

**24-hour hotline**

**Rocky Mountain EAP**

**1 - 866 - 260 - 9490**

**Or call**

**1 - 208 - 234 - 8089**

**THANK YOU**



## **Employee Assistance Program**

*◆◆◆Helping  
People  
Help  
Themselves◆◆◆*



*Orientation Training*



## INTRODUCTION

This program is designed to assist each attendee become familiar and comfortable with using the Employee Assistance Program. The program is designed to assist resolve personal problems/issues that interfere with your job success, health, family, co-workers, relationships, and your overall basic contentment. The key to this success is the effective use of the program. This short orientation program has been designed to assist you and address each of your concerns associated with the utilization of the program, thereby, assist you in:

- Understanding the available services and the program
- Understanding how to recognize when assistance is needed
- Learning the skills for helping others
- Becoming acquainted with program specifics
- Becoming comfortable with program use

Your employer has taken the stance that each employee is a valuable asset to the organization. Management recognizes that many personal issues identified in the early stages can be improved and even resolved quickly. This early intervention/identification, and referral process, will result in the retention of valued employees (and assisting their families), while also improving the productivity of the individual, affected co-workers /peers and the organization. Management is not the only group who need to assist individuals get the help they need. All employees can be involved. Each individual within the organization is being asked to take the lead to refer not only yourself but also help other individuals with self-referrals when the problems/issues arise.

## REMEMBER

**To tell** the individual that work performance, is your and the organizations only concern;

**To be aware** that personal problems impact work and home and without trained professional help, generally get worse, not better;

**To emphasize** what is discussed within the meeting is strictly confidentiality;

**To explain** that seeking help does not exclude the individual from standard disciplinary guidelines, nor does it include special privileges;

**To explain** your expectations with regards to behavioral change; Be specific and supportive in your discussion;

**To not** diagnose;

**To not** discuss personal problems/issues

**To not** moralize or stand in judgment. Restrict confrontation to work performance only.

## How to Contact Your Employee Assistance Program

**Employee Assistance Program Local Office Address:**

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**Employee Assistance Program Local Office Phone #:**

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**Contact Person(s):**

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**Notes:**

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## Drug and Alcohol Abuse

In today's society the use of illegal drugs has dramatically increased, the reported cases of crimes associated with illegal drug distribution networks/ cartels and addiction are reported on a daily basis. To relate this information more clearly the following statistics will help you understand the impact that Drugs, Alcohol, and other substances have on society today.

*Drug and alcohol abuse, that impact other individuals lives are associated with approximately:*

- 30% of child abuse cases
- 55% of assaults
- 30% of all suicides
- 55% of rape cases
- 47% of traffic fatalities
- 45% of murders
- 52% of drowning
- 69% of manslaughter charges
- 55% of spousal abuse cases
- 35% of traffic violations

(Information obtained from the National Institute on Drug Abuse (NIDA) and the US Census Bureau)

## Orientation Training

*At any given time:*

- 15% of the workforces have personal problems that impact their job.
- The same employees are absent 2 to 4 times more and are;
- 25% less productive than the average worker.
- Over 60% will experience workplace problems severe enough to adversely affect their performance.

*EAPs can reduce:*

- sick leave usage by 33%
- work related accidents by 65%
- workers' compensation claims by 30%
- lost time by 40%
- grievances by 50%
- time spent on supervisor reprimands by 70%.

Your Employee Assistance Program is designed to provide assistance to any employee with personal problems that affect job performance, health, family home life and the basic needs of the individual. Families are also a key factor, which is why your Employee Assistance Program has been extended to immediate family dependents. The success of this program lies in its effective usage; this requires that all individuals within your organization become aware and comfortable with its use.

## Employee Assistance Program Review

The following services within your Employee Assistance Program are there to assist you in resolving those problems that are affecting individual family members, co-workers, yourself, and work performance. Your **Employee Assistance Program** can be utilized as part of a management tool for improving individuals deteriorating work performance when personal/behavioral issues negatively affect it.

### *Services:*

- Consultation – you may confer with an EAP professional, when deciding whether personal issues may be causing work performance issues;
- Counseling – short term Counseling with trained professionals in your vicinity;
- Referral – when short term counseling is not sufficient, an individual may be referred to appropriate services;
- Follow-up – a therapist will provide coordination of services to aid the individual and the supervisors in a follow-up;
- Orientation training.

### *Problem Areas Addressed:*

- Marital and/or family issues
- Alcohol and/or drug abuse
- Emotional well-being
- Health issues
- Work-related concerns

### *Psychosocial/Environmental Concerns:*

- Job/occupational issues
- Marital/family problems issues
- Relationship issues
- Grief/loss
- Concern about another's substance abuse
- Compulsive behaviors (e.g., Internet use, shopping, gambling, etc.)
- Others

### *Clinical Problems Related To:*

- Anxiety
- Depressions
- Mood disorders
- Phobias
- Gambling
- Eating disorders
- Psychosis
- Hyperactivity
- Learning disability
- Others

## Organizations Must Face The Following Facts

- 68% of all illegal drugs users are employed either full or part time (NIDA)
- Over 10 million people are current users of illicit drugs
- Drug use is not confined to certain social or economic groups
- Drugs are becoming more prevalent in middle and elementary schools
- Drugs are more accessible
- One (1) in twelve (12) full time employees reports current use of illicit drugs
- One (1) in every ten (10) people in the United States have an alcohol problem

What does all this mean to you? It means that every day, across the country, in towns (large or small), from small to large organizations, the problem of substance abuse is affecting the workplace. Because substance abuse not only affects the bottom line of the organization it also affects each and every worker. Substance abuse affects:

- Workdays missed
- Possible injuries to self or others
- Lost productivity
- Increases absenteeism
- Increased sick leave
- Tardiness
- Others

Other costs associated to substance abuse:

- Friction among co-workers
- Diverted management time
- Poor decision making
- Damage to company image
- Damage to property
- Loss of revenue
- Others

## Drug Free Workplace Act of 1988

The Federal Drug-Free Workplace Act of 1988 and the Federal Omnibus Transportation Employee Testing Act of 1991, both address the problem employers and employees have been facing regarding substance abuse in the work place. The Drug-Free Workplace Act simply states that organizations establish a drug-free workplace, with policies and procedures, and training. The act requires compliance with the following:

- Development and publication of a statement that notifies all employees that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the person's workplace.
- A drug-free awareness program to inform all employees of the dangers of:
  - Drug abuse
  - Substance abuse
  - Drug-free workplace policy
  - Availability of drug/substance counseling, rehabilitation, and employee assistance programs
  - Penalties for convictions for drug/substance abuse violations occurring in the workplace
- Requires all employees directly involved in the performance of their work to notify the employer of any criminal drug statute conviction occurring in the workplace no later than 5 days after such conviction
- Requires the imposing of a sanction on, or remedial measures for an employee convicted of drug /substance abuse violations in the workplace as required under section 703 of the Drug-Free Workplace Act
- Requires the employer, in good faith, to continue ongoing compliance with the above requirements

## Patterns of Performance Deterioration

*Rocky Mountain EAP* is committed to assisting employee's return to full productivity as soon as possible. The EAP is distinct in its **workplace focus**, and it is designed to:

- Quickly identify and respond to individual and dependent personal problems;
- Assist individuals restore and maintain high levels of productivity;
- Reduce absenteeism, tardiness, and accidents that may result from individual personal issues that impact their performance;
- Assist in retaining valuable individuals;
- Improve management's ability to recognize and respond decisively to individuals who are experiencing alcohol and other substance abuse-related issues that impact performance;
- Provide a means for individuals and their families to get assistance in a crisis or when personal problems interfere with their performance and/or quality of life;
- Reduce overall health care costs.

Should an individual or their immediate family dependent be suffering from a serious personal issue, there is a great possibility that sooner rather than later it will have an impact on their ability to function in the workplace or at home. A few individuals have the ability to subconsciously hide issues for long periods of time, but it will still impact their behavior, attitude, morale and interaction with family and or work colleagues. When reviewing the following, you should be concern specifically, with any **repeating pattern** of deterioration.

### *Deterioration In An Individuals Relationship*

- Swings in morale of co-workers related to an individuals behavior
- Real or imagined over-reaction to criticism
- Unreasonable resentments to co-workers or family members
- Complaints from co-workers, family members, relating to an individuals behavior, attitude, etc.
- Borrowing of money for co-workers
- Repeated criticism of home, family, or organization
- Ongoing requests for job transfer
- Unrealistic expectations of job promotion
- Friction with other individuals, supervisors, subordinates, co-workers family members etc
- Avoidance (wanting to work or be alone)
- Aggressive, belligerent interactions

## **Patterns of Performance Deterioration Continued**

### *Absenteeism*

Patterns vary, in general an increase in absenteeism should be noted.

- Increased sick leave
- Unauthorized leave (AWOL)
- Absences
  - ✓ Mondays and/or Fridays
  - ✓ Extended absences of 2-4 days (with or without notification)
  - ✓ Extended absences of 1-2 weeks (5-10 working days)
- Frequent tardiness (After lunches or Monday mornings)
- Improbable excuses for absences
- Greater absenteeism rate than other employees

### *Noted On-The-Job Absenteeism*

- Missing from post/work station
- Frequently at the rest room, coffee machine, cafeteria or water fountain
- Extended coffee breaks or long lunches
- Drowsiness
- Lethargy

### *Concentration*

- Work requires greater effort
- Time to complete a given task is greatly increased
- Involuntary hand tremors and twitching while concentrating
- Accidents on the job (frequent trips to first aid station/nurse)
- Accidents off the job that effect work performance

### *Confusion*

- Recalling of instructions and details
- Complex tasks becoming increasingly difficult
- Repeatedly making the same mistakes
- Missed meetings or appointments
- Unpredictable
- Alternate periods of high and low productivity

## **EMPLOYEE ASSISTANCE PROGRAM**

**AND**

## **THE DRUG-FREE WORKPLACE ACT**

## Approaching Conflicts Constructively Skill-Set

*The magnificent seven behaviors of constructive confrontation:*

- Talk Directly To The Individual
- Stay In Control
- Focus On The Issue
- Listen Attentively
- Be Direct And Sincere
- Work Together Towards Solutions
- Assume Best Intentions

## Recognizing The Importance of Listening Skill-Set

Listening is defined as the process of receiving a message, processing the information gleaned, and then responding in a manner that shows understanding of what the speaker means. The benefits of responsive listening include:

- Increased Productivity
- Stronger Working Relationships
- Greater Customer Satisfaction
- Faster Problem Solving
- Repeat Business

*The feelings of the individual who experiences responsive listening include:*

- Respected
- Cared For
- Understood
- Rewarded
- Satisfied

*Behaviors of attentive listening include:*

- Steady Eye Contact
- Interested and Sincere Body Language
- Verbal Feedback Summarizing Understanding
- Acknowledgement of Expressed Emotions
- Constructive Questioning to Increase Understanding

## Efficiency

- Mistakes due to poor judgment
- Higher incidence of mistakes
- Bad decisions
- Complaints from – co-workers, supervisors or customers
- Safety rules and work details ignored or overlooked

## Other Symptoms

- Sloppy appearance
- Mood swings
- Withdrawn
- Inappropriate dress
- Suspicious
- Sensitivity (extreme)
- Anxiety and nervousness
- Threatening or physically assaulting
- Very talkative
- Incoherent
- Frequently argumentative
- Outbursts of crying
- Excessive # of personal phone calls

## NOTE:

Everyone exhibits some of these issues/characteristics during their lifetime; it is a pattern of job performance deterioration over a period of time that you should note and document.

## What You Can Do To Help?

The Employee Assistance Program is available to assist you in helping people who are experiencing problems, and leaves you free for your primary responsibility, yourself. You don't have to be a counselor, and you can help.

Your Employee Assistance Program has a 24-hour toll-free hotline that can be accessed for immediate consultation or to arrange an appointment off-site for you the employee and/or a dependent family member(s). Management recognizes that many personal issues identified in the early stages can be improved and even resolved quickly. This early intervention/identification, and referral process, will result in the retention of valued employees (and assisting their families), while also improving the productivity of the individual, affected co-workers, peers and the organization.

The following will assist you in deciding what steps to take next.

### *Confronting the Problem*

When behavioral/personality changes become apparent in a friend, co-worker or family member, your next step is paramount – you have to make a choice to talk to someone about the problem (preferably the troubled individual). This may appear to be very difficult, but it is an essential part of the process for the individual and you.

Make a few notes on what you have observed, remember; you are not trying to hurt anyone, only help. After assessing/evaluating your notes and a perceived change in behavior/personality has occurred, ask to talk with the individual in question (in a private and confidential manner, away from prying eyes) and gently confront the situation.

Confrontation is never easy; you will want to reduce the stress for both parties as much as possible by using positive, effective skills. Each skill set will reduce the possible defensive behavior the individual may exhibit when approached with regards to their behavioral pattern; these skills will help insure a win/win for all concerned.

- a. Ignoring an issue that is bothering you may escalate into something uncontrollable, remember this is an indication that something might be developing.
- b. Take care of yourself. What are you feeling/thinking about the issue, remember to be objective, and control your feelings.
- c. Talk to the individual, work with them to try to help them confront and solve the issue
- d. Contact your Employee Assistance Program professional for ideas on how to gently confront the individual and how to be specific with regards to the issues/concerns
- e. Be specific – stick to the facts – present observations
- f. Be prepared, what is the behavior that concerns you? How you feel about it.
- g. Arrange an adequate, convenient and uninterrupted time period in a private setting. (Let the individual understand your concerns).
- h. Allow the individual to explain their short comings/failures/problems
- i. Be prepared to listen (use the listening skill-set that follows) remember the information shared with you is confidential, and critical to the success of this endeavor.
- j. There should be no indication that you are attempting to pry into an individual's personal life
- k. When and if the individual makes known his/her feelings with regards to personal problems that may be affecting or contributing to a decline in their behavioral pattern. You can help them decide if a referral to a therapist in the Employee Assistance Program would be of help, or is there some other resource available that can help? If the Employee Assistance Program is their choice, but they feel unable to make the call, you might suggest that you make the call for them. Remember support at this stage could mean a higher probability of success.
- l. This is not a personal problem solving session and you should make no attempt to diagnose or counsel the individual. Your Employee Assistance Program has trained therapists in these areas
- m. Always end on a positive note, expect results not miracles

**Remember:** the key to a successful confrontation is to stick to the facts, and don't get court up in or involved in the individual's personal problems and avoid emotional manipulation. Troubled individuals can be helped more by referring them to trained professionals; don't forget that a very important part of your job is letting trained professionals do theirs.