

**SMALL BUSINESS  
WORKPLACE KIT**

**Building  
Blocks for a  
DRUG-FREE  
Workplace**



*U.S. Department of Labor*



**Working Partners for an  
Alcohol- and Drug-Free Workplace**



## Working Partners Overview

More than 14 million Americans use illicit drugs. Roughly three-quarters of these individuals are employed, and when they arrive for work, they don't leave their problems at the door. American businesses pay a high price for substance abuse in the workplace. Some costs—increased absences, accidents and errors—are obvious. Others, such as low employee morale and high illness rates, are less obvious, but the effects are equally harmful.

Small businesses are greatly disadvantaged when it comes to drugs and alcohol in the workplace. They are less likely than large companies to have programs in place to combat the problem, yet they are more likely to be the “employer-of-choice” for illicit drug users. Individuals who can't adhere to a drug-free workplace policy seek employment at precisely those firms that don't have one, and the cost of just one error caused by an impaired employee can devastate a small company.

To help small businesses benefit from drug-free workplace programs and to further its mission to help American companies maintain safe, healthy and productive workplaces, the US Department of Labor (DOL) developed *Working Partners for an Alcohol- and Drug-Free Workplace*. A one-stop source for workplace substance abuse information, *Working Partners* aims to provide employers and business associations with timely and easily accessible information on how to successfully confront workplace substance abuse.

*Working Partners* strives to:

- Raise awareness about the impact of substance abuse on small businesses.
- Provide information on how to effectively establish drug-free workplace programs.
- Encourage employers to implement programs that protect worker safety and health, while respecting worker rights.

The *Working Partners* program provides employers with introductory resources and tools to address the problematic use by employees of any substance—including but not limited to alcohol, illegal drugs and prescription and over-the-counter drugs. Programs designed to confront such problems are commonly referred to as “drug-free workplace programs.” Therefore, this term is used frequently throughout the *Working Partners* materials.

It is important to note that employers may not choose to address all of the drugs listed above, and program elements designed to prevent the use of illegal drugs may differ from those designed to prevent the abuse of legal drugs. However, DOL encourages employers to establish programs that address any form of substance abuse that compromises the safety, health and productivity of their employees, customers and/or the public. Therefore, *Working Partners* materials are appropriate across a range of different circumstances.

Most *Working Partners* materials, including those found in this kit, are free and instantly accessible on the Internet at [www.dol.gov/dol/workingpartners.htm](http://www.dol.gov/dol/workingpartners.htm).



## What's Inside Your Small Business Workplace Kit

The *Working Partners* Small Business Workplace Kit provides introductory resources and information for making workplaces alcohol and drug free. It includes the following sections:

### **Blueprint for an Effective Drug-Free Workplace Program**

The benefits of alcohol- and drug-free workplace programs and the five standard components that employers should consider including when establishing one.

### **Web-Based Tools**

Web-based resources that help employers establish or expand alcohol- and drug-free workplace programs.

- *Working Partners* Web Site
- Substance Abuse Information Database (SAID)
- Drug-Free Workplace Advisor
- Welfare and Workforce Development Web Site

### **Supplies for Success**

Useful resources for establishing or expanding alcohol- and drug-free workplace programs.

- Resources available from the US Department of Labor
- Where to obtain further information
- Helplines for employees
- Symptoms and intervention techniques

### **Benefits of Drug-Free Workplaces**

Outlines the many advantages of alcohol- and drug-free workplaces from both the employer's and employee's perspective.

- How do employers benefit from an alcohol- and drug-free workplace?
- How do employees benefit from an alcohol- and drug-free workplace?

### **Facts and Figures**

Statistics about drug and alcohol abuse and how it impacts the workplace.

### **Industry-Specific Materials**

Fact sheets about workplace substance abuse across a range of industries.

- Construction
- General Services
- Health Care
- High-Tech
- Hospitality
- Manufacturing
- Retail
- Transportation
- Wholesale

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## Blueprint for an Effective Drug-Free Workplace Program

To protect against the negative impact of workplace drug and alcohol abuse, many businesses implement drug-free workplace programs. A comprehensive program generally includes five components:

- Drug-Free Workplace Policy
- Employee Assistance
- Supervisor Training
- Drug Testing
- Employee Education

Although employers may not choose to include all five components, it is recommended that all be explored and considered when developing a drug-free workplace program. Research does show a positive relationship between the number of components included and a program's overall effectiveness. However, it should be noted that drug testing is only one part of a comprehensive drug-free workplace program and is not a required component in many work sites.

Below is a brief summary of what each of the five components entails.

For more detailed information about each of the five components of a comprehensive drug-free workplace program, use the *Drug-Free Workplace Advisor*, a free, online interactive tool that helps employers create drug-free workplace programs. The *Advisor* is available at [www.dol.gov/elaws/drugfree.htm](http://www.dol.gov/elaws/drugfree.htm).

### one

#### Component 1: Writing a Drug-Free Workplace Policy

A written drug-free workplace policy is the foundation of an organization's drug-free workplace program. Every organization's written policy should be unique and tailored to meet its specific needs; however, all effective policies have a few aspects in common.

First, a written policy should clearly state why the policy or drug-free workplace program is being implemented. Rationale can be as simple as a company being committed to protecting the safety, health and well being of its employees and patrons and recognizing that abuse of alcohol and other drugs compromises this dedication.

The second core element of an effective written policy is a clear description of behaviors that are prohibited. At a minimum, this should include a statement that the "use, possession, transfer or sale of illegal drugs or controlled substances by employees is prohibited."

The third fundamental element is a thorough explanation of the consequences for violating the policy. Consequences may include discipline up to and including termination and/or referral for assistance. Consequences should be consistent with other existing personnel policies and procedures and any applicable state laws.

Employers should note that sharing their policy with all company employees is an essential part of a drug-free workplace program. Many companies find it helpful to ask for feedback from employees during the initial policy development stage.

### two

#### Component 2: Supervisor Training

After developing a written drug-free workplace policy, an organization should train those individuals closest to the workforce—supervisors. Supervisor training is an integral part of every drug-free workplace program. At a minimum, supervisor training should include a review of:

- The organization's drug-free workplace policy
- Supervisors' specific responsibilities in implementing the policy
- Ways to recognize and deal with employees who have job performance problems that may be related to alcohol and other drugs

In relation to an organization's drug-free workplace program, supervisors' responsibilities should include monitoring employees' job performance, staying alert to performance problems, documenting performance problems and enforcing the policy. Supervisors should **not**, however, be expected to diagnose alcohol- and drug-related problems or provide counseling to employees who may have them. Rather, training should focus on ensuring that supervisors:

- Understand the company's drug-free workplace policy
- Can identify and attempt to resolve employee performance problems
- Know how to refer employees to available assistance

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In addition, if supervisors are responsible for making referrals for testing based on reasonable suspicion, they must also be thoroughly trained on how to make that determination.

## **three** **Component 3: Employee Education**

A drug and alcohol education program is a systematic approach to providing employees with the information they need to fully understand, cooperate with and benefit from their organization's drug-free workplace program. Effective employee education programs provide company-specific information, such as details of the drug-free workplace policy and program, as well as more generalized information about the nature of alcohol and drug abuse; its impact on work performance, health and personal and family life; and what types of help are available for individuals with alcohol- and drug-related problems, either through the organization or community-based service providers.

*All* company employees should be required to participate in the drug and alcohol education program. The message should be delivered on an ongoing basis through a variety of means, not as a one-time effort. Forums for employee education may include home mailings, posters and displays in the workplace, brown-bag lunches, guest speakers, seminars and sessions at new employee orientation.

## **four** **Component 4: Providing Employee Assistance**

Employee Assistance Programs (EAPs) are an extremely effective vehicle for addressing and resolving poor workplace performance that may stem from an employee's personal problems, including alcohol and drug abuse.

In addition to short-term counseling and referrals, many EAPs offer additional drug- and alcohol-related services that benefit employees and the company, such as supervisor training and employee education. Businesses with financial constraints may be able to join a consortium to offer their workers EAP services or, at a minimum, should provide a resource file from which employees can access information about treatment programs and helplines.

EAPs are an excellent benefit to employees and their families. They clearly demonstrate employers' responsiveness and respect for their staff. EAPs also offer an alternative to dismissal and minimize an employer's legal vulnerability because they clearly show a company's effort to accommodate troubled employees.

## **five** **Component 5: Alcohol and Drug Testing**

Despite their controversial nature, alcohol and drug tests are increasingly standard components of many drug-free workplace programs. However, before deciding whether or not to include testing as part of their organization's program, employers should consider a number of factors:

1. Who will be tested? Possibilities include all employees, job applicants and/or employees in safety-sensitive positions.
2. When will tests be conducted? Possibilities include pre-employment, random, reasonable suspicion, for cause, etc.



## Substance Abuse Information Database (SAID)

The *Substance Abuse Information Database (SAID)* is an online database developed by the US Department of Labor (DOL) to serve as a one-stop source for businesses, workers and organized labor seeking information about workplace substance abuse. *SAID* contains hundreds of documents including sample policies, articles, research reports, training and educational materials, and legal and regulatory information.

*SAID* is particularly useful for small- and medium-sized businesses. The database contains a summary guide to workplace-related local and state laws regarding drug testing as well as unemployment and workers' compensation. The database also allows for easy query of specific information on an array of topics including:

- Workplace substance abuse policies
- Model substance abuse programs
- Employee awareness and education
- Supervisor training
- Employee Assistance Programs (EAPs)
- Alcohol and drug testing
- Federal and state laws related to workplace substance abuse
- Studies and surveys
- Workforce development and welfare systems
- Tobacco

*SAID* is available only on the Internet at [www.dol.gov/dol/asp/public/programs/drugs/said.htm](http://www.dol.gov/dol/asp/public/programs/drugs/said.htm).

## Drug-Free Workplace Advisor

The *Drug-Free Workplace Advisor* is an online interactive system designed to help employers create drug-free workplace programs for their companies and inform both employers and employees about the issue of workplace substance abuse and the Drug-Free Workplace Act of 1988. In addition, the *Drug-Free Workplace Advisor* provides free, ready-to-use presentation materials, including PowerPoint slides, overheads and handouts, that employers may incorporate into supervisor training and employee education.

The *Drug-Free Workplace Advisor* is one of several online Advisors, known as **elaws** (Employment Laws Assistance for Workers and Small Businesses), which provide small businesses with free, clear and instantly accessible compliance assistance information regarding employment laws administered by DOL. Each **elaws** Advisor tailors answers to suit the special needs and requirements of different organizations based on users' selections of options provided by the system.

The *Drug-Free Workplace Advisor* is available only on the Internet at [www.dol.gov/elaws/drugfree.htm](http://www.dol.gov/elaws/drugfree.htm).



## Working Partners Web Site

The *Working Partners Web Site* serves as a central point of reference for individuals seeking information about workplace substance abuse and its impact on American businesses. Throughout the site, employers and employees have free and instant access to a wealth of material, including educational articles, statistics and other resources relevant to workplace substance abuse.

In addition to access to the *Substance Abuse Information Database (SAID)*, the *Drug-Free Workplace Advisor* and the *Welfare and Workforce Development Web Site*, the *Working Partners Web Site* includes:

- A section on national and state resources, through which users can locate organizations in their community that address substance abuse
- A glossary of substance abuse terms
- Workplace substance abuse facts and figures
- A list of related Web sites
- Information about related publications available from DOL
- Web-based versions of all materials found in the Small Business Workplace Kit

Please note that all *Working Partners* materials, including those on the *Working Partners Web Site*, are in the public domain and may be reproduced and distributed as needed. Associations and businesses are free to incorporate their names and/or logos on all *Working Partners* materials. Employers may use the materials for:

- Supervisor training or employee education
- Inclusion in organizational publications
- Payroll stuffers or workplace displays

The *Working Partners Web Site* is located at [www.dol.gov/dol/workingpartners.htm](http://www.dol.gov/dol/workingpartners.htm).

## Welfare and Workforce Development Web Site

Because substance abuse is a major impediment to employment success, *Working Partners* developed the *Welfare and Workforce Development Web Site*, an online tool designed to serve Welfare-to-Work and other workforce development professionals, welfare agencies staff and the substance abuse treatment community. By understanding the issue of substance abuse and knowing the facts about addiction, treatment and recovery, Welfare-to-Work and other workforce development professionals can better assure employers that hiring people in recovery makes good business sense.

The *Welfare and Workforce Development Web Site* includes sections on substance abuse, workforce development and welfare basics; a glossary of terms; a collection of useful resources and links; and a list of documents and publications related to workforce development and welfare systems. In addition, the site provides opportunities for Welfare-to-Work and other workforce development professionals and welfare agencies staff to learn and share information about practical, effective strategies for serving individuals with substance abuse problems.

The *Welfare and Workforce Development Web Site* is located at [www.dol.gov/dol/asp/public/programs/drugs/welfare-to-work.htm](http://www.dol.gov/dol/asp/public/programs/drugs/welfare-to-work.htm).



## Resources Available from the US Department of Labor

In addition to the Small Business Workplace Kit, *Working Partners* offers several resources to help employers make their workplaces alcohol and drug free. The materials described below were developed by the US Department of Labor (DOL) and can be ordered from the National Clearinghouse for Alcohol and Drug Information (NCADI) at:

National Clearinghouse for Alcohol and Drug Information (NCADI)  
 PO Box 2345  
 Rockville, MD 20847-2345  
 Phone: (301) 468-2600 or (800) 729-6686  
[www.health.org](http://www.health.org)

When ordering materials, please provide each item's inventory number as listed below. When noted, the item also is available in Spanish.

### Publications

- *What Works: Workplaces without Alcohol and Other Drugs.* (PHD 517)
- *An Employer's Guide to Dealing with Substance Abuse.* (PHD 543), Spanish (PHD 537)
- *Small Business Workplace Kit.* (RPO 899)

### America in Jeopardy Video and Manuals

DOL's award-winning video, *America in Jeopardy: The Young Employee and Drugs in the Workplace*, highlights the workplace experiences of several young substance abusers before and during recovery. The video, with its trainer and participant manuals, can be used as part of supervisor training as well as employee education.

Video (VHS 044), Spanish (VHS 068); Manuals (VHS 044G), Spanish (VHS 068G)

*Please note:* There is a nominal fee for the *America in Jeopardy* video and manuals

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- Supervisor training or employee education
- Inclusion in organizational publications
- Payroll stuffers or workplace displays

Please also note that most *Working Partners* print materials (including the trainer and participant manuals for the *America in Jeopardy* video) also are available on the *Working Partners* Web site at [www.dol.gov/dol/workingpartners.htm](http://www.dol.gov/dol/workingpartners.htm).





## Helplines for Employees

The following organizations provide free, confidential assistance to individuals who have, or know someone who has, a problem with alcohol or other drugs.

### ***Al-Anon/Alateen***

Phone: (888) 4AL-ANON

[www.al-anon.alateen.org](http://www.al-anon.alateen.org)

Al-Anon provides information on the effects of alcohol abuse and refers friends and families of alcohol abusers to nearby support groups. Al-Anon's purpose is to help families and friends of alcoholics recover from the effects of living with the problem drinking of a relative or friend. Alateen is the organization's program for young people whose lives have been affected by someone else's drinking.

### ***Alcoholics Anonymous (AA)***

Phone: (212) 870-3400

[www.aa.org](http://www.aa.org)

AA offers a way to stop drinking to individuals who feel they have a problem with alcohol. AA groups are located in most cities and rural communities throughout the country. Look up "Alcoholics Anonymous" in a local telephone directory for a contact in your area.

### ***American Council on Alcoholism***

Phone: (800) 527-5344

[www.aca-usa.org](http://www.aca-usa.org)

This service provides referrals to alcoholism treatment programs nationwide and distributes written materials on alcohol abuse problems.

### ***Cocaine Anonymous***

Phone: (800) 347-8998

[www.ca.org](http://www.ca.org)

Cocaine Anonymous provides support for people dependent on cocaine and other mind-altering substances. Callers are referred to local helplines.

### ***Nar-Anon***

Phone: (310) 547-5800

This worldwide program provides support for friends and families of individuals with substance abuse problems.

### ***Focus on Recovery Helpline***

Phone: (800) 234-0420

[www.focushealthcare.com](http://www.focushealthcare.com)

This helpline provides support and information for recovering drug addicts through referral to local helplines staffed by other recovering addicts.

### ***National Council on Alcoholism and Drug Dependence Hopeline***

Phone: (800) NCA-CALL

[www.ncadd.org](http://www.ncadd.org)

This organization, a planning and oversight agency for public substance abuse treatment programs, provides written information on alcohol and drug abuse and referrals to treatment and counseling services nationwide.



## Symptoms and Intervention Techniques

If substance abuse is contributing to an employee's poor performance, ignoring or avoiding the issue will not help the situation. An employee's use of alcohol or drugs may be the root of the performance problem; however, substance abuse on the part of someone close to the employee also could be the source. Regardless, abuse of alcohol or other drugs inevitably leads to costly and potentially dangerous consequences in the workplace unless action is taken to confront the issue.

It is important to note that diagnosis of an alcohol or other drug problem is *not* the job of a supervisor. However, remaining alert to changes in employee performance and working to improve employee productivity is a core component of every supervisor's job. Because substance abuse seriously affects an employee's ability to fulfill his/her responsibilities, supervisors play a key role in keeping a workplace alcohol and drug free.

To carry out this responsibility, a supervisor must clearly understand a company's drug-free workplace policy and have the ability to identify performance problems that may be the result of alcohol and drug abuse. Furthermore, a supervisor should be capable of making appropriate referrals to employees in need of assistance for alcohol- or drug-related problems.

### Symptoms

The following performance and behavior problems are common to many employed individuals who abuse alcohol and/or other drugs. It is important to note that if an employee displays these symptoms, it **does not** necessarily mean he or she has a substance abuse problem.

#### *Performance*

- inconsistent work quality
- carelessness, mistakes
- poor concentration
- errors in judgment
- lowered productivity
- needless risk taking
- increased absenteeism
- disregard for safety
- unexplained disappearances from the jobsite
- extended lunch periods and early departures

#### *Behavior*

- frequent financial problems
- complaints about problems at home
- avoidance of friends and colleagues
- deterioration in personal appearance
- blaming others for own problems and shortcomings
- complaints and excuses of vaguely-defined illnesses

### Intervention

When an employee's performance deteriorates for whatever reason, his/her supervisor has an obligation to intervene. The supervisor does not need to be an expert on alcohol and drug abuse to do so because the intervention should be focused on the employee's performance problem.

The following principles of intervention may be followed by supervisors who need to confront a staff member about a performance problem that may be related to substance abuse.

#### *Maintain control*

- Stick to the facts as they affect work performance.
- Do not rely on memory; have all supporting documents and records available.
- Do not discuss alcohol or drug use.

#### *Be clear and firm*

- Explain company policy concerning performance.
- Explain company drug-free workplace policy.
- Explain consequences if performance expectations are not met.

#### *Be supportive, but avoid emotional involvement*

- Offer help in resolving performance problems.
- Identify resources for help in addressing personal problems.

For more extensive information about symptoms and intervention techniques, use the *Drug-Free Workplace Advisor*, a free, online interactive tool that helps employers create drug-free workplace programs. The *Advisor* is available at [www.dol.gov/elaws/drugfree.htm](http://www.dol.gov/elaws/drugfree.htm).



**Where to Obtain Further Information**

In addition to *Working Partners*, several sources of outside help exist for employers who wish to establish or expand an alcohol- and drug-free workplace program. Employers should keep in mind that because every business is unique, there is no one right way to establish a program. The sources employers choose to draw upon will vary according to the nature of their businesses and the type of help they require.

**American Council for Drug Education (ACDE)**

164 West 74th Street  
 New York, NY 10023  
 Phone: (800) 488-DRUG  
[www.acde.org](http://www.acde.org)

ACDE's mission is to "fight drug abuse with facts." The organization offers substance abuse prevention information to employers and employees as well as parents, children, educators, students, policy makers and constituents.

**Community Anti-Drug Coalitions of America (CADCA)**

901 North Pitt Street, Suite 300  
 Alexandria, VA 22314  
 Phone: (703) 706-0560  
[www.cadca.org](http://www.cadca.org)

CADCA is a private-public sector coalition of representatives of business, labor, chambers of commerce, the Partnership for a Drug-Free America and many state and local prevention groups.

**Drug and Alcohol Testing Industry Association (DATIA)**

1600 Duke Street, Suite 220  
 Alexandria, VA 22314  
 Phone: (800) 355-1257  
[www.datia.org](http://www.datia.org)

DATIA provides information about drug testing technologies and products. It also gathers and publishes statistics about drug testing and represents the business community with regard to Federal regulations on drug and alcohol testing.

**Drug Enforcement Administration (DEA)**

Information Services Section (CPI)  
 2401 Jefferson Davis Highway  
 Alexandria, VA 22301  
[www.dea.gov](http://www.dea.gov)

The DEA is responsible for the enforcement of Federal drug laws and regulations. It conducts prevention programs in conjunction with numerous national organizations through its Demand Reduction Program. The agency also develops and distributes a variety of publications and videos on prevention.

**Employee Assistance Society of North America (EASNA)**

230 E. Ohio Street, Suite 400  
 Chicago, IL 60611-3265  
 Phone: (312) 644-0828  
[www.easna.org](http://www.easna.org)

EASNA is a membership organization that can provide contact information for local employee assistance professionals. The organization also offers various resources and publications regarding employee assistance programs.

**Employee Assistance Professionals Association (EAPA)**

2101 Wilson Boulevard, Suite 500  
 Arlington, VA 22201  
 Phone: (703) 522-6272  
[www.eap-association.org](http://www.eap-association.org)

EAPA is a membership organization that can provide contact information for local employee assistance professionals. The organization also publishes an extensive selection of brochures, books and research findings on substance abuse prevention, treatment and education.

**National Association of State Alcohol and Drug Abuse Directors (NASADAD)**

808 17th St. NW, Suite 410  
 Washington, DC 20006  
 Phone: (202) 293-0090  
[www.nasadad.org](http://www.nasadad.org)

NASADAD coordinates and encourages cooperative efforts between the Federal government and state agencies on alcohol and drug abuse. The association serves as a resource on state drug programs and can provide contacts for each state.

**Supplies for  
 Success**

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**National Clearinghouse for Alcohol and Drug Information (NCADI)**

PO Box 2345  
Rockville, MD 20847-2345  
Phone: (800) 729-6686; (301) 468-2600  
[www.health.org](http://www.health.org)

Operated by the Center for Substance Abuse Prevention (CSAP), NCADI is a national substance abuse information resource. Anyone interested in obtaining substance abuse informational material can order research results, publications, videos, prevention curricula, print materials and program descriptions.

**Partnership for a Drug-Free America (PDFA)**

405 Lexington Avenue, 16th floor  
New York, NY 10174  
Phone: (212) 922-1560  
[www.drugfreeamerica.org](http://www.drugfreeamerica.org)

PDFA produces anti-drug public service announcements using volunteers from the advertising, public relations, research, production and media industries. Employers can obtain prevention-oriented ads, posters, tapes and other materials to educate employees and supervisors about the costs of workplace substance abuse.

**Regional Alcohol and Drug Awareness Resource (RADAR) Network**

PO Box 2345  
Rockville, MD 20847-2345  
Phone: (800) 729-6686, ext. 5111  
[www.health.org/about/radar/index.htm](http://www.health.org/about/radar/index.htm)

The RADAR Network works in partnership with NCADI and encompasses state clearinghouses, specialized organizational information centers, the Department of Education Regional Training Centers, an online network and other information sources.

**State Drug and Alcohol Information**

State drug and alcohol program offices can be located by consulting the RADAR Network, the National Association of State Alcohol and Drug Abuse Directors, a state's government or a local phone directory. In addition, state legal information can be obtained from a State Attorney General's Office. The phone number for this office can be found in the blue pages of a local phone directory. A local chamber of commerce also may offer guidance on locating legal information.

In addition, the *Working Partners* Web site ([www.dol.gov/dol/workingpartners.htm](http://www.dol.gov/dol/workingpartners.htm)) has a section on national and state resources, through which users can retrieve a list of resources and organizations that address substance abuse at the state level.

**Substance Abuse Program Administrators Association (SAPAA)**

1550 S. Coast Highway, Suite 201  
Laguna Beach, CA 92651  
Phone: (800) 672-7229; (800) 786-7875  
[www.sapaa.com](http://www.sapaa.com)

SAPAA represents professional administrators of workplace drug and alcohol programs. Membership comprises consortia, third party and in-house corporate administrators who implement programs to comply with mandated and, in some cases, non-mandated drug testing.

**Workplace Helpline**

5640 Nicholson Lane, Suite 300  
Rockville, MD 20852  
Phone: (800) WORKPLACE  
[www.health.org/workplace/workcap.htm](http://www.health.org/workplace/workcap.htm)

Operated by the Center for Substance Abuse Prevention (CSAP), the Workplace Helpline provides individualized technical assistance to businesses, industries and unions in the development and implementation of comprehensive workplace substance abuse prevention programs. Corporate executive officers, union representatives and managers responsible for company policy can obtain assistance assessing programmatic needs and preparing their organizations to address current or potential problems caused by alcohol and other drugs in the workplace.

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## **How do EMPLOYERS**

### **Benefit from an Alcohol- and Drug-Free Workplace?**

As an employer, the benefits of an alcohol- and drug-free workplace are considerable in both financially measurable and non-measurable terms. Paybacks include:

#### ***INCREASED***

- Staff morale
- Employee motivation
- Employee creativity
- Customer satisfaction
- Customer retention
- Positive public image
- Savings through incentive programs offered by insurance carriers
  - Savings through fewer accidents and property damage

#### ***DECREASED***

- Accidents
  - Errors
- Incidents requiring disciplinary action
  - Absenteeism
  - Tardiness
- Employee theft and fraud
  - Legal expenses
  - Insurance claims
  - Staff turnover
- Chances of hiring substance abusers
  - Workers' compensation costs





## How do EMPLOYEES Benefit from an Alcohol- and Drug-Free Workplace?

Working for a company that is alcohol and drug free has a lot of advantages. Employers who maintain alcohol- and drug-free workplaces do more than just protect their business assets—they contribute to the improved safety, health and well-being of their workforce. Employees benefit from knowing that a drug-free workplace program applies not only to them, but to all the coworkers and managers on whom their safety and security depends. Take a moment to consider the positive impact a drug-free environment has on:



### Safety

Employees in drug-free environments have greater confidence that their workplaces are **safe**...Think about the construction contractor whose personal safety depends on his fellow workers being alert and focused at all times.

### Health

Employees in drug-free environments take comfort in knowing that their workplace is **healthy**...Consider the restaurant server who knows his own health won't be compromised because he has to work a double shift to cover for a colleague who regularly calls in sick due to a hangover.

### Productivity

Employees in drug-free environments are reassured that their workplaces are **productive**...Think about the high-tech worker who knows he won't miss an important deadline because he's covering for a colleague whose output lags due to drug abuse.

### Morale

Employees in drug-free workplaces are pleased to be part of a team that gets the job done and enjoy the benefits of higher **morale**...Picture the nurse who arrives for work each day with the knowledge that the level of patient care won't suffer due to a coworker's abuse of alcohol or other drugs.

### Security

Employees in drug-free workplaces appreciate that their employer's policies make them more **secure**...Consider the electronics store sales associate who doesn't worry that the cash register she shares will be short at the end of the day because a coworker steals to support a drug habit.

### Well-Being

Employees in drug-free workplaces feel an enhanced sense of **well-being**...Think about the accountant who worked hard to achieve recovery and finds that his supportive work environment plays an important role in his continued sobriety and success.



## Facts and Figures

Substance abuse places a major burden on all segments of American society, including the workplace. The good news, however, is that experience demonstrates that employers have enormous potential to protect their businesses from the negative impact of substance abuse by educating employees about its dangers and encouraging individuals with substance abuse problems to seek help.

### Definitions of Terms

**Current illicit drug user:** Someone who has used illicit drugs at least once in the last month

**Binge drinking:** Five or more drinks on one occasion

**Heavy drinking:** Five or more drinks on five or more occasions in the past month

### Alcohol and Drug Abuse in America Today

Although overall rates have not increased over the past several years, alcohol and drug abuse continues to afflict American society at the start of the 21st century.

- An estimated 14.8 million Americans are current illicit drug users.<sup>1</sup>
- Nearly 11 percent of youths between the ages of 12 and 17 are current illicit drug users. Among this population, marijuana is the most prevalent drug of use.<sup>2</sup>
- Young adults between the ages of 18 and 20 have the highest rate of current illicit drug use at roughly 20 percent.<sup>3</sup>
- Heavy drinking occurs most frequently among young adults between the ages of 18 and 25 (13.3 percent), peaking at age 21 (17.4 percent).<sup>4</sup>
- The rate of current illicit drug use is higher among men (8.7 percent) than women (4.9 percent).<sup>5</sup>
- Heavy drinking correlates strongly with illicit drug use. Of 12.4 million heavy drinkers, 30.5 percent are also current illicit drug users.<sup>6</sup>

### America's Workplaces at Risk

No business, regardless of size or location, is immune to the countless problems that alcohol and drug abuse can cause. Most individuals who abuse alcohol and other drugs are employed, and when they arrive for work, they don't leave their problems outside the door.

- Although the rate of current illicit drug use is higher among unemployed individuals, the vast majority of current illicit drug users in the US are employed. Of 12.3 million adult current illicit drug users, 9.4 million (77 percent) work.<sup>7</sup>
- An estimated 6.5 percent of full-time and 8.6 percent of part-time workers are current illicit drug users.<sup>8</sup>
- Alcohol is the most widely abused drug among working adults. An estimated 6.2 percent of adults working full time are heavy drinkers.<sup>9</sup>
- More than one in three (38 percent) workers between the ages of 18 and 25 are binge drinkers.<sup>10</sup>
- Among employed adults, the highest rates of heavy drinking and current illicit drug use are reported by white, non-Hispanic males who are between the ages of 18 and 25 and have less than a high school education.<sup>11</sup>
- By occupation, the highest rates of current illicit drug use and heavy drinking were reported by food preparation workers, waiters, waitresses and bartenders (19 percent); construction workers (14 percent); service occupations (13 percent); and transportation and material moving workers (10 percent).<sup>12</sup>
- More than 60 percent of adults know someone who has reported for work under the influence of alcohol or other drugs.<sup>13</sup>

### Everyone Bears the Impact

Everyone involved in running a business—both employers and employees—suffers when there is workplace alcohol and drug abuse. Some costs are obvious, such as increased absences, accidents and errors. Others, such as low morale and high illness rates, are less so, but the effects are equally harmful.

- One in five workers report that they have had to work harder, redo work or cover for a co-worker or have been put in danger or injured as a result a fellow employee's drinking.<sup>14</sup>

- Up to 40 percent of industrial fatalities and 47 percent of industrial injuries can be linked to alcohol consumption and alcoholism.<sup>15</sup>
- Alcohol and drug abuse has been estimated to cost American businesses roughly 81 billion dollars in lost productivity in just one year—37 billion due to premature death and 44 billion due to illness. Of these combined costs, 86 percent are attributed to drinking.<sup>16</sup>
- Alcoholism is estimated to cause 500 million lost workdays annually.<sup>17</sup>
- Individuals who are current illicit drug users are more than twice as likely (9.3 percent) than those who are not (4.3 percent) to have changed employers three or more times in the past year.<sup>18</sup>
- Individuals who are current illicit drug users are also more likely (12.9 percent) than those who are not (5 percent) to have skipped one or more work days in the past month.<sup>19</sup>
- Similarly, individuals who are current heavy alcohol users are more likely (8 percent) than those who are not (4.4 percent) to have changed employers three or more times in the past year.<sup>20</sup>
- Individuals who are current heavy alcohol users are also more likely (11.3 percent) than those who are not (5.1 percent) to have skipped one or more work days in the past month.<sup>21</sup>
- Results from a US Postal Service study revealed that employees who tested positive in a pre-employment drug test are 66 percent more likely to be absent and 77 percent more likely to be discharged within three years than those who tested negative.<sup>22</sup>
- Of callers to the National Cocaine Helpline, 75 percent admit to having used drugs on the job, 64 percent report that drugs have adversely affected their job performance, 44 percent say they have sold drugs to fellow employees and 18 percent say they have stolen from coworkers to support their drug habit.<sup>23</sup>

### **Small Businesses Most Vulnerable**

When it comes to workplace substance abuse, small businesses have big disadvantages. They are less likely to have programs in place to combat the problem, yet they are more likely to be the “employer-of-choice” for illicit drug users. Individuals who can’t adhere to a drug-free workplace policy seek employment at firms that don’t have one, and the cost of just one error caused by an impaired employee can devastate a small company.

Among the population of full-time employed current illicit drug users:

- 44 percent work for small establishments (1-24 employees)
- 43 percent work for medium establishments (25-499 employees)
- 13 percent work for large establishments (500 or more employees)<sup>24</sup>

Among the population of full-time employed heavy drinkers:

- 36 percent work for small establishments
- 47 percent work for medium establishments
- 17 percent work for large establishments<sup>25</sup>

### **Endnotes:**

<sup>1</sup> US Department of Health and Human Services Substance Abuse and Mental Health Services Administration. (2000). 1999 National Household Survey on Drug Abuse. Rockville, MD: US Department of Health and Human Services.

<sup>2</sup> Ibid.

<sup>3</sup> Ibid.

<sup>4</sup> Ibid.

<sup>5</sup> Ibid.

<sup>6</sup> Ibid.

<sup>7</sup> Ibid.

<sup>8</sup> Ibid.

<sup>9</sup> Ibid.

<sup>10</sup> Ibid.

<sup>11</sup> US Department of Health and Human Services Substance Abuse and Mental Health Services Administration. (1999). Worker Drug Use and Workplace Policies and Programs: Results from the 1994 and 1997 NHSDA. Rockville, MD: US Department of Health and Human Services.

<sup>12</sup> Ibid.

<sup>13</sup> Hazeldon Foundation. (1996). Addiction in the Workplace Survey. Center City, MN: Hazeldon Foundation.

<sup>14</sup> Mangione, T.W., et al. (1998). New Perspectives for Worksite Alcohol Strategies: Results from a Corporate Drinking Study. Boston, MA: JSI Research and Training Institute.

<sup>15</sup> Bernstein, M. and Mahoney, J. (1989). Management Perspectives on Alcoholism: The Employer's Stake in Alcoholism Treatment. Occupational Medicine, 4(2).

<sup>16</sup> US Department of Health and Human Services Substance Abuse and Mental Health Services Administration. (1995). Substance Abuse and Mental Health Statistics Sourcebook. Rockville, MD: US Department of Health and Human Services.

<sup>17</sup> National Association of Treatment Providers. (1991). Treatment is the Answer: A White Paper on the Cost-Effectiveness of Alcoholism and Drug Dependency Treatment. Laguna Hills, CA: National Association of Treatment Providers.

<sup>18</sup> Supra note 11.

<sup>19</sup> Supra note 11.

<sup>20</sup> Supra note 11.

<sup>21</sup> Supra note 11.

<sup>22</sup> Normand, J., Salyards, S. and Maloney, J. (1990). An Evaluation of Pre-Employment Drug Testing. Journal of Applied Psychology, 75(6).

<sup>23</sup> National Cocaine Helpline. (1987). 1-800-COCAINE. Summit, NJ: National Cocaine Helpline.

<sup>24</sup> Supra note 11.

<sup>25</sup> Supra note 11.





## **Construction**

Almost every aspect of our lives is touched in some way by the construction industry, and America’s builders enjoy a long and rich history of designing and erecting landmarks recognizable the world over. Clearly, construction workers who abuse alcohol and other drugs are dangerous not only to themselves, but also to their colleagues and the general public. Safety in the construction industry is paramount, and for this reason many construction firms across the country are challenging themselves to build better workforces by proactively addressing workplace substance abuse and diminishing its potentially disastrous consequences.

A Federal government survey revealed that the construction industry has some of the highest rates of alcohol and drug abuse. Among full-time construction workers between the ages of 18 and 49:

- More than 12 percent report illicit drug use during the past 30 days.
- Almost 21 percent report illicit drug use during the past year.
- Approximately 13 percent admit to heavy alcohol use.<sup>1</sup>

Rates of substance abuse among different types of personnel within the construction industry are as follows:<sup>2</sup>

<b>Position</b>	<b>Current Illicit Drug Use (%)</b>	<b>Past Year Illicit Drug Use (%)</b>	<b>Current Heavy Alcohol Use (%)</b>
Construction Laborers	12.8	25.4	19.9
Construction Supervisors	17.2	25.9	12.7
Other Construction Workers	17.3	23.4	20.6

The American Road and Transportation Builders Association offers its members a variety of alcohol and drug abuse prevention services through an outside, independent contractor. Services include customized program development, drug and alcohol testing and assistance complying with the alcohol and drug regulations issued by the US Department of Transportation (DOT).

The American Subcontractors Association provides its members with educational materials specifically designed to help them deal more effectively with the problem of workplace substance abuse.

The Associated General Contractors produced an informational video about the DOT regulations and offers various training resources for employers.

The good news is that more and more construction companies, ranging from large international corporations to relatively small local contractors, are implementing drug-free workplace programs as a way to ensure productive workforces and safe workplaces—company features that ultimately result in increased profitability and success.

*Endnotes:*

<sup>1</sup> Department of Health and Human Services Substance Abuse and Mental Health Services Administration. (1996). Drug Use Among US Workers: Prevalence and Trends by Occupation and Industry Categories. Rockville, MD: US Department of Health and Human Services.

<sup>2</sup> Ibid.



**Health Care**

Despite fairly widespread belief, the health care industry is not immune to workplace substance abuse. Health care industry workers who abuse alcohol and other drugs threaten the safety and well being of not only themselves, but their colleagues and a countless number of patients. By keeping America’s hospitals, clinics and other health-related establishments free of substance abuse, industry administrators work to ensure the health of their staff and clients and further their company’s reputation as a provider of high-quality services in which patients and their loved ones can place their trust.

A Federal government survey revealed that more than 4 percent of nursing home employees and more than 5 percent of hospital and other health services employees report heavy drinking.<sup>1</sup>

Rates of substance abuse among different types of personnel within the health care industry are as follows:<sup>2</sup>

<b>Position</b>	<b>Current Illicit Drug Use (%)</b>	<b>Past Year Illicit Drug Use (%)</b>	<b>Current Heavy Drug Use (%)</b>
Physicians, Dentists, Optometrists	—	3.3	—
Nurses and Nursing Aides	5.5	12.8	2.8
Dental and Health Aides	2.8	9.9	2.3
Therapists	4.0	7.2	3.5
Clinical and Laboratory Technologists	4.3	8.9	2.2

The good news is that more and more health care industry employers, ranging from large hospitals to small clinics, are implementing drug-free workplace programs in order to ensure a safe working environment for their employees and high-quality care for their clients.

*Endnotes:*

<sup>1</sup> US Department of Health and Human Services Substance Abuse and Mental Health Services Administration. (1996). Drug Use among U.S. Workers: Prevalence and Trends by Occupation and Industry Categories. Rockville, MD: US Department of Health and Human Services.

<sup>2</sup> Ibid.



**High-Tech**

In America’s dynamic high-tech industry, employees regularly shift large quantities of information, data and money with the simple click of a mouse. Accuracy is critical, and the smallest of mistakes can have far-reaching consequences. Employees impaired due to abuse of alcohol or other drugs are a danger to companies determined to succeed in today’s electronic world, where a fast pace of growth and unstructured schedules may allow problems to go undetected and become serious threats to employee health and company profits. By making the country’s high-tech workplaces free of alcohol and other drugs, employers help ensure that America maintains its status as a leader in the worldwide technology revolution.

A Federal government survey revealed that rates of substance abuse among three different types of personnel between the ages of 18 and 49 within the high-tech industry are as follows:<sup>1</sup>

<b>Position</b>	<b>Current Illicit Drug Use (%)</b>	<b>Past Year Illicit Drug Use (%)</b>	<b>Current Heavy Alcohol Use (%)</b>
Computer Scientists/Analysts	—	—	2.4
Computer Programmers/Operators	3.6	10.4	2.7
Computer and Data Processors	6.1	13.5	16.2

The good news is that more and more high-tech employers, ranging from long-time industry giants to small start-ups, are implementing drug-free workplace programs to ensure safe workplaces and productive workforces—company features that ultimately result in increased profitability and success.

*Endnotes:*

<sup>1</sup> US Department of Health and Human Services Substance Abuse and Mental Health Services Administration. (1996). Drug Use Among US Workers: Prevalence and Trends by Occupation and Industry Categories. Rockville, MD: US Department of Health and Human Services.



## Hospitality

In the hospitality industry, customer satisfaction and retention are crucial, and providing excellent customer service is key to achievement. In today’s world, customers displeased with an establishment’s quality of service can simply take their business elsewhere. As a result, industry employees who abuse alcohol and other drugs threaten their company’s profitability in addition to the general safety of themselves, their coworkers and their patrons. By making the country’s hotels, eating and drinking establishments and the many businesses associated with their operations free of substance abuse, industry employers ensure increased profitability for their enterprises and further America’s reputation as a welcoming destination for travelers on business or leisure.

A Federal government survey revealed that the hospitality industry, which includes hotel/motel companies, eating and drinking places and those companies related to them and their operations, experiences some of the highest rates of alcohol and drug abuse.

Among employees in the hotel/motel sector:

- 9.3 percent admit to using illicit drugs during the past month.
- 17 percent admit to using illicit drugs during the past year.
- Nearly 10 percent admit to heavy alcohol use.<sup>1</sup>

Among employees at eating and drinking establishments:

- More than 16 percent admit to using illicit drugs during the past month.
- 28 percent admit to using illicit drugs during the past year.
- More than 15 percent admit to heavy alcohol use.<sup>2</sup>

Broken down by a few specific occupations, workers report substance abuse at the following levels:<sup>3</sup>

Occupation	Current Illicit Drug Use (%)	Past Year Illicit Drug Use (%)	Current Heavy Alcohol Use (%)
Food Preparers	16.3	27.6	16.3
Grounds Keepers	11.4	21.0	9.8
Janitors	13.0	20.6	10.3
Maids	7.9	12.8	3.6
Waiters/Waitresses	15.4	28.9	12.1

Drug-free workplace programs and Employee Assistance Programs (EAPs) yield impressive results in the hospitality industry. When Ramada Corporation introduced an EAP at its hotels and restaurants, absenteeism among its participants decreased by 50 percent and accidents fell by 82 percent.<sup>4</sup>

In a survey conducted among 400 Hardee’s fast-food establishments, 57 percent of the outlets that had EAPs reported that they have a positive financial impact, mainly through reduced employee turnover and absenteeism.<sup>5</sup>

A study of 700 hospitality industry employees who remained in their positions after receiving treatment for alcohol and drug abuse problems through an EAP revealed the following:

- Job-related injuries fell from 9 to 5 percent.
- Absenteeism dropped from 42 to 5 percent.
- Tardiness decreased from 39 to 7 percent.
- Job errors fell from 32 to 6 percent.
- Failure to complete assigned tasks dropped from 23 to 5 percent.<sup>6</sup>

From large multinational corporations to small locally-owned hotels, motels and restaurants, hospitality industry employers across the country are implementing drug-free workplace programs to ensure productive workforces and safe workplaces—company features that ultimately result in increased profitability and success.

### Endnotes:

<sup>1</sup> US Department of Health and Human Services Substance Abuse and Mental Health Services Administration. (1996). Drug Use among US Workers: Prevalence and Trends by Occupation and Industry Categories. Rockville, MD: US Department of Health and Human Services.

<sup>2</sup> Ibid.

<sup>3</sup> Ibid.

<sup>4</sup> Klebanow, A.M., and R.W. Eder. (February 1992). “Cost Effectiveness of Substance Abuse Treatment in Casino Hotels.” *Cornell H.R.A. Quarterly*, 58.

<sup>5</sup> Boddie-Noell Enterprises. (1990). ‘Just Say No’ Survey. Rocky Mount, North Carolina.

<sup>6</sup> Supra note 4.



**Manufacturing**

Both domestically and worldwide, American products have long been associated with quality. In today’s marketplace, manufacturing industry employers uphold this leading position by carefully balancing technical machinery and human talent. Clearly, manufacturers who abuse alcohol and other drugs threaten not only their colleagues and clients, but also America’s well-established reputation as a producer of top-quality wares. By keeping the nation’s factories and workshops free of alcohol and drugs, industry employers work to ensure that the label ‘Made in America’ continues to symbolize the spirit of high-quality craftsmanship that has for so long characterized the nation’s manufacturers.

A Federal government survey revealed that workplace substance abuse is a significant problem in both the non-durable and durable goods sectors of the manufacturing industry. Roughly 15 percent of workers in both sectors admit to having used illicit drugs in the last year and about 7 percent report current heavy alcohol use.<sup>1</sup>

Rates of substance abuse among workers employed in several different areas of the durable goods sector are as follows:<sup>2</sup>

Category	Current Illicit Drug Use (%)	Past Year Illicit Drug Use (%)	Current Heavy Alcohol Use (%)
Electrical Machinery	5.6	10.3	2.7
Lumber and Wood Products	8.9	15.8	12.0
Machinery	6.7	12.7	7.3
Metal Industries	6.8	21.4	10.0
Professional Equipment	7.7	16.0	7.3
Transportation Equipment	4.8	13.4	8.2

Rates of substance abuse among workers employed in several different areas of the non-durable goods sector are as follows:<sup>3</sup>

Category	Current Illicit Drug Use (%)	Past Year Illicit Drug Use (%)	Current Heavy Alcohol Use (%)
Apparel Products	6.8	11.5	3.8
Chemical Products	3.6	9.6	9.5
Food Products	10.3	18.4	8.3
Paper Products	8.0	12.7	5.3
Printing and Publishing	11.7	24.6	7.2
Rubber and Plastic Products	2.5	11.5	4.1
Textile Products	3.9	10.2	6.1

A survey conducted by the Project for Substance Abuse Assistance, a coalition of manufacturing industry associations in the print and publishing sectors, revealed that it is fairly easy for employees to purchase alcohol and illegal drugs in the manufacturing workplace. The majority of respondents said that “more information on alcohol and drug problems” is the best way to help coworkers with substance abuse problems.<sup>4</sup>

The National Association of Manufacturers (NAM) has taken a leadership role in addressing substance abuse prevention by providing drug-free workplace information to its members. In particular, NAM’s drug-free workplace kit helps manufacturers understand how to effectively handle workplace substance abuse problems.

From large multinational corporations to relatively small businesses, manufacturing firms across the country are implementing drug-free workplace programs to ensure productive workforces and safe workplaces—company features that ultimately result in increased profitability and success.

*Endnotes:*

<sup>1</sup> Department of Health and Human Services Substance Abuse and Mental Health Services Administration. (1996). Drug Use among US Workers: Prevalence and

<sup>2</sup> Trends by Occupation and Industry Categories. Rockville, MD: US Department of Health and Human Services.

<sup>3</sup> Ibid.

<sup>4</sup> Printing Industries of America, Inc. (1990). “Industry Substance Abuse Concerns Highlighted.” Human Resources Newsletter.



## **Retail**

In the exposure-oriented industry of retail, success stems from customer satisfaction and loyalty, quality products, competitive pricing and excellent customer service. In today’s fiercely competitive marketplace, shoppers displeased with a business’s quality of service can simply take their business elsewhere. Thus, retail workers who abuse alcohol and other drugs threaten not only the general security of themselves, their coworkers and their patrons, but also their company’s profitability. By making America’s shops alcohol and drug free, industry employers increase not only the security and well being of the nation’s consumers, but also the profits of their individual enterprises.

A Federal government survey revealed workplace substance abuse is a significant problem in the retail industry. Among full-time retail employees between the ages of 18 and 49:

- 10.8 percent report that they have used illicit drugs in the past month.
- About 22 percent report that they have used illicit drugs in the last year.
- 8.8 percent report heavy alcohol use.<sup>1</sup>

Rates of substance abuse among workers employed in several different areas of retail are as follows:<sup>2</sup>

Sector	Current Illicit Drug Use (%)	Past Year Illicit Drug Use (%)	Current Heavy Alcohol Use (%)
Apparel and Shoe Stores	3.9	12.3	1.5
Auto Supply Stores and Gas Stations	11.2	22.2	13.2
Department Stores	5.7	13.1	3.5
Eating and Drinking Places	16.3	28.0	15.4
Furniture and Appliance Stores	14.4	20.2	6.2
Grocery Stores	9.3	17.2	5.8
Other Retail Stores	5.9	12.8	4.7

The good news is that more and more retail industry employers, ranging from large multinational corporations to small locally owned shops, are implementing drug-free workplace programs to ensure productive workforces and safe workplaces—company features that ultimately result in increased profitability and success.

*Endnotes:*

<sup>1</sup> US Department of Health and Human Services Substance Abuse and Mental Health Services Administration. (1996). *Drug Use among US Workers: Prevalence and Trends by Occupation and Industry Categories*. Rockville, MD: US Department of Health and Human Services.  
<sup>2</sup> *Ibid.*



**General Services**

Many service employers wrongly believe that substance abuse is a problem only in industries that have “safety-sensitive” positions—jobs requiring the operation of vehicles, machinery and tools. However, the general services industry pays a high price for substance abuse. It is the nation’s largest employer of people in “security-sensitive positions”—jobs through which employees have access to financial records, maintain confidential information or are privy to a company’s ideas or product plans. Mistakes made by employees impaired due to abuse of alcohol or other drugs have far-reaching consequences. In order to ensure the security and success of their enterprises, America’s service employers must have workplaces that are alcohol and drug free.

A Federal government survey revealed that rates of substance use among employees in a range of general services fields are as follows:<sup>1</sup>

<b>Service Category</b>	<b>Current Illicit Drug Use (%)</b>	<b>Past Year Illicit Drug Use (%)</b>	<b>Current Heavy Alcohol Use (%)</b>
Business and Repair Services	11.1	19.8	9.7
Finance, Insurance, Real Estate	5.4	14.6	4.5
Personal Services	10.3	19.3	5.8
Professional and Related Services	4.2	11.05	3.1
Public Administration	3.7	8.8	7.2

The good news is that more and more general services industry employers, ranging from large international corporations to small locally owned businesses, are implementing drug-free workplace programs to ensure productive workforces and safe workplaces—company features that ultimately result in increased profitability and success.

*Endnotes:*

<sup>1</sup> US Department of Health and Human Services Substance Abuse and Mental Health Services Administration. (1996). Drug Use among US Workers: Prevalence and Trends by Occupation and Industry Categories. Rockville, MD: US Department of Health and Human Services.

<sup>2</sup> *ibid.*



## **Transportation**

The transportation industry affects almost every aspect of our daily lives. Whether by road, rail, water or air, America’s vast transportation networks are in use day and night moving people and goods to and from points across the country. Regrettably, alcohol and drugs are a factor in a significant percentage of transportation-related accidents each year. This alarming reality has serious consequences for employers and employees within the industry as well as members of the general public who rely on transportation systems. As a result, the US Department of Transportation (DOT) has mandated that all industry employers maintain alcohol- and drug-free workplaces. By complying with governmental regulations and proactively addressing the issue of substance abuse, transportation employers help ensure success for their commercial enterprises and increase the level of safety for all travelers nationwide.

A Federal government survey revealed that rates of substance abuse among four different types of personnel within the transportation industry are as follows:<sup>1</sup>

<b>Occupation</b>	<b>Past-Year Illicit Drug Use (%)</b>	<b>Heavy Alcohol Use (%)</b>
Truck Drivers (light)	18.9	15.1
Vehicle Repairers	17.0	14.9
Truck Drivers (heavy)	16.4	13.3
Bus Drivers	13.6	6.7

To address the rising rate of substance abuse in the US and the general safety of all people who travel within the country, Congress passed the Omnibus Transportation Employee Testing Act of 1991. The Act requires transportation industry employers to establish and maintain alcohol- and drug-free workplace programs that incorporate both alcohol and drug testing.

Regarding their employers’ efforts to prevent workplace substance abuse, transportation industry workers report:

- 76.1 percent provide workers with information about alcohol and drugs.
- 73.6 percent have written policies about employee alcohol or drug use.
- 52.9 percent provide access to Employee Assistance Programs (EAPs) for employees who have drug or alcohol problems.<sup>2</sup>

Transportation workers report that the following types of drug testing are prevalent throughout the industry:

- At Hiring (62.7%)
- Random (52.5%)
- Upon Suspicion (48.9%)
- Post-Accident (58.8%)<sup>3</sup>

Drug testing appears to have a significant deterrent effect in the transportation industry. According to a report by a leading drug-testing firm, rates of positive drug-test results are lower among “safety-sensitive” transportation workers than among the general workforce. Overall, 3.6 percent of transportation employees tested positive for illicit drug use, compared to 6.4 percent of the general workforce.<sup>4</sup>

From large international corporations to relatively small local contractors, transportation firms are implementing and maintaining drug-free workplace programs to ensure productive workforces and safe workplaces—company features that ultimately result in increased profitability and success.

*Endnotes:*

<sup>1</sup> US Department of Health and Human Services Substance Abuse and Mental Health Services Administration. (1996). *Drug Use among US Workers: Prevalence and Trends by Occupation and Industry Categories*. Rockville, MD: US Department of Health and Human Services.

<sup>2</sup> US Department of Health and Human Services Substance Abuse and Mental Health Services Administration. (1999). *Worker Drug Use and Workplace Policies and Programs: Results from the 1994 and 1997 NHSDA*. Rockville, MD: US Department of Health and Human Services.

<sup>3</sup> Ibid.

<sup>4</sup> SmithKline Beecham Drug Testing Index, January 30, 1997.





## **Wholesale**

The wholesale industry is a fundamental step along the road to delivering products to America’s consumers. As a result, workplace errors have potentially far-reaching consequences. The selling of large quantities of goods gives rise to numerous safety and accuracy concerns, and industry employees who abuse alcohol and other drugs jeopardize not only themselves, but their coworkers, their customers and their business. By making the nation’s wholesale establishments alcohol and drug free, industry employers help keep their vital link in America’s consumer chain strong.

A Federal government survey revealed workplace substance abuse is a significant problem in the wholesale industry. Among full-time wholesale employees between the ages of 18 and 49:

- 8 percent report illicit drug use during the past 30 days.
- 15.5 percent indicate they used illicit drugs sometime during the past year.
- 10.3 percent admit to heavy alcohol use.<sup>1</sup>

Rates of substance abuse among different types of personnel within the wholesale industry are as follows:<sup>2</sup>

<b>Sector</b>	<b>Current Illicit Drug Use (%)</b>	<b>Past Year Illicit Drug Use (%)</b>	<b>Current Heavy Alcohol Use (%)</b>
Durable Goods	9.4	16.4	8.4
Non-Durable Goods	6.9	14.8	11.8
Groceries	7.7	21.5	9.8
Misc. Wholesale Trade	8.3	12.2	8.2

Drug-free workplace programs yield positive results in the wholesale industry. Within the first year of its program implementation, Peck Foods of Milwaukee, Wisconsin experienced:

- 50 percent less injuries
- 15 percent less unexcused absences
- 75 percent less property damage incidents<sup>3</sup>

From large international corporations to relatively small local establishments, wholesale companies are implementing and maintaining drug-free workplace programs to ensure productive workforces and safe workplaces—company features that ultimately result in increased profitability and success.

*Endnotes:*

<sup>1</sup> US Department of Health and Human Services Substance Abuse and Mental Health Services Administration. (1996). Drug Use among US Workers: Prevalence and Trends by Occupation and Industry Categories. Rockville, MD: US Department of Health and Human Services.

<sup>2</sup> Ibid.

<sup>3</sup> Current, W. (1992). "Does Drug Testing Work?" Washington DC: Institute for a Drug-Free Workplace.