Team Ownership of Policy: The Risks & Strengths Game

Module 2 of

Team Awareness Training for Substance Abuse Prevention



www.ibr.tcu.edu

We strongly encourage that trainers review the manual for this module before using the overheads. The manual is available in downloadable PDF (Acrobat Reader) format from www.ibr.tcu.edu

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POLICY: TEAM OWNERSHIP

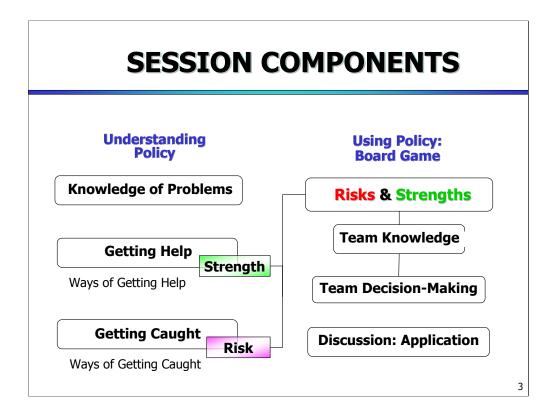
PURPOSE OF MODULE 2

- Understand how substance use policy <u>protects</u> and <u>helps</u> employees.
- Identify ways that policy can <u>enhance</u> <u>team or</u>
 work group health as well as reduce risks.
- Understand that effective policy requires <u>shared</u> responsibility.

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- >>> **STEP 1 (OVERVIEW)**. Read slide and explain that this is the purpose of Module 2 on policy.
- IMPORTANT TIP. This module was originally designed and implemented to address the specific policy components of the worksite in which the trainees worked. We encourage you to become familiar with current policy before providing this training. If there is no policy than you may use this module to help workers see the value of having a policy. You may possibly involve some workers in a task force or committee to help in policy development.
- IF YOU HAVE A POLICY IN PLACE -- VERY IMPORTANT. The Team Awareness training places a great deal of emphasis on GETTING HELP for problems and contrasts the awareness and initiative in self-help (GETTING HELP) with the disciplinary policy and surveillance of drug-testing GETTING CAUGHT). Please review your policy for any and all indications where employees are:
 - Encouraged to get help
 - Given unrestricted and confidential access to an employee assistance program or counseling professional
 - Provided access to alcohol or drug treatment as part of a benefits plan
- Also, note that while the QUIZ (SLIDE 5) and the "RISKS & STRENGTHS" Board Game (SLIDE 18) use standard questions that should apply to different work settings, facilitators should be prepared to answer any questions about the specific policy at the worksite.

WE ALWAYS RECOMMEND DEVELOPING YOUR OWN QUESTIONS AND KEEPING A COPY OF THE POLICY WITH YOU IN THE TRAINING CLASSROOM.



>>> **STEP 1 (continued).** There are two basic components to the module.

The first component focuses on understanding policy.

The second component is the "Risks & Strengths" board game.

- >>**Ask**: What does the term "policy" mean?
- >>Say: Policy is usually understood as a written document or set of rules and guidelines that we follow when governing and managing affairs. One definition reads "prudence or wisdom in the management of affairs".In this training, we make the distinction between this written document or formal policy and how policy actually gets acted on in the day-to-day realities of the workplace.
- >>**Ask**: Do you always do everything by the book? Do you follow all rules and guidelines like you are supposed to every day? (Some will say yes, but note that many of us adapt and accommodate and find ways of doing things without having to dot every "I" and cross every "T")
- >>Say: For this training, we see that policy really has three basic components:
- 1 It tells you what the problems are and how you should avoid substance abuse
- 2 It encourages you to get help for problems (GETTING HELP A STRENGTH)
- 3 It tells you what happens if you don't get help and the substance abuse either effects your performance or you are drug tested positive (GETTING CAUGHT A RISK)
- >>**Say:** In the first part of the module we will learn about policy, in the second part we will explore how policy is a TEAM EFFORT and that it requires SHARED RESPONSIBILITY. You will play a game that looks at team risks and strengths and teaches about substance abuse and policy at the same time.

How Policy WORKS! For YOU



- **Protects** three groups employees, customers, and employers
- Identifies Responsible Behaviors (acceptable and unacceptable behaviors)
- Provides ways to **Help** employees deal with problems (e.g., EAP, awareness training)
- Provides way for **Detecting** problems (e.g., drug-testing)
- Gives guidelines for **Discipline** when employee problems are not dealt with voluntarily
- Describes **Rights** of employees, addresses privacy concerns, and appeal procedures

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>>> STEP 1 (continued).

Read the slide as shown. If you have a copy of the actual workplace policy with you, take a minute to point to phrases or clauses that illustrate or exemplify any of the points in the slide.

For example, read any part that identifies "RESPONSIBLE BEHAVIORS" – most policies have a statement that says employees may not report to work under the influence of alcohol or illicit drugs or to use substances while at work. Find the statement in the policy and read it.

For example, read any part that identifies "DISCIPLINE" – most policies have a statement that says employees who are found to violate the policy will be subject to disciplinary action of some sort. Find the statement in the policy and read it.

Policy Knowledge

	E NR NO	
1 True False	The most important part of workplace policy is an effective drug testing program	Σ
2 True False	Your policy can limit the work of employees who use prescription drugs	
3 True False	Treatment for alcoholism or substance abuse is covered in your Insurance Benefits	
4 True False	Cocaine use may lead to restlessness and mood swings but it does not result in performance problems on the job	
5 True False	The "EAP" stands for Employee Addiction Profile	
	Policy Knowledge 1 – Use Handout 1	5

>>> **STEP 2 (QUIZ).** Distribute Handout 1 ("POLICY KNOWLEDGE QUIZ") and give trainees five minutes to complete.

*> **OPTION.** You can ask trainees to team up with each other to complete the quiz.

Note. This slide (#5) and the next (#6) are useful if you do not have handouts or if you want to read each question out loud as participants complete at their seats.

Note. The answers to Statements 3 and 4 will depend on policies in place at the training site. Again, we encourage facilitators to develop their own policy questions that are important and unique to the worksite involved. Please see the appendix for samples of guizzes used in other worksites and how they refer to policy.

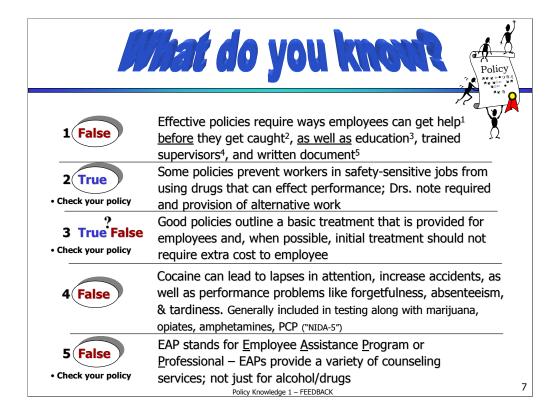
Policy Knowledge

	ne n	
6 True False	Employees must report to their supervisors before they can utilize the EAP.	
7 True False	Employees who are aware of a coworker who is under the influence of alcohol or drugs should tell that coworker to go home.	
8 True False	An employee may be drug tested for alcohol at any time during working hours	
9 True False	The most important part of supervisor training is knowing signs/symptoms of alcohol/drug use	
10 True False	Employees who directly utilize the service of an EAP counselor or psychologist are assured of confidential treatment	
	Policy Knowledge 2 – Use Handout 1	6

>>> STEP 2 (Continued).

Note. This slide is useful if you do not have handouts or if you want to read each question out loud as participants complete at their seats.

Note. The answer to Statements 6, while False, may require some qualifications. For instance, if EAP referral is based on a positive drug-test, the disciplinary policy may require supervisor involvement in EAP. Statements 7 (should be False) and 8 (should be True for DOT employees) will also vary from worksite to worksite. Worksites that have a peer referral program may have some qualifications that are relevant to coworker referral. Worksites without any DOT or safety-sensitive positions may not have an alocohl testing policy in place. Again, we encourage facilitators to develop their own policy questions that are important and unique to the worksite involved. Please see the appendix for samples of quizzes used in other worksites and how they refer to policy.



- >>> STEP 2 (Continued). Provide feedback immediately following the quiz.
- ***>OPTION.** You may also choose to proceed through slides 9 to 13 and do the quiz just before the Getting Help/Getting Caught exercise (Slide 14).

NOTES ON ANSWERS

1 FALSE – The "Drug free Workplace act" stipulates that policy should have five components

- 1- Access to counseling/EAP, 2- drug Testing, 3- Employee training/awareness, 4- Supervisor training (especially when reasonable suspicion policy exists), 5- A written policy that is read and signed by workers as a condition of employment
- **2 CHECK YOUR POLICY BUT GENERALLY TRUE Prescription drugs use can interfere with performance;** workplaces that have safety sensitive jobs (machinery, tools, equipment) should have some guidelines for the use of prescription drugs (e.g., may cause drowsiness, effect coordination)
- **3 CHECK YOUR POLICY Many health plans cover treatment for alcohol/drug dependence;** Know your Health plan policy and bring relevant information to training. It helps to read the actual statement from the Health Plan that pertains to drug/alcohol treatment,
- 4 FALSE Cocaine use can lead to many problems that effect work performance
- **5 FALSE EAP stands for Employee Assistance Program or Professional** EAPs provide a variety of counseling services; not just for alcohol/drugs. IMPORTANT: If you have an EAP, provide some additional information at this point: (1) Number of sessions an employee can be seen; (2) Whether spouse/dependents can use the service; (3) Confidentiality, (4) Level of Professionals providing the service (e.g., Phd in Counseling), (5) Phone number to contact. You will repeat this information later (Slide 16) but it is worth repeating.

Mat do you know?				
6 False	Employees who seek help on their own need not tell ANYONE; however, EAPs may suggest or sometimes require a contract w/supervisor			
7 False • Check your policy	If intoxicated worker is in accident or endangers/hurts on way home, company and referring employee may be liable			
8 True False • Check your policy	Under Department of Transportation regs., cannot operate within 4 hrs of use (8 flight personnel-"bottle-to-throttle" rule). Post-accident is mandatory; policies vary because of forensic validity (within 2 hrs. after use is ideal)			
9 False	Supervisors need to know how to encourage employees to get help and how to approach problems as much (if not more) as they need to know signs/symptoms			
10 False	Unless they endanger themselves or others treatment is legally required to be confidential; no one at work needs to know			
	Policy Knowledge 2 – FEEDBACK	8		

>>> STEP 2 (Continued).

NOTES ON ANSWERS

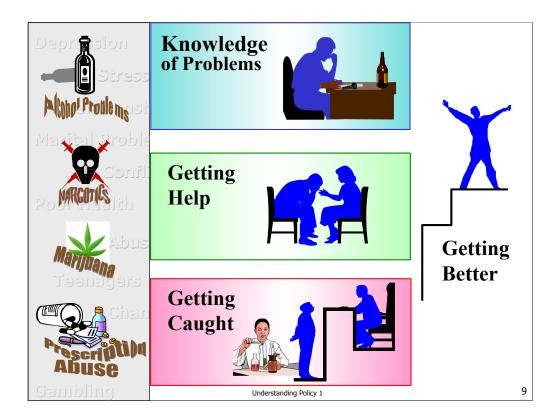
6 FALSE – It is important to stress the wisdom and courage of GETTING HELP before anyone else has to know about it. The EAP is confidential. The only time a supervisor should know is AFTER an employee is CAUGHT using. Check your specific policy for detail on supervisor involvement in EAP.

7 CHECK YOUR POLICY – BUT GENERALLY FALSE – Coworkers should always encourage an employee to get help; Some policies require that a coworker notify the supervisor and the supervisor is required to take the employee for a drug test, following the quidelines for reasonable suspicion policy

8 CHECK YOUR POLICY – DOT regulations require employees be under the alcohol limit which may vary from state to state (.04 to .08). Some policies only provide alcohol testing post-accident; some do no alcohol testing, only drug testing

9 FALSE – Supervisors has certain responsibilities with regards to drug/alcohol policy. The TEAM AWARENESS training emphasizes supervisors take action/encourage employees to get help. Knowing signs and symptoms is part of this but MORE IMPORTANT is what supervisors do with that knowledge.

10 FALSE – This reaffirms the importance of Confidentiality in Item 6 above – Laws require that psychologists and counselors provide information <u>IF AND ONLY IF</u> the client puts him/herself or someone else in danger. The key to this item is that employees need to know there are safe and confidential ways of getting help. You can also mention 12 step programs and any family service/community mental health or outreach centers.



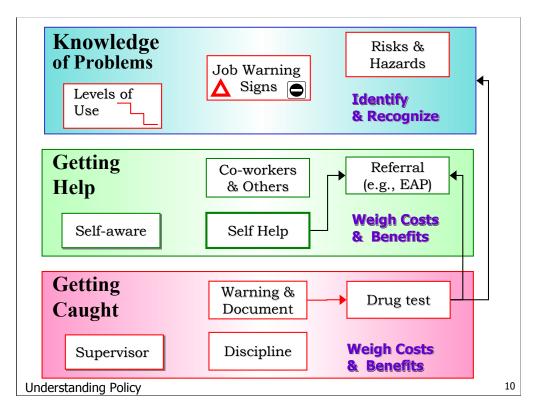
>>> STEP 3 (POLICY COMPONENTS)

This slide shows the THREE CORE ASPECTS of Policy and provides an overview to the next slide.

>>SAY: In general terms, we can look at policy as having three primary goals, all with the objective of helping employees to GET BETTER.

The three objectives are:

- (1) To know what problems are or identify when alcohol or drug use has become a problem
- (2) To know how to get help and to reduce barriers to getting help, and
- (3) To know about consequences of not getting help and any drug testing procedures associated with GETTING CAUGHT



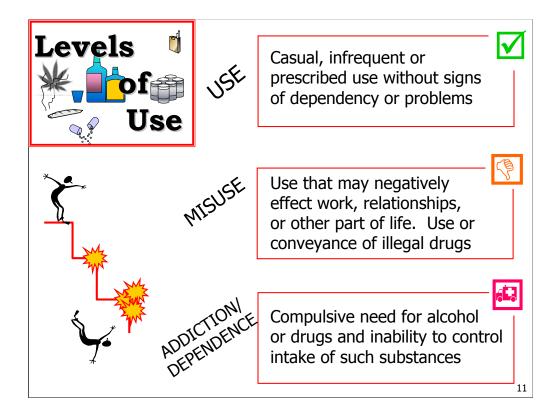
>>> STEP 3 Continued...

>>> Say: Let's look at each of these in more detail.

- **KNOWLEDGE OF PROBLEMS** requires understanding:
- (1) Different levels of use- USE >>> MISUSE >>> ABUSE
- (2) Job Warning Signs and what the MAY mean
- (3) Risks and Hazards associated with misuse or abuse
- GETTING HELP requires understanding that there are different ways of getting help:
- (1) If we are SELF-AWARE, we may be able to help ourselves (SELF HELP) or we can go to the EAP, a counselor or 12 step program (SELF REFERRAL).
 - >> ASK: What can be the problem with GETTING HELP on one's own, if you are addicted or have dependence on a drug?
- (2) If Coworkers or others among friends or family are aware, they may encourage us to get help as well OR they may ask the EAP what to do

We will do an exercise that asks you to weight the costs & benefits of getting help in a few minutes [[**TIP.** READ/REVIEW any portion of your policy that deals with the EAP or getting help here]]

- **GETTING CAUGHT** can also happen in one of several ways:
- (1) Supervisor observes JOB WARNING SIGNS and decide to drug test (REASONABLE SUSPICION)
- (2) Other types of drug testing pick up use of drugs; What are these other types of testing? (POST ACCIDENT; RANDOM; Or PRE-EMPLOYMENT (if you leave here to work somewhere else)
- (3) Also note that there is often if not ALWAYS some form of DISCIPLINE involved w/getting caught We will do an exercise that asks you to weight the costs & benefits of getting caught in a few minutes [[TIP. READ/REVIEW any portion of your policy that deals with drug testing/discipline]]



>>> STEP 3 Continued...

- >> **SAY:** Generally speaking, we can distinguish three levels of use. ((Invite participants to read each of the three from the overhead).
- >> **ASK:** What does policy say about each of these?
- >> **EMPHASIZE** (If appropriate): Your policy says nothing about the use of alcohol when you are not at work or in ways that do not effect your work. So... USE of alcohol and legal drugs is generally permissible under policy. It is when such use can impair your performance at work that you may be MISUSING.

Warning Signs



- 1. <u>Understand</u> these are problems whether or not drugs are involved
- 2. Assess how relevant to group/team performance
- 3. Focus on performance not on addiction DON'T DIAGNOSE
- 4. Focus on patterns and incidents rather than single signs

Types of Signs

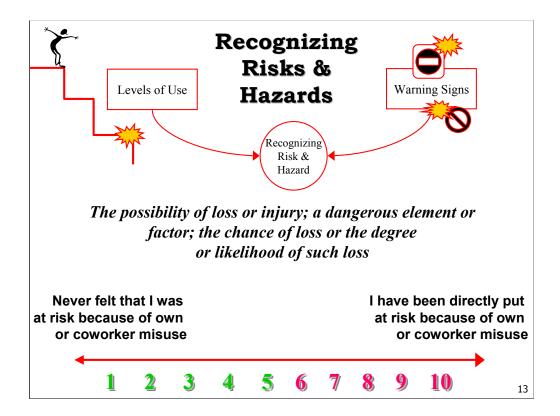
- 1. UNSAFE (inattentive, not concerned about safety rules)
- 2. INEFFICIENT (wastes material, misses deadlines, indecisive)
- 3. UNCOOPERATIVE (resists requests/sharing, avoids contact)
- 4. WITHDRAWN (loner, long breaks, distracted, much sick leave)
- 5. DISCIPLINARY (breaks or bends rules, non-compliant)
- 6. SOCIAL PROBLEM (hostile, causes friction, blames, complains)

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Warning Signs

>>> STEP 3 Continued...

- >> **SAY:** Generally speaking, we can distinguish six types of signs that someone **MAY** be misusing alcohol or drugs.
- >> **Invite** a participant to read each one and then comment on each.
- 1. Understand these are problems whether or not drugs are involved.
 - ((*Comment*: It is not necessarily that drugs are the issue; rather, employees who exhibit any of the following six problems may be having difficulty in need of counseling <u>regardless</u> of whether alcohol/drugs are involved))
- 2. <u>Assess</u> how relevant to group/team performance
 - ((*Comment*: Ask participants to indicate whether/how much any of the six are relevant to team work))
- 3. Focus on performance not on addiction DON'T DIAGNOSE
 - ((*Comment:* Just because someone has these problems does not mean that alcohol/drugs are involved))
- 4. Focus on patterns and incidents rather than single signs
 - ((Comment: One sign by itself is not as powerful a problem indicator as several together))
- >> **Invite Participation**: Go around the room and ask participants to read a line from the above slide.



>>> STEP 3 Continued...

Briefly display this overhead to bring back the concept of risk. RISK was discussed in Module 1. See Exploring Risks (Overhead 25) to Risks of Communicating (Overhead 30).

- >> **SAY**: This slide defines Risk as "*The possibility of loss or injury; a dangerous element or factor; the chance of loss or the degree or likelihood of such loss"*Risk increases in two ways:
- (1) As we go from USE to MISUSE and MISUSE to DEPENDENCE, a nd
- (2) As warning signs increase in quantity or intensity
- > **ASK:** Look at the scale at the bottom of the slide and ask yourself is you have ever been at risk because of substance abuse in your self or others?

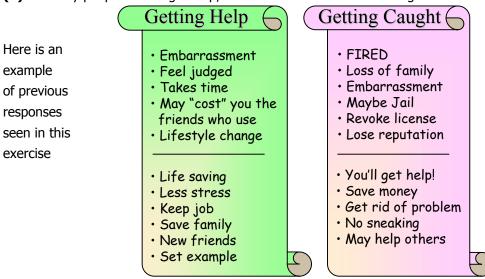
 ((You may invite comments or just use this slide to make the point that there are risks associated with substance use, misuse, and dependence)



>>> STEP 4 GETTING HELP/GETTING CAUGHT

This exercise requires (1) a handout of the slide, and (2) a flip chart or overhead erasable marker. Follow the above steps in conducting this exercise

- (1) **Distribute** the handout so that each table (of 2 to 5 participants) has one.
- (2) **Divide** the room in half or randomly ask half the room to focus on GETTING HELP and the other half to do GETTING CAUGHT
- (3) **Ask** the participants (at their tables) to write out and list as many costs and as many benefits that they can think of to their assigned list (5 minutes)
- **(4) Ask** for feedback and have a volunteer/participant write down the answers on the flipchart or overhead (using erasable marker).
- (5) Ask participants to weigh costs and benefits and decide whether better to get help or get caught
- (6) Ask why people do not get help, even when the benefits of doing so seem to outweigh the costs



USE O	Drug-Tes	USE OWN IN	FO
	Initial (applicant, pre-employr	ment)	
	Random		
	Post-accident		
	Reasonable cause (reasonable	e suspicion)	
	Return-to-duty		
USE O	Post rehabilitation (follow-up)	USE OWN INFO	15

>>> STEP 5 ADDITIONAL COMPONENTS/COMPLEMENTARY SUPPORTS

((NOTE. As indicated by the phrase "USE OWN INFO," this and the next two slides require customization depending upon the particulars of your own:

- Drug testing policy (Slide 15)
- Employee Assistance Program (Slide 16)
- Wellness/Health Promotion Program (Slide 17))

For this slide, simply review the policy that is in place regarding drug testing. These policies vary greatly from workplace to workplace. A general description of each is given below. We encourage you to read information on drug testing policy provided at the following websites.

Initial (applicant or pre-employment): Employees who apply for certain jobs or any job in certain organizations are required to test.

Random: A certain percentage of employees (e.g., 50% to 100%) are randomly selected from a roster to receive a test.

Post-accident: Whenever there is an accident, involved employees are tested.

Reasonable Cause: Supervisors who suspect use and have documented clear behavioral problems may ask for testing.

Return-to-duty: After an employee has been tested positive and comes back to work.

Post rehab: After an employee has gone through some treatment, there may be a protocol for how often they should be tested by the employer.



>>> STEP 5 ADDITIONAL COMPONENTS/COMPLEMENTARY SUPPORTS

((NOTE. As indicated by the phrase "USE OWN INFO," this slide requires customization depending upon the particulars of your own EAP.))

In making the case for supporting GETTING HELP instead of or before GETTING CAUGHT, it is important to provide additional information about the Employee Assistance Program.

Check with your EAP to provide brochures or other handouts that explain the EAP services that are available.

If possible have an EAP representative come to the session to provide a five minute overview of services that are available.

Very often, the EAP will provide a phone number and a TOLL-FREE phone number that employees and their dependents can use. Be sure to provide this information as well.

(If there are other community services, Alcoholics Anonymous, or other 12 step programs you may also want to have literature on hand for these groups as well)

USE OWN INFO USE OWN INFO USE OWN INFO

- Y Weight Watchers™
- **Y** YMCA Discounts
- T Discount on Local Recreation Center

(varies as approved; employee pays 1/2)

for example: Water Aerobics

- Wellness Screening (health fair)
- Flu shots (annual)
- **Y** Vitality™ Magazine

(includes quarterly insets on work safety and substance use)

USE OWN INFO

USE OWN INFO

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>>> STEP 5 ADDITIONAL COMPONENTS/COMPLEMENTARY SUPPORTS

((NOTE. As indicated by the phrase "USE OWN INFO," this slide requires customization depending upon the particulars of your own Wellness Program.))

This slide is an example of Wellness Programs that were offered at one of the sites where the Team Awareness program was first delivered.

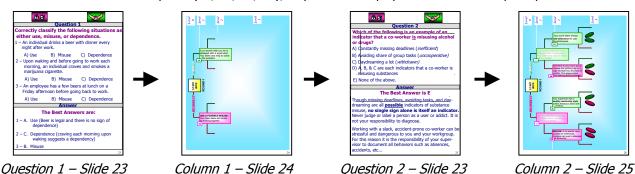
It is very helpful to include a slide that reviews any Health Promotion or Wellness Program offered at the work site where the training is being delivered.



STEP 6 (RISK AND STRENGTHS GAME BOARD)

To prepare for the game, you will need to have taken the following steps.

- (1) Print out 5 or 6 color versions of the Risks and Strengths Game Board. <u>See instructions in the Appendix of this module for printing and formatting the game board.</u>
- (2) Make overheads of the different questions and inserted overheads that display the portion of the Game Board that follows each question. (**The sequence of questions and game board overheads is provided for you in the Overheads section and it may help to explain**). Due to the fast-paced nature of the game, sequence of "question > game board > question" will greatly facilitate your use of overheads. That is, always follow a question with the next part of the game board. For example, after participants answer Question 1 (Slide 23), they will proceed to either space 1A or 1B (Column 1 of the board) and displaying the overhead (slide 24) for those columns will help you direct participants to move their pieces across the board. Similarly, after they answer Question 2 (slide 25), they move their token to either one of four spaces (2A, 2B, 2C, 2D), so you would display slide 25. This example is provided below.



- (3) Purchase a box of Red and Green Poker Chips. You should have at least 50 chips of Green and 50 of Red.
- (4) Design or purchase a set of playing pieces or tokens that a team can use to distinguish itself from other teams (e.g., we have used different colored beads, parts of a charm bracelet, or Monopoly pieces).
- (5) Use a piece of paper to hide the bottom half of the overheads that displays the answer to the questions. You will want to hide the answer until all teams have provided their response.