

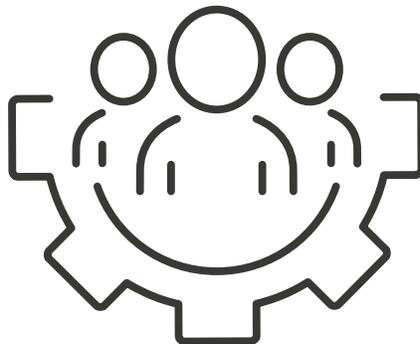
MODULE II: SUSTAINING AND KEEPING YOUR PROGRAM CURRENT

Now that you have developed and implemented your plan to address substance misuse and addiction with your employees, it's time to think about sustaining the program.



KEY ACTIONS:

- Monitor the success of the overall program, including adopted policies and procedures.
- Reevaluate your program periodically, assessing the successes and challenges.
- Plan for maintaining supplies (i.e., educational materials and naloxone, including replacement of expired naloxone) on an ongoing basis.
- Regularly assess employee engagement and awareness of the program.
- Evaluate employee engagement using an employee engagement survey.
- Share consistent messaging about ways to seek help at work.
- Ensure managers and supervisors are regularly trained on what to do if an employee asks for help.



Tips from the National Safety Council to build employee support

- » Before policy implementation, hold open meetings with employees to discuss the need for a policy.
- » Recognize that for some employees, this policy will change deeply ingrained habits. Any change can bring initial stress. Give employees the opportunity to discuss potential barriers, conflicts with their beliefs, and their doubts. These are “objections,” which in the sales profession are good to hear, because there’s now a chance to address and overcome them.
- » Ask employees to offer solutions to these objections.
- » Employees must see and hear that top management supports the policy.
- » Employees may be concerned about job productivity — especially staff who frequently drive on the job and the supervisors responsible for their performance. Invite discussion about these concerns.
- » Ask employees to share ideas to maintain productivity.
- » Invite cross-department employee teams to solve barriers to implementation.
- » Have a mix of senior management, frontline supervisors, union representatives, and other employees serve as spokespeople for the new policy process.
- » Tell compelling, vivid stories and offer testimonials about the risk of substance abuse.
- » Involve employee stakeholders in deciding how to monitor compliance and establish consequences for noncompliance.
- » After policy implementation, communicate positive results to employees.

Checklist of things to revisit every year

- ✔ Employee training and awareness campaigns, including:
 - » Topics addressed
 - » Employee engagement
 - » Topics to revisit and/or newly address
 - » Related policies and procedures — any updates needed?
- ✔ Employee overdose education and naloxone training program:
 - » Employee engagement
 - » Training provided and additional training needed (e.g., for new employees)
 - » Inventory of remaining naloxone kits, including expiration dates
 - » Related policies and procedures — any updates needed?
- ✔ Human resources: policies, employee assistance program (EAP), and benefits
- ✔ Community partnership and resource development
- ✔ Data acquired and utilized to inform support
 - » Engagement with partners, including state entities and insurers
 - » Related policies and procedures — any updates needed?
- ✔ Connecting individuals to treatment and recovery support

