**Case Study No. 1**

Maya is a bank teller in San Francisco at First Bank, a large bank with over five hundred employees in California. Maya found out two months ago that she is HIV positive. Since discovering that she is HIV positive, she has become very anxious, depressed, and has suffered from debilitating panic attacks.

Maya is receiving all of her medical care at UCSF and is regularly being seen for doctors’ appointments, blood draws, and therapy sessions. Prior to receiving her diagnosis, Maya worked from 9:00 to 5:00 each day and only missed work for scheduled vacations. Now Maya is concerned because she has to have blood draws and therapy sessions across the City twice per month, which can only be done between the hours of 9:00 and 5:00, and has to be out for several hours in the middle of the day every other week as a result. Whenever she requests time off work for blood draws and therapy sessions, Maya says that she has a doctor’s appointment. Maya also started coming into work late on days when she has panic attacks in the morning, since they often cause her to fear leaving the house. Whenever she is late, she says that she is not feeling well and can not stomach riding on the bus. Maya has been a great employee at First Bank for five years and is concerned that since she is missing so much work, she will be fired.

Maya does not want anyone at First Bank to find out she is HIV positive. However, one day she confided in Jamie, Maya’s close friend and bank teller at First Bank, that she recently discovered that she is HIV positive and has been dealing with depression and panic attacks since her diagnosis. Jamie was very concerned about Maya’s health and decided to report this to First Bank’s HR Manager, Alex. Alex reprimanded Jamie for discussing another employee’s health and never followed up with Maya about Jamie’s report.

Two months after Jamie reported Maya’s conditions to Alex, Maya had a panic attack at work and had to be taken to a hospital. Maya returned several days later to work and asked Alex if she could work a reduced schedule (11:00-4:00) and bring a therapy dog to work with her to help with some health issues that she was having. Alex responded immediately that dogs can frighten clients so they are not allowed and that since she was a bank teller, she needed to work regular bank hours. Maya explained that if she could not bring a dog to work and work a shorter day, she would have to resign. Alex said that the only thing that the Bank could do to help Maya was to not contest her unemployment application.