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Equipping Attorneys for Difficult Conversations

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Equipping Attorneys for Difficult Conversations

March 1, 2023

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ICLEF Electronic Publications

Feature Release 4.1

August 2020

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Please feel free to contact ICLEF with additional suggestions on ways we may further improve our electronic publications. Thank you.

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EQUIPPING ATTORNEYS FOR DIFFICULT CONVERSATIONS

March 1, 2023

www.ICLEF.ORG

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EQUIPPING ATTORNEYS FOR DIFFICULT CONVERSATIONS



Overview

Clients facing a recent crisis or loss can often have needs that attorneys are not well-equipped to handle. While we recognize that attorneys are not therapists, we are, after all, counselors. We must be able to listen with compassion to our clients and assure them that we will do our best to advocate for their legal needs. This presentation is designed to provide some tools for attorneys who find themselves faced with such clients.

Join Sarah Crosby and Dr. Thomas E. Murray, EDD for this important one-hour discussion.

Faculty

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March 1, 2023

WWW.ICLEF.ORG

Sarah M. Crosby, Law Office of Sarah Crosby, LLC, Indianapolis



Born and raised in Indiana, *Sarah Crosby* is a zealous advocate for her clients. She has represented clients in both administrative proceedings at Social Security, as well as in Federal Court.

Sarah previously worked for the Attorneys General of Washington and Indiana prosecuting cases of Medicaid fraud. She was second chair of a trial involving a Medicaid provider stealing from the citizens of Washington. The trial resulted in a conviction and restitution to the state.

While in law school at Indiana University, Sarah served as the Symposium Editor of the Indiana Law Review.

When she is not working on behalf of her clients you can find her outside, enjoying nature with her husband and dog.

EDUCATION

Indiana University School of Law
Indiana University, Bachelor of Arts

BAR ADMISSIONS

Washington
Indiana

COURT ADMISSIONS

Northern District of Indiana
Southern District of Indiana

Thomas E. Murray, EDD, Thomas E. Murray, EDD, Colorado

Graduated with B.S. degree from University of Wisconsin in 1967. Spent 4 years in U.S. Air Force (1967-71) as a Russian language intercept specialist. Graduated with M.A. and Ed.D. degrees from Ball State University (doctorate in 1974) in Counseling Psychology. Licensed for Independent Practice as a psychologist since 1978. Today referred to as a Health Service Provider in Psychology (HSPP).

Spent 13 years (1977-90) as psychologist and unit manager at The Center for Mental Health in Anderson, IN. Went into private practice in 1991 and then was owner/director of the Briarwood Clinic in Muncie, IN through 2015. Continued to work for Briarwood as outpatient psychologist through 2018. From 1991 to 2022, was Staff Counselor at Christ Lutheran Church, Anderson. Taught as Adjunct Professor at Anderson University in Department of Psychology from 2015 through 2022. Specialty areas have been Forensic Psychology and Critical Incident work with persons in public safety.

Currently retired (sort of) and living in Evergreen, CO.

Equipping Attorneys for Difficult Conversations:
Dr. Thomas Murray and Sarah Crosby
March 1, 2023, 12:15pm

Introduction

Clients facing a recent crisis or loss can often have psychological needs that attorneys are not well-equipped to handle. While we recognize that attorneys are not therapists, we are, after all, counselors. We must be able to listen with compassion to our clients and assure them that we will do our best to advocate for their legal needs. This presentation is designed to provide some tools for attorneys who find themselves faced with such situations.

Outline

- What psychological techniques can attorneys employ in conversation with clients to help express empathy while remaining professional?
 - Listening
 - Observing
 - Mirroring techniques
- How can attorneys help an emotional client focus on their problems pragmatically?
 - Be a counselor. Explain your role as their attorney and how you can help them navigate their legal issues, but also wear your “counselor” hat and advocate for their mental health needs.
- Signs attorneys should watch for that may indicate a mental health issue in a client
 - Changes in mood/behavior
 - Isolation/Withdrawing
 - Irritability/crying
- Helping clients seek mental health care

- Keep a list of mental resources relevant to your clients' needs – a list of major resources is attached. Start keeping a list of other resources in your area.
- Be non-judgmental. Seeking help is often difficult for people. Having an understanding, caring advocate may help a person get the care and treatment they need.

Resources for Mental Health Care in Indiana

- Suicide Prevention Hotline: 988, <https://988lifeline.org/>
- 211 – Enter zip code and be connected to a trained crisis counselor
- Eskenazi Mental Health Center – Indianapolis (317) 880-8491
- St. Vincent Stress Center – Indianapolis (317) 338-4800
- Oaklawn – South Bend (574) 283-1234
- Brentwood Springs – Evansville (812)-228-4240
- NorthShore Health Centers – Lake Station (219) 763-8112
- Edgewater Health – Gary (219) 885-4264
- Parkview Behavioral Health – Fort Wayne (260) 481-2700
- Riley Hospital Hope in Healing – for loss of child
<https://www.rileychildrens.org/support-services/grief-bereavement-services>
- Community Health Network www.ecommunity.com/grief

988 Suicide & Crisis Lifeline

We can all help prevent suicide. The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals in the United States.



The 988 Suicide & Crisis Lifeline is a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week in the United States. We're committed to improving crisis services and advancing suicide prevention by empowering individuals, advancing professional best practices, and building awareness.

[ABOUT THE LIFELINE](#)



Anyone could be struggling with suicide. Find more specific resources below.

A CURRENT EVENT:
The Lifeline and 988

A CURRENT EVENT:
Coping During Community Unrest

A CURRENT EVENT:
Emotional Wellbeing During COVID-19

Individuals with Neurodivergence

Black Mental Health

Maternal Mental Health

Youth

Disaster Survivors

Native Americans and Alaska Natives

Veterans

Loss Survivors

LGBTQ+

Attempt Survivors

Deaf, Hard of Hearing, Hearing Loss

Ayuda En Español



We understand that every struggle is different. Experience the stories of people like you, and how they overcame crisis to find hope and recovery.

[READ STORIES OF HOPE & RECOVERY](#)

What Happens When You Call The Lifeline?



Everyone Plays A Role In Suicide Prevention

GET HELP NOW

Get resources for yourself or be the difference for a loved one by offering support and understanding.

HELP YOUR LOCAL CENTER

Lifeline centers range across the U.S. and rely on state and local funding to operate. Find out how you can help.

JOIN THE NETWORK

Local crisis centers can support the fight against suicide by joining the Lifeline's national network.

PROMOTE THE LIFELINE

Spread the word about the Lifeline's free, confidential, 24/7 services and raise awareness for suicide prevention.

988 Suicide & Crisis Lifeline

[CHAT WITH LIFELINE](#)

Have A Question?

See if we've answered it on our FAQ page!

[FREQUENTLY ASKED QUESTIONS](#)



Grief & Bereavement Services

Contact Riley Bereavement Services
317.963.0829

View All Support Services

Translate this page: English | Español

Each person has their own way of coping with grief, sorrow and loss. Parents, family members and caregivers who lose a child to illness or injury may respond to many different kinds of support. Riley Bereavement Services recognizes the unique needs of grieving families and we offer several types of grief support.

Whether you prefer to seek help online, by phone, in one-on-one counseling or through direct contact with people who share similar losses, we are ready to support you wherever you are in your grief.

How We Can Help

We provide individualized, family-centered services for our patients' parents, siblings and family members, including:

- Individual and family grief counseling
- Grief support groups for adults and children
- Specialized grief workshops
- Telephone consultations
- Grief education materials

All services are confidential and free of cost. If you have experienced the death of a child, Riley Bereavement Services offers compassionate care to help families receive the support they need.

Riley Bereavement Services Monthly Newsletter

Sign-up to receive a monthly e-newsletter with information about grief support services, including resources, counseling, support groups, workshops and events.

Sign-Up Today

Frequently Asked Questions

To learn more about how we can help, explore our Frequently Asked Questions.

Q: How long will I grieve?

A: Grief is a lifelong journey. There are periods when grief is turbulent and periods when it is calm. Grief is also unpredictable and can change quickly. You and your family have experienced a profound loss, and it is important to be gentle with yourself and others as you go through this uncharted territory. Give yourself permission to grieve and adapt. As author Mitch Albom states, "Death ends a life, not a relationship."

Q: What is grief counseling?

A: Grief counseling is very different than mental health counseling in that we don't diagnose or formulate a treatment plan. Rather, we provide a supportive, safe space for people to talk about and process their grief and the many psychosocial losses that come with losing a child or sibling.

Q: What is the difference between individual counseling and support groups?

A: In individual counseling, a bereaved person and counselor meet privately to discuss the individual grief experience. In group counseling or support groups, multiple bereaved people gather to provide support for each other. Usually there is a shared experience around the type of loss.

Q: How do I know if I need grief counseling or a support group?

A: Each person grieves in a unique way, and what may be helpful for one person might not be helpful for another. Many grieving parents find support from family members, friends, co-workers and faith communities. However, grieving the loss of a child can also be a very isolating experience. Some parents feel unable to share their grief with close friends and family. It can be difficult to see others return to their daily routines while you are still in so much pain. Some parents find grief counseling helpful in that it gives them a safe space to talk about their child, their loss and their grief without judgment and without someone trying to "fix it." Some find comfort in attending a support group with other parents who have lost a child. It can be helpful to know you are not alone in your pain or fears.

Q: How old does a child need to be to receive grief support services?

A: Even young children can experience the effects of grief. We use play and art therapy to work with young children in our child-friendly environment. If you have questions or concerns about how your child is grieving, please contact us.

Q: How much do grief and bereavement services cost?

A: We believe every family who experiences a loss should receive the support they need. With this in mind, IU Health and the Riley Children's Foundation financially support Riley Bereavement Services, allowing our team to offer services to families free of charge.

Q: I do not live in Indianapolis. May I still receive grief support?

A: Yes, please contact us so we can identify resources and support in your area.

Q: How do I make an appointment?

A: Please contact us at 317.963.0829 or rileybereavement@iuhealth.org.

Grief Support Guide

The Riley Children's Health Grief Support Guide is a new digital tool to help support families who have lost a child. Users are able to access free grief-related education materials for parents/guardians, children/siblings and for those supporting someone in grief.

In addition to the free education materials, you can also create a free account to access other features such as secure journaling, saving special memories and more. Grief Support Guide is available on mobile, tablet and desktop.

Access Grief Support Guide

Resources

For Bereaved Parents

Compassionate Friends The Compassionate Friends is a global organization organized in chapters around the U.S. to support bereaved families and friends.

For Adults Who Want to Help a Child Who Grieves

The New York Life Foundation: A Child in Grief. New York Life Foundation offers an exhaustive set of resources designed to help people who grieve.

The National Alliance for Grieving Children. This organization promotes awareness of needs children and teens may have when they are grieving and provides education and resources for anyone who wants to support them.

For Bereaved College Students

National Students of AMF. This organization promotes peer-to-peer support among college students who are grieving.

For Schools and Educators

New York Life Foundation: A Child in Grief. This foundation offers a comprehensive set of resources designed to help people who grieve.

National Center for School Crisis and Bereavement. Located at the University of Southern California this center provides resources to help school-based professionals respond to children in grief and crisis.

The Coalition to Support Grieving Students. Scholastic Corporation shares downloadable grief support materials for teachers.

To locate grief support closest to you, please visit the **National Bereavement Resource Guide**.

Contact Us

We can be reached by phone 317.963.0829 or send an email to rileybereavement@iuhealth.org.



Riley Children's Health
Indiana University Health

Indiana University School of Medicine

©2023 Riley Hospital for Children at
Indiana University Health
Find adult services at iuhealth.org

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Family Support Services
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I WANT TO...

Schedule an Appointment
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Plan My Visit
Pay a Bill
Make a Donation
Volunteer
Find a Career

General Information

317.944.5000

Connect with Riley at IU Health



Designated as Best Children's Hospitals by
U.S. News & World Report, Ranked in 10
Specialties in 2020-21

Non-discrimination Notice

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Grief and Bereavement Services

Help for your healing journey

Community Health Network offers a continuum of grief and loss support services. While we believe that all people experience a personalized response when grieving the death of a loved one, it often helps to be connected with others who have experienced a similar loss.

InTouch Bereavement offers free support to adults grieving the death of a loved one, through individual counseling, support groups, specialty events, memorial services and more. Our grief experts are available to support you in your grief journey however fits you best.

Facilitated grief support groups provide a safe space to share common experiences and feelings with others in the grieving process. Our team provides opportunities for a variety of loss situations to support you on your journey.

For more information or bereavement support, call 317-621-4646 or e-mail us at InTouch@eCommunity.com.

Hi there! I can help answer questions about Community Health Network.



Support Groups for Loss

In-Person Groups (6-Week)

Both groups are full, but please check back for upcoming groups. In the meantime, please call us for more information.

In-person support groups now available! Groups run for six consecutive weeks. Groups are free, but registration is required (maximum 8 participants per group). To register, please call 317-621-4646 or email Julie at JLeet@eCommunity.com.

Loss of Spouse - GROUP IS FULL

- Monday afternoons, 1 to 3 p.m.
- February 6 - March 13, 2023
- [Community Health Pavilion Washington](#), 7910 E. Washington St., Indianapolis, IN 46219

Loss of Parent - GROUP IS FULL

- Tuesday evenings, 6 to 8 p.m.
- February 14 - March 21, 2023
- [Community Health Pavilion Washington](#), 7910 E. Washington St., Indianapolis, IN 46219

Virtual Groups

Please email InTouch@eCommunity.com or call 317-621-4646 if you would like to schedule an individual virtual counseling session with a grief counselor. Remember, all our bereavement support is FREE.

Our virtual support groups are safe, confidential, and open to anyone in the community. Please see the virtual schedule below. Click the JOIN link to attend the meeting when it's time.

Loss of Spouse or Significant Other; Widow/widower

- Tuesdays, 1 to 3 p.m. - [JOIN](#)

Loss of Parent

- Thursdays, 6 to 8 p.m. - [JOIN](#)

Loss of Adult Child

- Fridays, 11 a.m. to 12 p.m. - [JOIN](#)

“We are not made to make this journey alone; we need each other. Connecting with others who 'get you' can serve as an anchor during this time.”
—Julie Leet, LCSW, CT, grief counselor

Memorials and Events

A variety of free events focused on remembrance and healing are held throughout the year, including candlelight memorial and Hope for the Holidays. Call In-Touch Bereavement staff at 317-621-4646 with any questions regarding these events or other offerings. Some events offer online registration (will be noted by event info).

Stay tuned for upcoming events!

Bereavement Newsletter

Community's InTouch Bereavement newsletter offers education, validation and connection to bereaved families in our community. Newsletters are free and mailed several times throughout the year. We care about you and we are here when you need us. Please consider signing up today.

Sign Up

Make an Honor or Memorial Gift

Perhaps there is someone important in your life who has braved a tough journey. Or maybe you want to celebrate the memory of a loved one. This is a meaningful way to honor or remember someone special while also making a direct impact in the lives of other patients.

Make a Gift