

# Employee Assistance Program Employee and Supervisor Orientation/Drug Education



Want help putting your life back in balance?

Confidential Toll Free Number:

1-866-443-3277, 1-866-GHE-EAPS

**GHE HealthCare, Inc.**

[ghehealthcare@comcast.net](mailto:ghehealthcare@comcast.net)

# Introducing GHE HealthCare

GHE Provides Employee Assistance Programs (EAP) to Federal Employees Nationwide

- GHE Has Local Counselors to Meet Employee Needs in the Region
- GHE Provides Counseling, Training and Support Services
- Today We Will Introduce the EAP Service and Present Substance Abuse Information

# Purpose of EAP

- Assist Employees and Family Members with Life Issues
  - Stress Problems
  - Substance Abuse Problems
  - Marriage/Separation/ Divorce Issues
  - Child and Adolescent Issues
  - Emotional Issues
  - Finance and Legal Referrals

# Stress – Key Issue

- Stress Impacts Job Performance

- Productivity
- Absenteeism

- Sources of Stress

- Job Related

- Workload Changes
- Relationship Changes

- Non-Job Related

- Family Issues
- Health Issues
- Financial Issues

# Positive vs. Negative Stress

## ■ Positive Stress

- Short-Term Stress
- Managed Stress
- Stress Created by Business Needs

## ■ Negative Stress

- Chronic Stress
- Growing Sense of Powerlessness

# Impact on Productivity

## From U.S. Chamber of Commerce

- 75% of Physician Visits are Stress Related
- Employees That Are Impaired Use 9 Times Greater Health Insurance Benefits
- 49% of Workplace Deaths Are Substance Abuse Related
- 47% of Accidents Are Drug Related

# Trends in EAP Delivery

## Shift in EAP Services Emphasis

- From Narrow Focus to Broad Focus
- From Alcohol/Substance Abuse Counseling to Wellness and Prevention Solutions
- From Serving the Really Sick to Serving Every Employee

# Creation of Government EAP Services

- Substance Abuse Issues Establishes Government Employee Assistance Programs
- Executive Order 12564, Signed by President Reagan in 1984
- Made a Drug Free Workplace a Condition of Federal Employment



# Substance Abuse Issues

- From the Department of Labor:
  - 70% of Illegal Drug Users Are Employed
  - Over 10 Million Current Illicit Drug Users
  - One in Twelve Full-Time Employees Use Illegal Drugs
  - One in Ten Full-Time Employees Have An Alcohol Problem

# How Can Your EAP Help?

- Counseling
  - Alcohol and Substance Abuse Issues
  - Marital, Parenting and Aging Issues
  - Stress, Depression and Anxiety Issues
- Employee/Supervisor Training
- Supervisor Consultation
- Custom Web Site Information

# Proven EAP Benefits

From Marsh McLellan Study of 50 Fortune 500 Companies Utilizing a EAP Service:

- 14% Increased Productivity
- Lowered Recruitment Cost Per Employee
- 21% Reduction in Absenteeism
- 75% Reduction in Alcohol and Drug Treatment Costs

# More EAP Benefits

- From our EAP Association:
  - 33% Less Use of Sick Leave Benefits
  - 65% Lowered Incidence of Workplace Accidents
  - 30% Reduced Workers Compensation
  - 35% Decrease in Health Insurance Expenditures

# Our Philosophy of EAP Service

- 1. No Social Stigma in Seeking EAP Help
- 2. All Records and Discussions Are Confidential
- 3. Employees are Encouraged to Use Initiative
- 4. Job Security or Promotional Opportunities are NOT Jeopardized When You Seek Help

# Philosophy

- 5. Seeking Help is Employee's Responsibility
- 6. Family Members May Call to Help Employee
- 7. Supervisors at All Levels Should Have Knowledge of the EAP Services
- 8. Diagnosis of the Employee's Problem is the Responsibility of Our Trained Counselor

# What Happens When You Contact Our EAP?

- Phone Call: Toll-Free Number 866-GHE-EAPS
- Schedule Meeting With Counselor
- Employee and Counselor Meet for Assessment
- Counselor Makes a Recommendation
- Short-term Counseling Option
- Counselor Follow-Up

# Referrals Out

- Short-Term Counseling Provided by Counselor
- Referrals to Community Organizations
- Referrals to Treatment Facilities
- Referrals to Outside Specialists
- Web Page Includes List Of Community Resources



# Consent Forms

- Consent Forms Permit Counselors and Supervisors to Obtain Information
- No Information Provided Without Employee's SIGNED Consent Forms
- Consent Forms:
  - Release of Information
  - Release for Obtaining Information

# Typical Consent Form

- Consent for Release of Confidential Information
- Form GCC0102
- 1. I (name) \_\_\_\_\_ authorize:
- 2. \_\_\_\_\_  
(name or title of person/organization from which information is requested)
- 3. to disclose to the \_\_\_\_\_ Employee Assistance Program
- 4. the following information: \_\_\_\_\_  
: \_\_\_\_\_  
: \_\_\_\_\_
- 5. for the purpose of \_\_\_\_\_  
: \_\_\_\_\_
- 6. Date consent signed: \_\_\_\_\_
- 7. Client Signature: \_\_\_\_\_
- 8. Parent or Guardian Signature (where required): \_\_\_\_\_
- 9. \_\_\_\_\_  
(signature of person authorized to sign in lieu of client where required)
- 10. This consent is subject to revocation at any time except to the extent that the EAP has already taken action in reliance on it. If not previously revoked, this consent will terminate upon: \_\_\_\_\_  
(specific date, event, or condition)

# How to Contact Us?

- Phone: 866-443-3277, 866-GHE-EAPS
- Email: [ghehealthcare@comcast.net](mailto:ghehealthcare@comcast.net)
- Web: [www.federalsolutions.com/usuhs](http://www.federalsolutions.com/usuhs)

# Web Assistance

- [www.federalsolutions.com/usuhs](http://www.federalsolutions.com/usuhs)
  - USUHS Specific Web Site
    - Frequently Asked Questions
    - Community Resources
    - Reference Library
    - On-Line Employee and Supervisor Orientation
    - Monthly On-Line Employee and Supervisor Newsletters
    - Contact GHE, Our EAP Links

# On-Line Reference Library

- Self-Contained Mental Health Reference Library
- Aid to Employees, Families, Friends and Supervisors
- Basic Information on Numerous Mental Health Issues

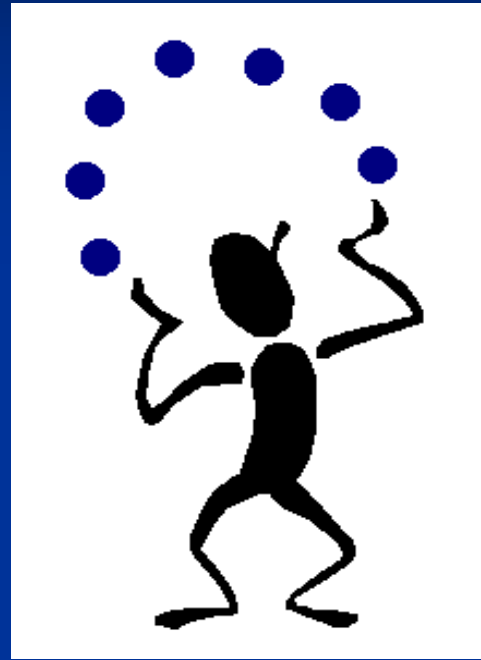
# Local Counseling Team

- GHE's Team of Counselors Throughout the Region
  - State Licensed and Certified in Maryland, Washington, DC and Northern Virginia
  - Drug & Alcohol Experience
  - Stress and Anger Management Experience
  - Domestic/Marriage/Divorce Experience

# Summary- EAP Services

- EAP Services include:
  - Counseling and Referral Services
  - Training and Employee Consultation
- Regional Counselors
- Easy to Contact Us for EAP Help
  - Toll Free: 866-443-3277 or 866-GHE-EAPS
  - Email: [ghehealthcare@comcast.net](mailto:ghehealthcare@comcast.net)
  - Web: [www.federalsolutions.com/usuhs](http://www.federalsolutions.com/usuhs)

# Feedback



# Questions?



# Employee and Supervisor Drug Education

- Topics Covered in This Portion of Presentation:
  - Impact on Job Performance of Employee
  - Drugs at Work
  - Understanding the Drug-Free Workplace
  - Drug Testing Policy
  - Types of Testing
  - Types of Drugs
  - Drug Addiction Treatment
  - Contacting a GHE Counselor

# The Drug Abuse Problem

- What is Drug Use?
  - Definition of Employee Drug Use
  - Two Main Classifications of Addictive Disorders:
    - Drug Abuse or Misuse – Intentional Overuse in cases of celebration, anxiety, despair, self-medication or ignorance.
    - Drug Dependence or Addiction – Powerlessness and loss of control over use of the drug, with inability to modify use in spite of adverse consequences.
- Impact on Productivity
  - Health Insurance Benefits Used More Frequently

# Understanding the Drug-Free Workplace

- **Why Have a Drug-Free Workplace?**
  - **Protects Health and Safety of Workers, Fewer Workplace Accidents, More Productivity**
- **How Can You Contribute?**
  - **Drug-Free Means NO Drugs, no alcohol, no marijuana, cocaine, speed, PCP, heroin, or other drugs.**
  - **Be Aware of What is Going On Around You**

# Drug Testing Policy

- Employees Shall Be Tested Periodically
- Types of Testing
  - Voluntary Self-Referral “ Safe Harbor”
  - Random Testing of Testing Designated Positions, TDPs
  - Voluntary Testing, employee demonstrates commitment to program and volunteers
  - Reasonable Suspicion Testing
  - Accident or Unsafe Practice Testing

# Voluntary Referral (Safe Harbor)

- In Effect When Employee:
  - Voluntarily admits drug use, prior to a scheduled test
  - Follows the drug referral recommendation
  - Refrains from further drug use

# Testing Procedures

- Privacy Assured
- Specimen in Private
- Same Gender Testing
- Witnessed Test under certain circumstance
- First Level Supervisors Notification in Advance
- Employee Notification

# Why All The Fuss About Drugs?

- Drug Use Can Rob An Employee of Everything The Employee Has Worked For:
  - Health
  - Family and Friends
  - Self-Respect and Career Prospects
  - Legal and Debt Problems
- People Who Use Drugs Tend To Engage In Risky Behavior, Like Risky Sex, Which Can Mean AIDS



# Some Potential Signs of Substance Abuse Problems

- Has anyone ever questioned you about your drug use or your drinking?
- Have you ever missed work because you were too sick from using too much?
- Have you ever had legal problems because of using?
- Have you ever used in the morning?
- Have you ever used at work?



# Stages of Addiction

- **Casual User** – Experimental, Gets High, But Not a Problem
- **More Frequent Use** – Using During the Week, Change of Friends, Mood Changes, Blackouts
- **Preoccupation with Getting High** – Daily Use, Binging, Ill More Often, Problems Get Worse
- **Compulsive Use** – Physical Withdrawal, Illness, Blackouts (Memory Loss Due to Brain Damage), Family Feels Torn Apart, Drug Use Becomes An Obsession

# Why Can't Drug Addicts Quit On Their Own?

- Most Initially Believe They Can Quit
- Most Try To Quit On Own, But Fail
- Long-Term Drug Use Changes Brain Function, And Persists Long After Stopping The Drug
- Brain Function Change Includes Compulsion To Use Drugs, Despite Bad Consequences – **The Defining Characteristic of Addiction**

# Drug Addiction Treatment

- Many Addictive Drugs, With Treatments for Specific Drugs Differing
- Treatment Can Be Based On Characteristics Of The Patient
- Problems That Addicts Experience Vary Widely
- Many Experience Mental Health Issues, Job Problems and Physical Health Issues

# How Effective Is Drug Addiction Treatment?

- Goal of Treatment- Return The Individual To Productive Functioning In Their World
- As Effective As Treatment Of Other Chronic Diseases, Such as Diabetes and Asthma
- Methadone Treatment Decreases Criminal Behavior

# How Long Does Drug Treatment Last?

- Good Outcomes are Linked to Treatment Lengths
- Less Than 90 Days is of Limited Effectiveness
- 12 Months for Methadone Maintenance is Minimal
- Often Multiple Treatments are Necessary
- Family and Friend Support a Key Factor in Program Success

# Is Drug Addiction Treatment Worth It?

- Studies Show That Each \$1 Invested in Addiction Treatment Yields About \$3-4 in Reduced Crime, Criminal Justice and Theft Cost
- Add Savings Related To Health Care and Return Is 12 To 1
- One Year of Methadone Costs \$4,700, One Year in Jail Costs \$20,000



# If An Employee Has A Substance Abuse Problem, What Do You Do?

- Have Employee Contact a GHE Counselor and Arrange for an Assessment Session
- Our Counselors Will Provide an Evaluation And Make a Recommendation
- Our Counselor Will Discuss Treatment Alternatives and Provide Names of Local and Regional Treatment Programs
- Treatment Programs are Usually Covered by Employee Insurance

# How To Contact GHE?

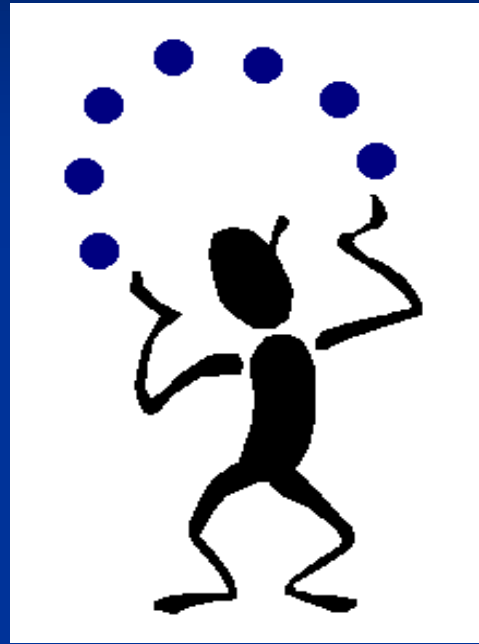
- Toll Free, 24 Hour Line:
  - 866-443-3277
- Email:
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- Custom Website:
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# Information Reviewed Today

- GHE's Employee Assistance Program
- Focus Of The EAP Service At USUHS
- Types Of Problems Addressed By The EAP
- How Contact A Counselor and Get Help
- Substance Abuse Issues
- Drug Testing
- Identifying Employees Suffering from Drug Abuse
- Substance Abuse Treatment Resources
- How To Get Help For Substance Abuse Problem

# Feedback



Questions?

Supervisor Info Follows

# Signs That An Employee May Have A Substance Abuse Problem

- Bob has always been a great employee, but:
  - Is late more often, and is out sick a lot
  - Is not focused, and seems to forget things
  - Needs help at work, and makes co-workers cover up for being late
  - Avoids old friends in the office.
  - Is always tired

**Drug Addiction and Alcoholism Are Diseases That Will Get Worse Until They Are Treated, Or Until The Person Is Incarcerated, Or Dies**

# Identification of Drug Use

- An Employee May Be Found To Be Using Illegal Drugs By:
  - Direct Observation
  - Evidence from an arrest or criminal conviction
  - A Positive Drug Test
  - An employee's voluntary admission

# Supervisor Responsibilities

- Observing and Documenting
- Communicating with Your Employee
- Understanding the USUHS Policies
- Explaining the USUHS Policies to the Employee
- Knowing When to Act

# Identifying Employee Who May Benefit

- Employee Not Responding to Normal Coaching
- Mondays and Fridays are Sick Days
- Often Addicts are Bright and Creative
- Performance May Be Sporadic

# Having the “Talk” with Problem Employees

- Don't initiate the talk when you are upset, frustrated or angry yourself
- Avoid periods when the employee is upset
- Do not set up talk too far in advance
- Never begin by attacking or criticizing
- Speak in a quiet voice
- Let the employee talk
- When employee talks, listen

# Continuing the “Talk”

- Try not to take negative comments personally
- Always direct criticism at the act, not the person
- Always provide directions for improvement
- Attempt to end all sessions on positive note
- If necessary (almost always), schedule a follow-up meeting
- Make your expectations known



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- How to Refer an Employee to the EAP Counselor
- Substance Abuse Issues
- Drug Testing
- Identifying Employees Suffering from Drug Abuse
- Substance Abuse Treatment Resources
- Get Help For an Employee with a Substance Abuse Problem

# How To Contact GHE?

- Toll Free, 24 Hour Line:
  - 866-443-3277
- Email:
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- Custom Website:
  - [www.federalsolutions.com/usuhs](http://www.federalsolutions.com/usuhs)

# Employee Assistance Program Employee and Supervisor Orientation/Drug Education

Please complete 'Drug Free Workplace and Employee Assistant Program Certificate' by clicking on the following link:

<http://www.usuhs.mil/chr/EAPDrugCert.doc>

and saving a copy for your records and emailing one to Theresa Spriggs, [tspriggs@usuhs.mil](mailto:tspriggs@usuhs.mil).