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## How to Spot Subtle Cues That Undermine Recovery in Professional Settings

Workplace culture can either support or sabotage recovery. Use this checklist to identify unspoken norms, policies, or habits that may discourage disclosure, access to care, or sustained sobriety.

### EAP CLINICIAN QUICK GUIDE: BOUNDARIES, BIAS & BURNOUT

#### SECTION 1: BOUNDARY NAVIGATION IN BRIEF INTERVENTIONS

- COMMON TRAPS: OVER-DISCLOSURE, EMOTIONAL ENMESHMENT, "THERAPIZING" IN CASUAL INTERACTIONS
- QUICK SCRIPT: "LET'S RESERVE THAT FOR OUR CHECK-IN TIME SO I CAN GIVE IT THE SPACE IT DESERVES."

#### SECTION 2: IDENTIFYING BIAS IN REFERRAL OR TRIAGE

- RED FLAGS: DISMISSING CERTAIN COMPLAINTS AS "RESISTANCE"
- INTERNAL CHECKS: AM I REACTING TO BEHAVIOR OR TO IDENTITY?
- REMINDER: CULTURAL MISTRUST IS NOT THE SAME AS NONCOMPLIANCE.

#### SECTION 3: BURNOUT WATCHPOINTS

- SYMPTOMS THAT SNEAK IN: RESENTMENT, APATHY IN REFERRALS, EMOTIONAL DISCONNECTION
- 2-MINUTE SELF-CHECK: "WHAT'S ONE SMALL THING I CAN DO TODAY THAT ISN'T FOR ANYONE ELSE?"
- BOTTOM LINE: YOU CAN'T MODEL BOUNDARIES WHILE ABANDONING YOUR OWN.

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### EAP CLINICIAN SCRIPT BANK

**QUICK LANGUAGE YOU CAN LEAN ON IN FAST-PACED MOMENTS—WHETHER YOU'RE MANAGING CLIENT BOUNDARIES, NAVIGATING BIAS IN TRIAGE, OR CHECKING YOURSELF FOR SIGNS OF BURNOUT.**

#### BOUNDARY SCRIPTS (BRIEF INTERVENTIONS)

- "LET'S SAVE THAT FOR OUR CHECK-IN TIME SO WE CAN GIVE IT THE ATTENTION IT DESERVES."
- "IT'S OKAY TO FEEL THAT WAY—THIS ISN'T A SPACE WHERE YOU NEED TO HAVE IT ALL FIGURED OUT."
- "I WANT TO HONOR OUR TIME BOUNDARIES TODAY, BUT I'M HEARING THIS MIGHT NEED MORE SUPPORT."

#### BIAS-AWARE REFERRAL LANGUAGE

- "LET'S PAUSE AND MAKE SURE WE'RE RESPONDING TO BEHAVIOR, NOT ASSUMPTIONS."
- "WE DON'T WANT CULTURAL MISTRUST TO BE MISTAKEN FOR NONCOMPLIANCE—WHAT ELSE MIGHT BE GOING ON?"
- "LET'S EXPLORE IF THE REFERRAL PATHWAY HAS WORKED EQUITABLY FOR SIMILAR CLIENTS."

#### BURNOUT AWARENESS & MODELING SCRIPTS

- "I WANT TO NAME THAT I'M FEELING STRETCHED—CAN WE REVISIT THIS TOMORROW WHEN I CAN BE MORE PRESENT?"
- "BEFORE WE TALK ABOUT SUPPORTING OTHERS, WHAT'S SOMETHING SMALL YOU'VE DONE FOR YOURSELF TODAY?"
- "YOU'RE ALLOWED TO NEED SPACE TOO. LET'S MODEL WHAT HEALTHY LIMITS LOOK LIKE."








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## WORKPLACE RED FLAGS

**SIGNS THAT WORKPLACE CULTURE MAY  
BE NORMALIZING SUBSTANCE USE OR  
MARGINALIZING RECOVERY**

-  ALCOHOL OR OTHER SUBSTANCES AT STAFF EVENTS
-  UNDERPLAYING RISK TO “PROFESSIONAL REPS” OR “GOAL ACHIEVEMENT”
-  JOKING ABOUT MISUSE OR INTOXICATION
-  LACK OF SUPPORT FOR RECOVERY ACCOMMODATIONS
-  PROTESTS OR PUSHBACK WHEN SOBRIETY IS MENTIONED
-  NO STAFF TRAINING AROUND SUBSTANCE USE DISORDERS
-  CUTTING SOCIAL TIES WITH STAFF RETURNING FROM TREATMENT

**PROMPT: WHAT KIND OF SUPPORT COULD YOU  
OFFER A COWORKER IN RECOVERY?**

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