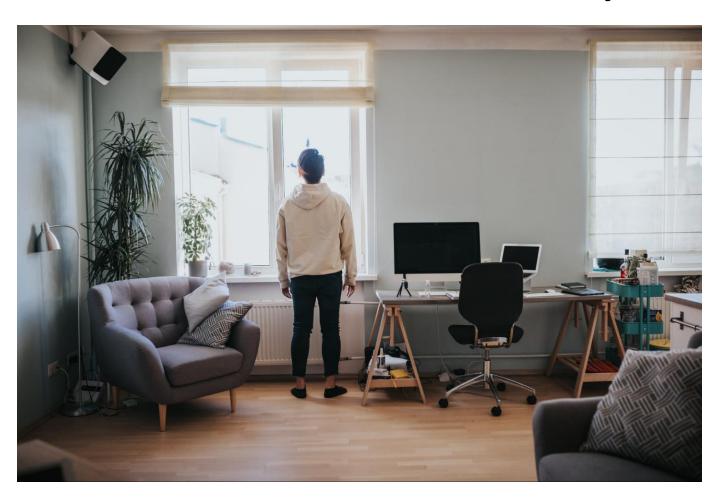
- The *emotional* state of being alone
- Response to perceived isolation
- Belief that no one understands our circumstances, thoughts or emotions
- More importantly, a belief that no one cares

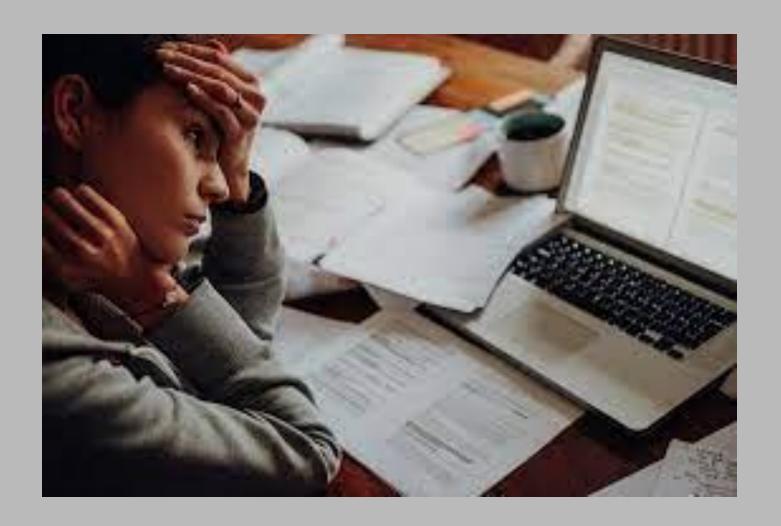
Social Isolation

Social isolation is the combination of solitude and loneliness, experienced by an individual for an extended period. Both the emotional and physical state feed off of one another and can create an inability to reengage with society in a meaningful way.



Are You Technolonely?





While smartphones and other devices provided great benefits to lawyers, including during the isolation caused by the pandemic, those benefits also came at a great cost to our mental health

The Negative Impacts of Technology on Lawyers

- Wastes their time so that self-care time and sleep time is impacted
- Results in an addictive cycle of stimulation (dopamine) and hard to quit dependencies
- Prevents healthy social interaction/substitutes for actual social interaction
- Prevents focus and concentration on work/cases/clients

Television and Health

 Americans aged 18 and older watch over 28 hours per week of television, those 50-64 watch 42 hours per week and those 65+ watch more than 49 hours per week. (Nielson, 2020).

But did you know that...

Television and Health

- Percentage of homes with 3+ TV sets: 66
- Percentage of Americans who say they watch too much TV: 49
- Number of murders seen on TV by the time an average child finishes elementary school: 8,000
- Number of violent acts seen on TV by age 18: 200,000
- Percentage of American adults who can name The Three Stooges:59
- Percentage of American adults who can name at least three US Supreme Court Justices: 17

Most businesses use their own products to promote confidence & loyalty unless they know something we don't....



- IPAD: 2010 Steve Jobs "What this device does is extraordinary.. It's the best browsing experience you've ever had; way better than a laptop, way better than a smartphone....It's an INCREDIBLE experience..."
- NYT's Nick Bilton, interviewed Steve Jobs in 2014 and said "Your kids must LOVE the IPAD."
- Steve Jobs' reply "They haven't used it. We limit how much technology our kids use at home."



Internet Use

- A recent study showed that the average internet user aged 16-64 spends nearly 7 hours per day on the internet (Digital 2022: Global Overview Report).
- 57.8 percent of people use the internet to "find information" making it the most popular.
- 86% of US adults get their news online (Pew Research Center, 2022).

Incredible Smartphone Statistics

- The average smartphone owner unlocks their phone 150 times a day.
- Using smartphones for longer intervals of time changes brain chemistry.
- 66% of the world's population shows signs of nomophobia (fear of not having their cell phone)
- 71% usually sleep with or next to their mobile phone.
- Smartphone use and depression are correlated.
- 20% of people would rather go without shoes for a week than take a break from their phone

Incredible Smartphone Statistics

- 57% of smartphone users in the US have increased their smartphone screen time since the COVID-19 lockdown.
- Users spend on average 3 hours and 54 minutes a day on their smartphones of which 2 hours and 24 minutes is on social media (versus 45 minutes of quality family time a day). If you include tablets, the number skyrockets to 4 hours and 33 minutes a DAY.
- 58% of smartphone users don't go for 1 hour without checking their phones. 40% check their phones in the middle of the night.
- The average user touches their phone <u>2617</u> times a day (10% of users are qualified as "heavy users" they touch their phone [swipe, tap] 5427 times a day!)

Incredible Smartphone Statistics

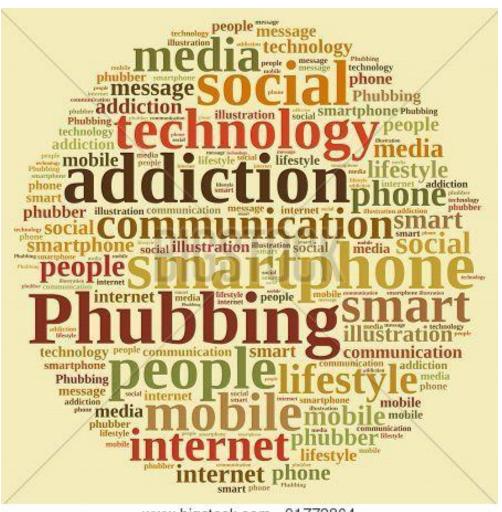
- 80% of smartphone users check their phone w/in 1 hour of waking or going to sleep (35% check their phones within 5 minutes of waking up).
- An average adult smartphone user checks his phone every 12 minutes from when they are awake till when they sleep.
- "Being constantly interrupted by alerts and notifications may be contributing towards a problematic deficit of attention."
- A study observed people experiencing changes in heart rate and blood pressure (dopamine/withdraw).
- 63% of consumers try to limit their phone usage (only 30% are successful).

phub·bing

/ˈfəbiNG/

Noun **INFORMAL**

the practice of ignoring one's companion or companions in order to pay attention to one's phone or other mobile device.



www.bigstock.com · 91772864

Sure, I'd love to come over and hang out with you while you talk and text other people on your phone the entire time.





MORE Incredible Smartphone Statistics

- 45% of people in the United States will rather give up sex for one year than give up their phones.
- 75% of Americans use their mobile phones while on the toilet (19% of them have dropped their phone in the toilet). 12% of American adults use their phones IN the SHOWER.
- 66% of American adults are addicted to their mobile phones.
- 75% of users admit that they have texted at least once while driving. Cell
 phone addiction studies show smartphone use is more dangerous on the
 road than alcohol use. 26% of accidents involving cars are caused by cell
 phone use while driving (https://www.slicktext.com/blog/2019/10/smartphone-addiction-statistics/)

Email

- On average, professionals have more than 200 emails in their inbox and receive 120 new ones each day (Plummer, 2019).
- On average, professionals spend 28% of their day reading and responding to emails (approximately 2.6 hours/day) (Plummer, 2019).
- 92 percent of the digital population in the US use e-mails as a form of communication

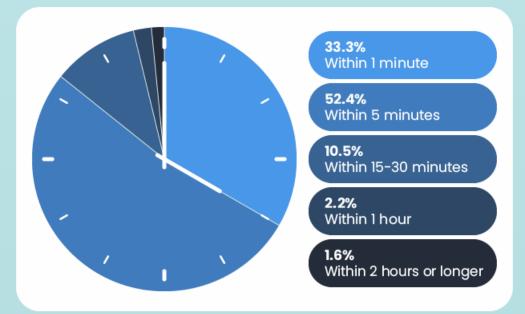
"Text me later...."

- On average, each American sends and receives 94 text messages per day (658/week; 2,819/month)
- Apple handles about 40 billion iMessage notifications per day worldwide. Apple handles about 200,000 text messages per second.
- The number of texts sent each day in American has grown by 10,772% since 2005. It's the same growth rate for texts sent each week, month, and year.
- Americans spend, on average, 55 minutes a day texting.
- Messaging is the #1 reported use of smartphones (79% of use).
- Text messaging is 3-8X more preferred than face-to-face communication across all generations.

SimpleTexting



Q: On average, how quickly do you check your text notifications?





1 in 3 consumers check their text notifications within 1 minute.



85% of consumers check their text notifications within 1-5 minutes.

SimpleTexting



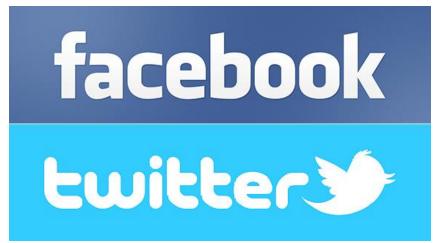
Q: Which activities do you engage with the most while using your phone during the day?



Other

*Based on 2022 survey responses from 1,314 consumers, business owners, & digital marketers





We spend on average 144 minutes per day on social media (versus 60 minutes in 2012) which amounts to an average of 5 years and four months of our lifetimes on social media.



- In 2018, Facebook users averaged 24 minutes per day (Clearvoice.com, 2018).
- A clear link between Facebook use and depression involving social comparison and envy or disappointment in one's status (Cheever, 2014).
- Unfriending on Facebook was associated with strong negative emotional responses (Bevan, Pfyle, & Barclay, 2012).
- Increased loneliness was shown among more intense Facebook users (Lou, Yan, Nickerson, & McMorris, 2012).
- Instagram users average 15 minutes per visit (Bagadiyat, 2019)
- Twitter users average 2.7 minutes per user per day (Bagadiyat, 2019)
- Pinterest users average 14.2 minutes per visit (Bagadiyat, 2019)
- LinkedIn users average 17 minutes per user per day (Bagadiyat, 2019)

Weekly Screen Time

 A few years ago, the average screen time for adults in the United States landed at 11 hours per day. Since lockdown, this number went up to an astonishing 19 hours per day on screens during the pandemic.



Warning Signs of Digital Device Addiction

- Have I been pulled over for texting and driving?
- Do I use red lights to answer social media posts?
- Is my smart phone always in my hand or close by?
- Does my battery last through the day?
- Does the smart phone join me in the bathroom?
- Do I use my smart phone in social situations, such as dinners with colleagues?
- Is my smartphone use causing considerable problems in my life such as legal issues or isolation from loved ones?
- Does it take me much longer to complete tasks now because I'm checking my cell phone repeatedly?
- Have I found it difficult to make conversation with people face-to-face?

https://www.wikihow.com/Know-if-You%27re-Addicted-to-Your-Smart-Phone

Feeling false vibrations from the phone

Increased stress throughout your body

Insomnia

Symptoms of Digital Device DEPENDENCE

Anxiety, esp. from waiting for messages or alerts

Depression/ Aggression Diminished ability to think or be creative

Fear of missing out on something

Eye strain

Blurred vision

Neck pain/Headaches/ Fatigue Pain or mobility problems in your wrist or forearm

Signs of Withdrawal from Digital Device DEPENDENCE







ANGER



IRRITABILITY



DIFFICULTY CONCENTRATING



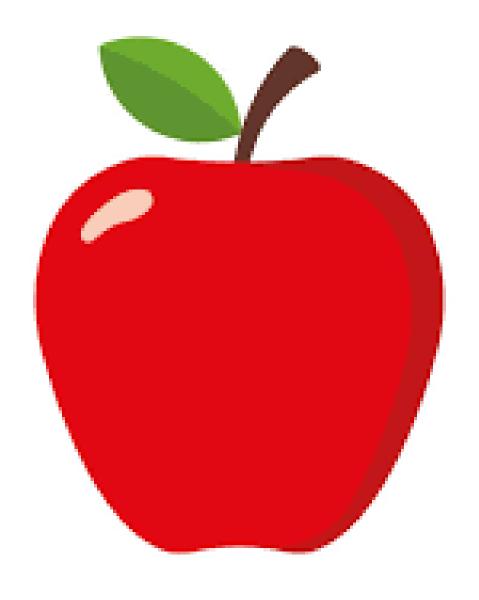
SLEEPING PROBLEMS



SMARTPHONE



INCREASED HEART RATE



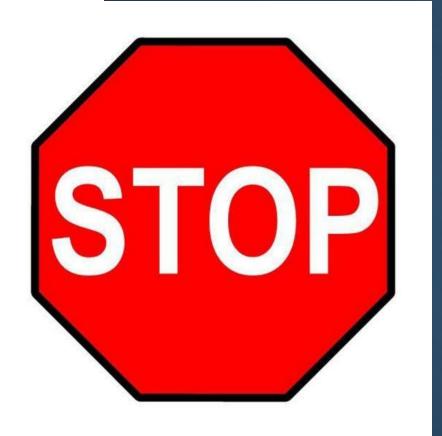
We (normally) don't try to CONTROL things unless we struggle with them...

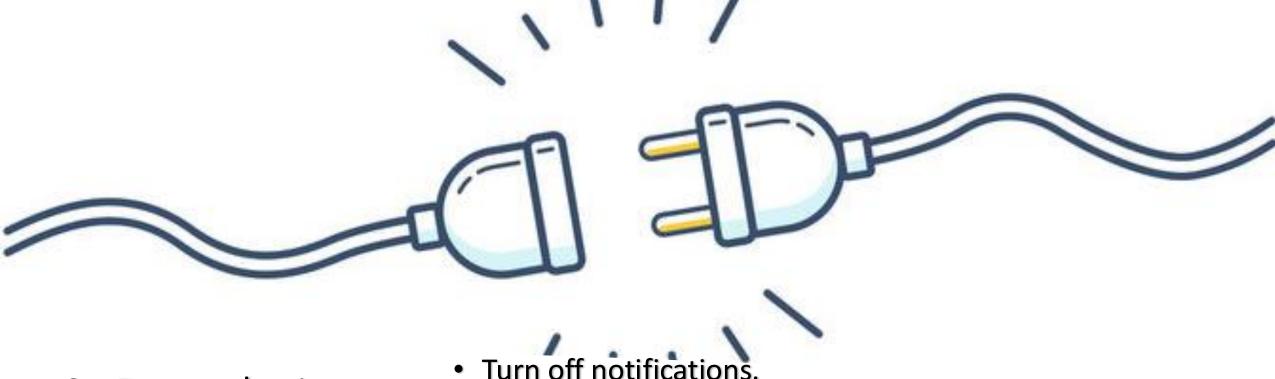
- Alcohol
- Drugs
- Sex
- Exercise
- Relationships
- → INTENTIONALLY putting our phones in different rooms to give ourselves 'screen breaks' as we can't trust ourselves if our phones are in front of us
- Have you ever tried to limit your consumption of apples in a day?



1. Boundaries: Set Limits

- Check email x times per day at designated times (and let clients and colleagues know/expect that).
- Limit Social Media to 10 minutes per platform per day, Use a timer (Hunt et. al, 2018).
- Monitor your use (use monitoring apps, check Screen Time on iPhone, etc.).
- Use Do Not Disturb.

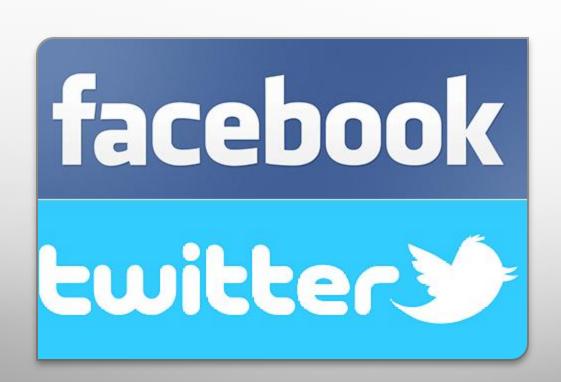




2. Boundaries: Disconnect

- Do not charge your phone beside bed.
- Do not keep phone with you during meals, exercise, or social activities.
- Read a book or magazine rather than your phone or tablet.
- Get away from your PC to do some work, take healthy breaks from the screen, and don't take the laptop with you on weekends or vacations.

3. Manage the Apps



- Delete Facebook, Twitter, Instagram from your phone.
- Install wellness, mindfulness, usage, and other healthy apps.





VS.

UNHAPPY

- Relaxation
- Exercise
- Weather
- Reading
- Education
- Health
- 9 min/day/app



- Web Browsing
- News
- Entertainment
- Gaming
- Social Networking
- Dating
- 27 min/day/app

4. Unfollow the Unhealthy.

- Unfollow friends on Facebook that are hateful, hurtful, or distressing.
- Compare YOU to YOU!
- Stop checking what is trending in the news: it's mostly bad.
- Follow uplifting people and resources, we are what we read. The most important voice you will ever hear is YOUR OWN.



4.1 Social comparisons are DANGEROUS!

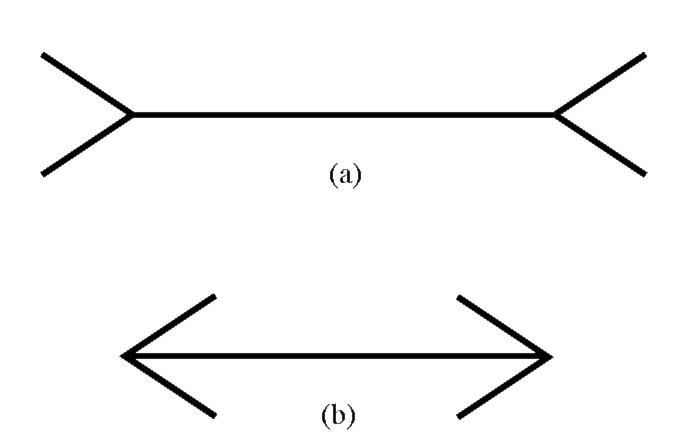
What is a reasonable social comparison?

When someone asks you if you think you are active, who do you think of?

When someone asks if you are happy, who do you think of?

We have *unrealistic* comparisons.

Things are not always what they appear to be...



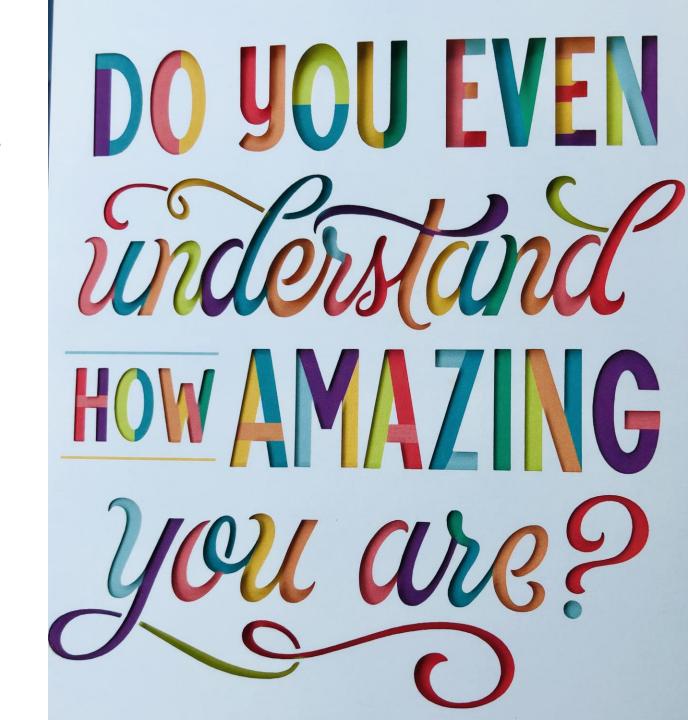


4.2 <u>Intentionally</u> Overcoming Biases: Re-thinking **GREAT** things

- ✓ <u>Experiences</u> make us much happier due to hedonic adaptation.
- ✓ Materialists have more MHD and a decrease in happiness.
- ✓ We plan for <u>experiences</u>, look forward to them, enjoy them, relive them, and share them with others. Others enjoy hearing about your experience versus material purchases.
- ✓ Hedonic adaptation- we get accustomed to 'things' and those 'things' have much less of an impact after initial jolt of happiness.

5. Schedule Self-Care Time.

- 4% of your life is 1 hour per day, make that the minimum for self-care.
- Use your calendar and other technology to remind you to unplug.
- By scheduling events that are away from screens, it can free you from technology.



USE QUICK STRESS-BUSTERS

- Pause lean back- give your eyes a rest for a couple minutes.
- Take three deep breaths and imagine your muscles relaxing from head to toe.
- Be mindful. Focus on the immediate present. Enjoy the moment.
- Stretch. Walk around your office or go outside.
- Maintain a sense of humor about yourself.
- Vary your routine. Don't get trapped in a rut.
- Prioritize at work and home and manage your time effectively.
- ASK FOR HELP. Talk it out with someone you trust.

MORE QUICK STRESS-BUSTERS

- Meditate and/or pray. CONSISTENT stress reduction occurs with only 10 minutes of daily meditation
- Unplug from social media when acutely stressed.
- Exercise.
- Eat a healthy diet.
- Cultivate a positive attitude.
- Sleep 8 hours/ night when possible.
- Avoid overuse of alcohol or prescription drugs. These short term "fixes" just mask the problem and can lead to negative health and social consequences.

Gratitude

- Improves sleep
- We become more centered on others/humility
- Reduces depression
- Memorialize for reflection
- Gratitude journal
- Positive state of mind
- Directly correlated with Happiness and Peace
- Builds resiliency
- Boost productivity



Activate the Parasympathetic Nervous System

- Running/Hiking/Walking
- Swimming
- Dancing
- Playing a Musical Instrument
- Yoga



- Painting / Creating Art
- Gardening / Working with Hands
- Golfing
- Cooking



Benefits of
Activating the
Parasympathetic
Nervous System

- Cardiovascular Health
 - Reduces stress that causes constricted blood vessels
- Blood Circulation and Hydration
 - Valve system keeps pumping
- Pain Relief
 - Improved information processing to brain
- Respiration
 - Improved oxygenation
- Digestion & Food Allergies
 - Fight or flight vs. rest and digest
- Aging process
 - Improved memory, posture

SLEEP sets our TABLE for the DAY! Set your TABLE for SUCCESS!

https://fitonapp.com/wellness/how-to-fall-asleep-faster/

Have a Consistent Bedtime

Midday

Snooze

Avoid Taking a

Lower The Temperature in Your Room (65°F)

> **Eat Dinner** Earlier

Skip the Afternoon Coffee

Do a Brain-Dump -Journaling

Do a Sleep Meditation

Diffuse a Sleep-Supporting Aromatherapy

Exercise During the Day

Avoid Blue Light in the Evening

Keep Your Clock at a Distance

Turn Off Technology Weighted Blanket

Consider a Calming Non-Alcoholic Drink

If you aren't WELL, you MAY INADVERTENTLY VIOLATE The Rules of Professional Conduct!

Sleep 7-8 hours

Movement is medicine

Connect with family/friends

Mindfulness/
meditation
(PAUSE)

Volunteer

Gratitude journals

Experiences over material things (hedonic adaptation)

Screen breaks

No phones at the dinner table

Random acts of kindness

Handwritten notes

Take a break from/limit social media/news New
Perspecticles:
You don't have
to; you **GET** to!

Take breaks, during the day, not in front of a screen

Mental health days

Why Are Legal Professionals at High Risk of Mental Health & Substance Use Disorders?

- High expectations and accountability
- Lack of work-life balance
- High stress level
- High stress levels & work-weeks >50
 hrs. are consistent predictors of SUD's
 and their severity.
- 67% of attorneys/judges work more than 40 hours/week.
- Inherent pessimism



Why Are Legal Professionals at High Risk of Mental Health & Substance Use Disorders?

- Conflict driven and adversarial profession
- Emotional detachment
- Win-lose, often rigid thinking (black and white thinking)
- Perfectionism
- Excessive self-reliance

These traits are great for a successful careerbut not so great for mental health.



What keeps judges and lawyers from seeking or accepting the help they so desperately need?

- Shame and Embarrassment - STIGMA
- Denial
- 3. Cunning, baffling, insidious diseases
- 4. Enabling

Dealing with Denial

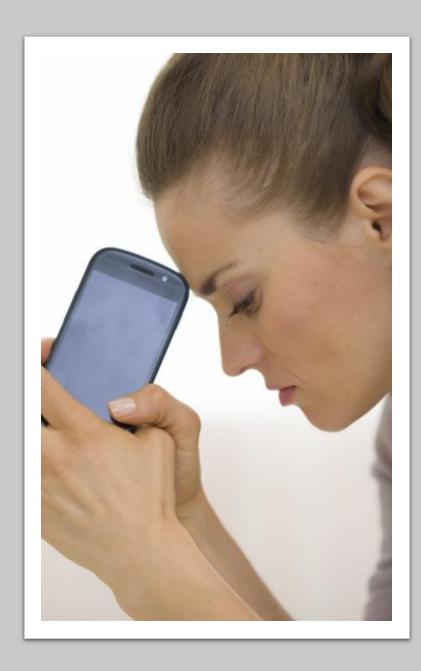
- The most potent barrier
- Psychological defense mechanism
- Rationalize and minimize behavior
- Honestly believe they are under control
- I'm not one of "them" mentality



What can YOU do??



Although it is difficult, remember that your end goal is to help motivate the impaired lawyer or judge to seek professional help they so desperately need.

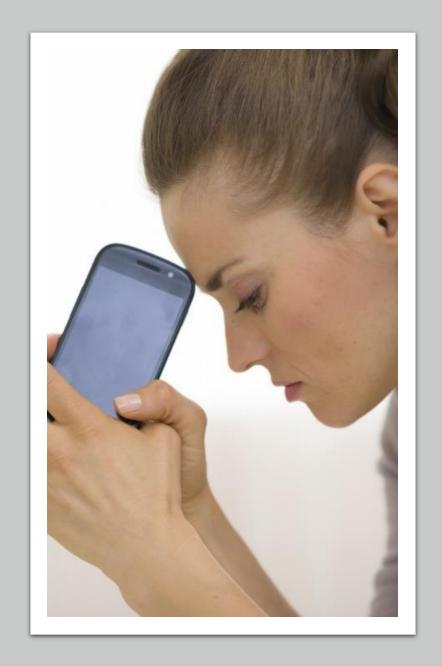


To Call LCL...or Not to Call

- I'm ok. I can work this out for myself.
- I'm not like a "real" alcoholic anyway.
- I want help but I don't want anyone to know.
- Will I be reported to Discipline?
- I already tried to get help and it didn't work.
- I don't have the money to pay for treatment.
- What will people say about me if I ask for help?
- It's no use nobody will understand I give up!

To Call LCL...or Not to Call

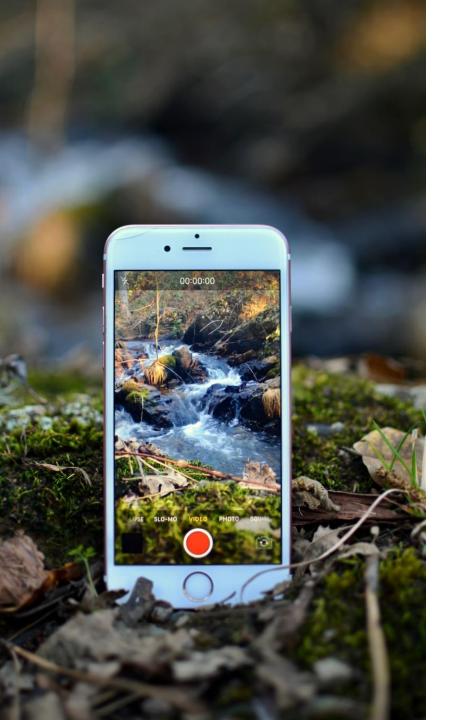
- Is this really any of my business?
- I want to help but I don't want to get involved.
- Will I harm his/her or the firm's reputation?
- Must I report him or her to Discipline?
- I already tried to help and it didn't work.
- Let's wait and see. Maybe it will get better.
- I really don't have time for someone else's problems.



Never give up Hope. Help is available.

YOU ARE NOT ALONE.





"Can I call you back? I'm watching a live stream."

Model Rules of Professional Conduct

Rule 1.1: Competence

A lawyer shall provide competent representation to a client. Competent representation requires the legal knowledge, skill, thoroughness and preparation reasonably necessary for the representation.

Rule 1.3: Diligence

A lawyer shall act with reasonable diligence and promptness in representing a client.

Rule 1.4: Communications

- (a) A lawyer shall:
 - (1) promptly inform the client of any decision or circumstance with respect to which the client's informed consent, as defined in Rule 1.0(e), is required by these Rules;
 - (2) reasonably consult with the client about the means by which the client's objectives are to be accomplished;
 - (3) keep the client reasonably informed about the status of the matter;
 - (4) promptly comply with reasonable requests for information; and
 - (5) consult with the client about any relevant limitation on the lawyer's conduct when the lawyer knows that the client expects assistance not permitted by the Rules of Professional Conduct or other law.
 - (b) A lawyer shall explain a matter to the extent reasonably necessary to permit the client to make informed decisions regarding the representation.

Model Rules of Professional Conduct

Rule 1.6: Confidentiality of Information

- (a) A lawyer shall not reveal information relating to the representation of a client unless the client gives informed consent, the disclosure is impliedly authorized in order to carry out the representation or the disclosure is permitted by paragraph (b).
- (b) A lawyer may reveal information relating to the representation of a client to the extent the lawyer reasonably believes necessary:
 - (1) to prevent reasonably certain death or substantial bodily harm;
 - (2) to prevent the client from committing a crime or fraud that is reasonably certain to result in substantial injury to the financial interests or property of another and in furtherance of which the client has used or is using the lawyer's services;
 - (3) to prevent, mitigate or rectify substantial injury to the financial interests or property of another that is reasonably certain to result or has resulted from the client's commission of a crime or fraud in furtherance of which the client has used the lawyer's services;
 - (4) to secure legal advice about the lawyer's compliance with these Rules;
 - (5) to establish a claim or defense on behalf of the lawyer in a controversy between the lawyer and the client, to establish a defense to a criminal charge or civil claim against the lawyer based upon conduct in which the client was involved, or to respond to allegations in any proceeding concerning the lawyer's representation of the client;
 - (6) to comply with other law or a court order; or
 - (7) to detect and resolve conflicts of interest arising from the lawyer's change of employment or from changes in the composition or ownership of a firm, but only if the revealed information would not compromise the attorney-client privilege or otherwise prejudice the client.
 - (c) A lawyer shall make reasonable efforts to prevent the inadvertent or unauthorized disclosure of, or unauthorized

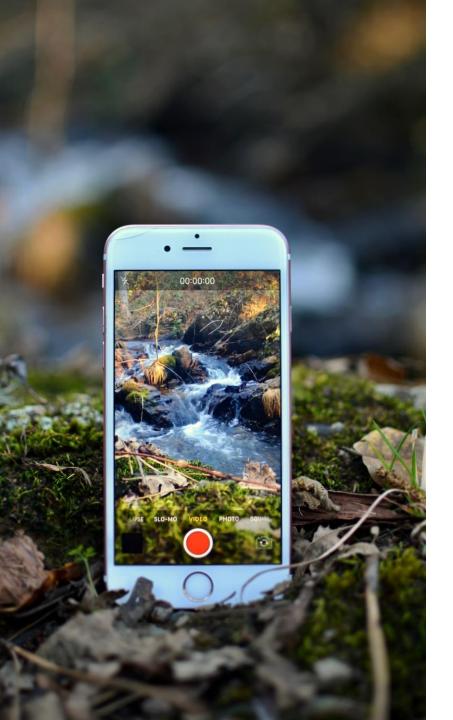
MODEL RULES OF PROFESSIONAL CONDUCT

Rule 8.3: Reporting Professional Misconduct

- (a) A lawyer who knows that another lawyer has committed a violation of the Rules of Professional Conduct that raises a substantial question as to that lawyer's honesty, trustworthiness or fitness as a lawyer in other respects, shall inform the appropriate professional authority.
- (b) A lawyer who knows that a judge has committed a violation of applicable rules of judicial conduct that raises a substantial question as to the judge's fitness for office shall inform the appropriate authority.
- (c) This Rule does not require disclosure of information otherwise protected by Rule 1.6 or information gained by a lawyer or judge while participating in an approved lawyer's assistance program.

Comment 7 explains "... providing for an exception ... encourages lawyers and judges to seek treatment through such a program. Conversely, without such an exception, lawyers and judges may hesitate to seek assistance from these programs, which may then result in additional harm to their professional careers and additional injury to the welfare of clients and to the public." (emphasis added)

WWW.LCLPA.ORG 69



"Can I call you back? I'm watching a live stream."

Virtual Isolation:

Is Hyperconnectivity Helping or Harming the Legal Profession?

Thank you all for attending today's Continuing Legal Education program.

If you have any questions that were not answered or would like to contact me for any reason, please call or email me **confidentially** at the following:

Brian S. Quinn, Esq., Education and Outreach Coordinator LAWYERS CONCERNED FOR LAWYERS of PA, INC.

(717) 460-3385

brian@lclpa.org



Incredible Resources to Combat Loneliness...

"[R]esearch suggests that loneliness has a comparable effect on health as smoking cigarettes daily and is worse than being obese or sedentary."

https://www.scientificamerican.com/article/to-combat-loneliness-promote-social-health1/

- Managing Loneliness: Ask and Act
 https://static1.squarespace.com/static/5da1e1683b1ad128da8c7b34/t/5f9af351fbae4b3534
 007fd8/1603990353354/Reducing+Loneliness Ask+and+Act+Worksheet 6 2020.pdf
- Well-Being Week In Law Activity Planning Guide
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"The Path to Lawyer Well-Being: Practical Recommendations For Positive Change"

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How to Join the National Well-Being MOVEMENT

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