Guidelines for Occupational Programs in Germany

From

Assistance Programs for Alcohol Addicted Employees

down

to

Addiction Prevention Programs in the Workplace
Quality standards of occupational addiction prevention and assistance

Expertise (Survey 2005)
Standards for alcohol-, tobacco-, medication abuse - prevention in German companies and public services
Questionnaire addressed to 2000 Employers - 630 Responses

www.dhs.de ⇒ Arbeitsfelder ⇒ Betrieb
Quality in Occupational Addiction Prevention

- Concept of Prevention
  - Goals
  - Extend
  - Commitment

- Quality of Prevention Program

- Contacts for Addiction issues
  - Qualifications + Skills
  - Competences
  - Status
  - Role

- Organisation
  - Resources
  - Structures
  - Leadership
  - Culture
**Occupational Safety and Health Politics**

**Elements of addiction prevention programs**

**Process owner = Steering committee**
HRM, Works Council, SHM, Addiction Counselor(s)

**Responsibility for resources, structures, procedures**
- Coordination of objectives and Evaluation
- Establishing Intervention Guidelines
- Company agreement

- **Preventive Activities**
  - Education + Public Relations

- **Intervention**
  - Training of Line + HR Managers + involved Persons

- **Employee Assistance**
  - Counseling Case Management

- **Quality Management of Services**
  - Networking
Standards of Occupational Addiction Prevention

From addicted employees assistance towards addiction prevention
Legal Obligation: Addiction prevention


- Education about safety and health risks connected with (mis)use of alcohol, illicited drugs medication...
- Reduction of addiction risks induced by working conditions which cause f.e. stress (related problems)
## Links for – addiction - prevention

<table>
<thead>
<tr>
<th>Prevention</th>
<th>behavior related</th>
<th>conditions related</th>
</tr>
</thead>
</table>
| Substance specific | - Information, Education, changing risk behavior connected with alcohol, illegal drugs, nicotine, misuse of pills, gambling/internet- addictions, eating disorders, workaholic problems  
- Proposals towards reduced consumption  
  - controlled drinking,  
  - non smoking courses | - Arrangements to reduce consumption  
- Non-smokers protection,  
- Ban on alcohol- and drugs in the workplace |
| General       | - Training on increasing health competencies  
  - Stress management  
  - Strengthen individual resources  
- Empowerment  
- Personnel development | - Improving working conditions  
  - Work safety  
  - Leadership culture  
- Work-Life-Balance |
Standards of Occupational Addiction Prevention

Standards of interventions and training
...consumption of alcohol

in German population 18 - 64 years old (RKI: DHS 2010)
Addressing problems in the workplace by ongoing harmful consumption of substances

Formerly: Intervention with Symptoms of Addiction

- Risky
- Harmful Consumption
- Addiction

Interventions

Irregularities

Losing Job

0  5  10  15  years

frequent

rarely
New: Early Intervention in Case of Irregularities

Early start of interventions with irregularities in the risky phase

- Risky consumption
- Harmful consumption
- Addiction

Frequent

Rarely

0 5 10 15 years

Early Intervention

Lost Job

Addiction

Late Intervention
Early Intervention

Irregularities in the workplace

- Breach of workplace safety rules
  - Safety Policy: remove employee from workplace
  - Prevention: 1. Step of intervention-plan: graduated scheme dialog by immediate superior of staff and affected worker

- Conspicuous work and performance features
- Disturbances in the workflow and in interpersonal relationship
- Peculiarities in individual behaviour and appearance
- Hints towards risky consumption or abuse related behaviour

Late Intervention: Symptoms of Addiction
Caring dialogue
- Individual - social or health - problems become visible at work
- Confidential conversation: concerns regarding future developments
- Assistance to solve problems and offer of further support

Clarification dialogue
- Review of recurrent violations of employee contract obligations
- Manager can not (safely) establish a correspondence with substance use
- Making appointments for development of work performance and/or cooperation behaviour

Graduated scheme
Steps for Intervention
- Violations of obligations in connection with risky consumption or addiction problems
- Step by step guide / goal of intervention: Changing behaviour + offer of counselling, support to therapy or + increasing sanctions

Intervention Guidelines for Staff Managers
Personnel talk connected to visible problems at the workplace
Develop the competencies of staff managers...to notice irregularities in work performance and cooperative behaviour of their employees...and to decide if these are problems to be dealt with...which require an early intervention.

They should be able to start a solution-oriented dialog or consequently follow the steps of the graduated scheme for substance related problems.

Managers need professional advice for intervention.
Standards for prevention and assistance facilities within companies
Support services and training partners in companies

- Addiction and social counselling (professional)
- Dedicated contact persons for addiction problems (semi-professional)
- Volunteers (with at least 160 h lectures for occ. add. prevention)
- Company physicians
- Rehabilitation management (§ 84,2 SGB IX)
- Occupational safety and health management (SHM)
- Personnel development

External Service providers

- Addiction Prevention and counselling Services
- Employee Assistance Program - Services
- Specialized treatment centres
Skills and tasks

- Training + consulting for human resource - and staff managers
- Counselling for problem affected persons
- Case Management
- Information and education for all employees
- Networking and cooperation to prevent health risks in the workplace
- Public relations

Quality management

- Individual further education / training and supervision
- Participation in program evaluation
Standards for company agreements (based on German law)
Company Agreement (1)

- Title
- Preamble
- Coverage
- Objectives / aims and purposes
- Steering group composition and tasks
- Handling of addictive substances – rules of conduct
- Staff managers role in prevention and intervention
- Information and education for all employees
- Special offers to different employee target groups
- Prevent risky / harmful consumption of addictive substances:
  - Reduce work strains, stress, improve work conditions
  - Approach with breaches of workplace safety rules

➤ = must
➤ = should
➤ = optional
Company Agreement (2)

- Intervention guide lines and graduated scheme
- Approach and support for persons with addiction problems
- Case Management
- Rehabilitation and reintegration
- Interventions on reoccurring peculiarities (relapses)
- In-Company services for employee assistance + addiction counselling
- Semi-professional and volunteer addiction counselling
- Cooperation with external services
- Company based self-help groups
- Confidentiality, data protection and acquittance
- Validity period of company agreement

➤ = must
➤ = should
➤ = optional

Commitment on Addiction Prevention Programs