



**Learning Series**

## **Personnel Orientation**

**TRAINING FOR:**  Employers     Supervisors     Employees

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## **TOPIC: Personnel Orientation**

### **A brief History**

Employee Assistance Program support of CEO's, their personnel and family members began over sixty years ago due to the many issues and concerns that alcohol was creating.

Symptoms of alcohol usage may be demonstrated through absenteeism, tardiness, problems with interpersonal relationships, poor workmanship and inappropriate use of health benefits, with immediate family members of these addicted individuals accessing medical benefits four times more often than families that do not use alcohol.

Today, we find that employee alcohol usage is still the number one problem and expense even with the introduction of hard drugs into society.

Because of these on-going concerns the Drug Free Work place Act of 1988 created drug and alcohol standards for companies operating Commercial Drivers Licensed (CDL) vehicles or when pursuing federal contracts, busing twelve or more personnel, transporting toxic waste or industrial pipe.

EAPs assist CEO's and their personnel by fulfilling these requirements which include an awareness of local drug and alcohol resources, urinalysis testing for all personnel, assessment support when a positive specimen is produced and a mandated one time two hour training for supervisors and "safety sensitive" personnel.

Even with the disruption and cost that alcohol has created, the fastest growing work site concern is in the area of professional and personal relationships and the influence that stress has on absenteeism, physical health and decision making which can result in the need for additional supervision.

One of the biggest challenges for business owners and HR managers today is to select and train personnel who can work effectively within a team setting and an increasingly diverse work force.

This recent and dramatic change of today's work force diversity emphasizes the need for a new level of work site communication, on going awareness of others and team building skills.

By preparing this new work force, disruptive and costly activities that impact work groups such as addiction, stress and employee relation issues that are concerned with discriminatory concerns, work place violence and sexual harassment can be prevented.

With the growing costs and disruption that turnover creates, EAPs will continue to be a top priority in the years ahead and will continue to pay for themselves with a \$7 to \$16 return for every dollar invested.



## **Orientation and Training**

For your convenience, our web site can be accessed at any time. These training assignments are designed not only to inform all personnel, but to shift liability away from and protect company resources when unprofessional behavior or conflicts carried out by company personnel are inflicted on company property or professional projects.

Online trainings and additional resources can be completed through a scheduled work site activity as well subjects of interest after hours These trainings and additional information can be found within your web site under general information, articles and workbooks which address parenting and stress management and additional resources, all of which can be accessed and down loaded at any time.

We also realize that other than at work not everyone has access to a personal computer. If you require confidential information and support and do not have access to a computer, please feel free to contact us at any time through our toll free phone number.

We will be more than happy to provide you with web site instruction or FAX or mail you the information you request.

Questions concerning additional resources and information can be made at any time through our web site, FAX, E-Mail or toll free number.

Mandated supervisor training and related information can be found within web site articles and the "Learning Series" instruction.

## **The Employee Referral**

A referral begins when an individual or family member contacts the Employee Assistance Program through our web site, FAX, E-Mail or toll free number. No matter how a contact is made, the individual and now client will be assessed by an intake worker who will help the client identify and prioritize areas of concern.

The client will then be assigned to a specialist or therapist who will then explore and assist the client through 1-4 visits where resources and options will be explored.

At the end of these sessions the specialist or therapist may assess a client for stress management, parent education, drug and alcohol or all three.

When a decision is made concerning the best course of action for the client, a briefing by phone with the therapist or specialist is held to discuss the findings, recommendations and future course of action that would benefit the client.



# Learning Series



*Giving you more  
than expected!*



## **The Supervisory Referral**

When an employee's performance begins to deteriorate and documentation illustrates a recurring pattern of absenteeism, tardiness, impaired decision making or slurred speech, a distinct inability to follow directions or mood swings, it is highly recommended that your Employee Assistance Program be contacted.

Even though troubled personnel may be suffering from alcohol and drug abuse, gambling addiction, or display work site mental health concerns such as anger which could lead to violence, valuable personnel can be evaluated, supported and once again become productive employees.

## **Supervisory Training**

Supervisor training is a must when maintaining a healthy work site. Your EAP will instruct supervisors on how to observe, document, confront and then refer those individuals who are displaying behaviors that signal trouble.

When supervisors complete their training they can act from a position of knowledge, confidence and skill when confronting their personnel.

## **Eligibility**

Any and all company personnel and their family members are encouraged to contact the Employee Assistance Program. We at American Counseling & Training encourage family members living elsewhere to contact us as well as military personnel.

All questions and requests for service are welcome.