

## Case Studies for Recovery-Ready Workplaces

**Purpose:** These case studies are designed to provide practical, real-world examples for learners to apply the principles of creating a recovery-ready workplace. Each scenario includes guiding questions to facilitate discussion and critical thinking. These case studies incorporate diverse industries, roles, and cultural considerations, with a focus on diversity, equity, and inclusion (DEI).

### *Case Study 1: Flexible Scheduling in Healthcare*

**Scenario:** Maria, a Latina nurse at a regional hospital, recently shared with her supervisor that she is attending a recovery program and needs to adjust her schedule to attend weekly group meetings. The hospital's policy on flexible scheduling for personal health needs is unclear, and her manager is concerned about maintaining coverage during peak hours.

**Guiding Questions:**

1. What steps can the supervisor take to support Maria while ensuring patient care is not compromised?
2. How can the hospital develop a clear policy on flexible scheduling that supports employees from diverse cultural and personal backgrounds?
3. What alternative solutions could the team implement to manage peak-hour coverage while fostering inclusivity?

**Key Takeaways:**

- Flexible scheduling policies should account for varying cultural and personal needs.
- Clear communication fosters trust and demonstrates commitment to DEI principles.

### *Case Study 2: Addressing Stigma in a Corporate Office*

**Scenario:** During a team meeting at a financial services firm, a coworker made a joking remark about "addicts being unreliable." This comment made another team member, Amir, a Muslim employee in recovery, visibly uncomfortable. The manager noticed but did not address the comment during the meeting.

**Guiding Questions:**

1. How should the manager address this situation after the meeting?
2. What steps can the organization take to educate employees about reducing stigma, particularly in culturally diverse teams?
3. Why is it important to address stigmatizing language immediately?

**Key Takeaways:**

- Managers must address stigmatizing behavior promptly to maintain an inclusive environment.

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- Training programs should incorporate culturally sensitive approaches to recovery.

### ***Case Study 3: Supporting a Recurrence of Use in Retail***

**Scenario:** James, a Black warehouse team leader in a retail chain, has been in recovery for two years. Recently, his performance has declined, and he has missed several shifts. When approached by his manager, James admitted he experienced a recurrence of use but wants to get back on track. The manager is unsure how to proceed.

#### **Guiding Questions:**

1. What resources and support can the manager offer James to help him recover and return to work successfully?
2. How should the manager balance accountability with compassion in this situation?
3. What policies or practices could prevent similar situations in the future?

#### **Key Takeaways:**

- Recovery-friendly practices must prioritize both accountability and support.
- Address systemic biases that may impact access to recovery resources.

### ***Case Study 4: Celebrating Recovery Milestones in Technology***

**Scenario:** Samantha, a transgender software developer at a tech startup, recently celebrated five years in recovery. Her coworkers are aware of her journey and want to celebrate her milestone. However, Samantha has expressed that she values her privacy and does not want her recovery to be discussed openly in the workplace.

#### **Guiding Questions:**

1. How can the workplace acknowledge Samantha's milestone while respecting her privacy?
2. What role does confidentiality play in fostering a recovery-friendly environment?
3. How can coworkers show support in a way that aligns with Samantha's wishes?

#### **Key Takeaways:**

- Confidentiality and respect for individual preferences are critical.
- Inclusive workplaces celebrate milestones in a way that aligns with employee comfort.

### ***Case Study 5: Recovery Policy Implementation in Manufacturing***

**Scenario:** A manufacturing company with a significant immigrant workforce recently adopted a recovery-ready workplace policy. However, many employees are unaware of the

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new changes. A team member in recovery feels unsupported and is considering leaving the company. Leadership wants to ensure the policy is effectively communicated and implemented.

**Guiding Questions:**

1. What strategies can leadership use to communicate the recovery-ready policy to employees from diverse cultural backgrounds?
2. How can the company ensure employees in recovery are aware of and benefit from available resources?
3. What steps should be taken to evaluate the effectiveness of the new policy?

**Key Takeaways:**

- Communication strategies should consider language barriers and cultural nuances.
- Regular feedback ensures policies remain effective and inclusive.

***Case Study 6: Recovery-Friendly Leadership in Education***

**Scenario:** A high school principal wants to create a recovery-friendly environment for staff and students. However, some faculty members, including those from diverse cultural backgrounds, are resistant, citing concerns about workload and "enabling bad behavior."

**Guiding Questions:**

1. How can the principal address faculty resistance while emphasizing the importance of recovery-friendly practices?
2. What educational resources or training could help shift faculty attitudes?
3. How can the school integrate recovery-friendly practices into its overall culture while considering diverse perspectives?

**Key Takeaways:**

- Training should address misconceptions about recovery and emphasize DEI.
- Leadership must model inclusive and supportive behaviors.