

Employer Resource Guide:

Recovery & Substance Use Disorder

The following document includes information and resources for Southern Windsor County Area Employers, specific to resources on substance use disorder and recovery.

Language and Terminology

Why language and terminology are important? - When developing a Recovery Friendly Workplace (RFW) demonstrating the use of non-stigmatizing language in the workplace creates a welcoming space for those in recovery or living with substance use disorder (SUD).

Incorporating respectful terminology can allow those struggling with substance use disorder to seek support and have open discussions about their experience and needs from the organization. It can also allow those that may be facing additional barriers to be transparent about their challenges.

- **What is “Recovery”?** - SAMHSA describes Recovery as a process of change through which people improve their health and wellness, live self-directed lives, and strive to reach their full potential.[\[1\]](#)
- **What is a “Recovery Friendly Workplace”?** – A Recovery Friendly Workplace is a business that takes steps to create a workplace culture that supports people in recovery from substance use disorder, as well as those impacted by substance misuse. The organization “demonstrates a commitment to reducing the stigma often associated with addiction.”[\[2\]](#)
- **Substance Use Disorder** (SUD) is considered a treatable health condition that impacts a person’s brain and behavior, leading to the inability to control their use of certain substances. Reframing language to reflect SUD as a treatable illness shows respect to those impacted.



Substance Use vs. Abuse: What language to use?

Language to Avoid: These terms can be stigmatizing and reductive. They can imply blame is on the individual or change is unachievable.

“Abuse”

“Addict”/ “User”

“Clean” / “Sober”

Instead Use: These terms help reframe the language to indicate a health condition.

“Problem use”

“Individual with SUD” / “person with struggling with addiction”

“In recovery” / “on path to recovery”

Regional Resources

Turning Point Center of Springfield

Non-profit organization in Springfield, VT that offers peer-based support for those affected by any type of addiction. Turning Point offers individuals and their families a substance-free number of critical supports for achieving recovery success.

Turning Point can also provide resources for employers, including:

- Recovery Friendly workshops for employers and HR departments.
- Recovery Ready Workforce toolkit.
- On-site recovery coaching for employees



Contact:

Phone: (802)885-4668

Email: info@spfldtp.org

Website: www.spfldtp.org/

Health Care and Rehabilitation Services of Springfield

Non-profit organization in Springfield, VT that provides comprehensive mental health and addiction recovery support. Through peer-based and clinical services, HCRS helps individuals and families navigate challenges related to substance use, mental health, and overall well-being.

HCRS also offers support for employers, including:

- Workplace mental health training and consultation
- Employee Assistance Programs (EAP)
- On-site peer support services



Contact:

New Client / General Access Line: (855) 220-9429

Website: www.hcrs.org

HCRS provides 24/7 crisis support services for individuals experiencing a mental health or substance use crisis in Windsor and Windham counties. Services focus on immediate stabilization, safety, and connection to appropriate next steps, regardless of insurance or ability to pay. Services provided include:

- 24/7 crisis hotline support by phone
- Mobile Crisis Team with in-person community response
- Crisis assessment, de-escalation, and short-term stabilization
- Hospital and emergency room coordination
- Referrals to ongoing mental health or substance use services
- Peer support from trained individuals with lived experience
- Collaboration with families, law enforcement, schools, and community partners

Contact:

Phone (24/7 Crisis Line): 1-800-622-4235

New Client / General Access Line: (855) 220-9429

Website: www.hcrs.org

Additional Resources

1. SAMHSA - www.samhsa.gov/
2. Recovery Friendly Workplaces of NH www.recoveryfriendlyworkplace.com/initiative
3. SHRM, Policy Examples - www.shrm.org/resourcesandtools/tools-and-samples/toolkits/pages/personswithaddictions.aspx

Questions?

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