

Supervisor Responsibility

- Know And Verbalize The Facility Substance Abuse Policy
- Be Alert For And Document Changes In Employee Performance, Behavior, And Appearance
- Check The Workplace For Drug Paraphernalia Before And After Each Shift



SUPERVISOR TRAPS

- ANGER Don't get drawn into a fight
- APOLOGY Don't buy the promise of never doing it again
- Excuses Drug user LIE
- Pity How can you do this to me?
- Tears Remorse, see apology
- Sympathy Remember their problems are not your problems
- Diversions Changing the subject. Keep on point



WHAT TO DO?

- **OBSERVE**
- **INVESTIGATE**
- **CONFIRM**
- **CONFRONT**
- **DOCUMENT**
- **MAINTAIN CONFIDENTIALITY**

