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RICHMOND, BC | APRIL 8-9, 2010

Managing Employees with Substance Abuse

ORGANIZATIONS KNOWN FOR EXCELLENCE demonstrate their concern for the health and safety of their personnel. We have improved workplace health and safety through accident prevention, disability management, physical rehabilitation and early return to work. But we lag behind in managing employees with substance use disorders. Here is your opportunity to learn the latest effective and evidence-based techniques to improve safety and health while boosting morale and productivity.

WHO SHOULD ATTEND?

- Disability management professionals
- Disability insurers and case managers
- Human Resources/Labour Relations personnel
- Occupational Health professionals
- Addiction medicine/psychiatry clinicians
- Labour lawyers
- Safety committee members
- Union representatives
- EFAP professionals

SPONSOR SUPPORT



SPEAKERS

- Sebastien Anderson** LLB
Partner, Victory Square Law Office
- Ray Baker** MD HealthQuest Occupational Health
- John Beckett** MBA, CRSP
Director, Health, Safety & Recruitment, BC Maritime Employers Association
- Neal Berger** MAC, SPAC
Executive Director of Cedars at Cobble Hill
- Clarence Chan** Problem Gambling Counselor,
Richmond Addiction Services
- Deborah Charrois** LEAP Program, BC Nurses Union
- Paul Farnan** MD HealthQuest Occupational Health
- Monica Glass** MA, North Shore Avalon Women's Centre
- George Grant** CEAP, RSW, Access Consultants
- Donald Hedges** MD, Addiction Physician
- Greg Heywood** LLB, Partner, Roper Greyell
- Patricia Janzen** LLB, Partner, Fasken Martin DuMoulin
- Michael Leeds** Ph.D., MFT, Consultant and
Psychotherapist
- Jacinta MacKinnon** College of Registered Nurses of BC
- Michelle MacQuarrie** North Shore Avalon Women's
Centre
- Jack McGourty** Co-Chair, EFAP, CAW Local 2301
- Mick Oreskovich** MD Medical Director, CEO
Washington Physicians Health Program
- Jason Parker** B.HK, Disability Management Consultant
- Ron Powell** BASc, MBA, MSc, Manager of Health, Safety,
Quality and Environment at ProTrans BC
- Joti Samra** PhD, RPsych
Adjunct Professor, Faculty of Health Sciences, SFU
- Kim Skeath** BSc Kin RK
Manager Workplace Health & Safety Washington Marine
Group
- Paul Sobey** MD CCFP, Addictionist
- Mike Tibbles** Human Resources, London Drugs
- Merville Vincent** BASc, MSc, MD, FRCPC, ASAM, Director
of Psychiatric Services, Edgewood

TOPICS

- ▶ Addiction: understanding the disease
- ▶ Workplace impairment: the most common causes
- ▶ Substance use at work: what needs to happen
- ▶ Mental illness and addictions in the workplace
- ▶ Prescription drugs and job performance
- ▶ How to perform intervention interviews with employees
- ▶ Workplace addiction and a culture of concealment
- ▶ Labour law: managing and accommodating workers who use drugs
- ▶ Navigating the minefield of drug testing
- ▶ Pathological gambling
- ▶ Women – addictions and recovery
- ▶ Sorting out addictions and other psychiatric symptoms
- ▶ Unions' roles in addressing members' addictions
- ▶ Employment law: is the hybrid approach still valid?
- ▶ Disability management and return to work
- ▶ Workplace policy on substance abuse
- ▶ Harm reduction and other controversial issues
- ▶ Benchmark medical monitoring practices for safety-sensitive workers
- ▶ What to expect from EFAPs
- ▶ Substance abuse and nurses: a collaborative approach
- ▶ Making workplaces healthier places

Thursday, April 8, 2010

THURSDAY, APRIL 8 – 8:30–9:00 AM

Addiction: cunning baffling powerful – understanding the disease

Dr. M. Oreskovich

Medical Director and Chief Executive Officer of the Washington Physicians Health Program



The disease of addiction is cunning, baffling, and powerful. It insinuates itself into every aspect of the sufferer's life and makes everyone else sick who comes in contact with the sufferer. It is one of the most prevalent and devastating diseases in the world. Yet, the treatment works well if applied one day at a time. So what is this disease? Why is it so devastating? Most importantly, what is this treatment that works perfectly? Dr. Oreskovich will answer these questions based on his 17 years experience of working with this disease.

THURSDAY, APRIL 8 – 9:00–9:20 AM

Workplace impairment: a look at the commonest causes

Ron Powell, BASC, MBA, MSC

Manager of Health, Safety, Quality and Environment at ProTrans BC

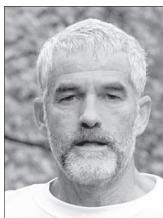


Fatigue gets a "free" pass: Of all the impairment factors found in the workplace from medicinal drug use, to illicit drug use to alcohol use and combinations of these, there is ample evidence that workplace fatigue may be as bad or worse as an impairment factor but we view and treat this impairment source differently. Our views on these factors are contrasted and compared as results from five separate releases of an Impairment Survey (UK, Vancouver, Global) are discussed. There was strong consistency in message – fatigue is the Number 1 problem, the majority view was, take no action on the fatigue-impaired unless their job is a risk to another. This discussion will suggest reasons for this as well as review on-going research intended to provide a fitness-for-duty screen for workers.

THURSDAY, APRIL 8 – 9:20–9:50 AM

Substance use and work: how it presents and what needs to happen

Dr. Ray Baker BSc. MD, FCFP, FASAM
Associate Clinical Professor UBC, Medical Director, HealthQuest Occupational Health Corp.



In this brief overview Dr. Baker will provide a summary of how substance use disorders negatively affect the workplace, how to avoid this threat to workplace health and safety and the essential components of effective management processes for prevention, early intervention, disability management with return to work and long-term risk reduction with problem resolution.

In this session we will learn:

- Essential components of a "healthy workplace"
- Liabilities and costs to the workplace of employee addictions
- Barriers to detection
- Most effective intervention strategies
- Effective disability management plans for return to work
- Contingency management - the key to resolution (the carrot and the stick)

THURSDAY, APRIL 8 – 10:20–10:40 AM

Mental illness and addictions in the workplace

Joti Samra, PhD, RPsych
Clinical Psychologist



In this session learn:

- How mental illness and addictions present in the workplace
- What systems might assist in addressing this issue?
- Practical packages that are available
- Tips and traps

THURSDAY, APRIL 8 – 10:40–11:00 AM

The dos and don'ts of drug testing for employers - navigating this minefield

Dr. Paul Farnan, MD, FCFP, ASAM
HealthQuest Occupational Health.



When drug testing is discussed, it is usually assumed that the subject is urine drug testing. Typical questions raised by the workplace include: Is it legal? Is it accurate? Does it guarantee a drug free workplace? Should we do it ourselves on site?

1. Address common myths and misconceptions related to drug testing initiatives
2. Understand the latest advances in drug testing methods, including oral fluid, sweat and hair testing.
3. Learn the importance of specimen collection, handling, testing and the work of a Medical Review Officer
4. Appreciate the consequences of a poorly thought out corporate 'drug testing' policy

THURSDAY, APRIL 8 – 11:00–11:20 AM

A pill for every ill and the effect of prescribed drugs on workplace performance: who is at risk and what should you know?

Paul W. Sobey, MD CCFP
Addiction Medicine Specialist



We tend to focus on workplace problems associated with illegal drugs and alcohol. Many prescribed medicines help to improve the general health of our population but for all their benefits, these medicines can also cause harm, especially when used inappropriately. The challenge is to use medicines wisely - to make the most of the benefits and keep their potential to cause harm to a minimum, especially in the workplace. This session will not only offer education on the problems of prescription drug abuse, but will also help you to obtain practical understanding regarding medications such as methadone, chronic pain medications, sleeping pills, and other sedatives

THURSDAY, APRIL 8 – 11:20–11:40 AM

A deadly combination: addiction in the workplace and a culture of concealment

Neal Berger, MAC, SPAC
Executive Director of Cedars At Cobble Hill.



Even when resources exist, workers with substance use disorders struggle to access them. There seems to be very little coordination between health care providers, EAP programs, treatment centres and the workplace. In fact workplace systems, including management and union often enable the problem to continue. The challenge we face is trying to overcome the culture of silence that allows substance use disorders to escalate; engaging the organizational and union leadership as well as workers and their community in addressing the need to change the nature of the system; creating a climate of trust and ultimately working collectively to assist people in accessing assessment and treatment sooner rather than later.

Thursday April 8, 2010

8:20 am opening remarks

8:30	8:30 am Addiction: understanding the disease <i>Dr. M. Oreskovich</i>
9:00	9:00 am The most common causes of workplace impairment <i>Dr. Powell</i>
9:30	9:20 am Substance use and work: how it presents and what needs to happen <i>Dr. R. Baker</i>
10:00	9:50 am Questions 10:00 -10:20 am Break
10:30	10:20 am Mental illness and addictions in the workplace <i>Dr. J. Samra</i>
11:00	10:40 am Navigating the minefield of drug testing <i>Dr. P. Farnan</i>
11:30	11:00 am Effects of prescription drugs on job performance <i>Dr. P. Sobey</i>
12:00	11:20 am Addiction in the workplace and a culture of concealment <i>M. Berger</i>
12:30	11:40 am Questions 12:00 pm Lunch
1:00	1:00 pm Managing and accommodating workers who use drugs: labor law perspectives <i>Greg Heywood, S. Anderson</i>
1:30	1:40 pm Pathological gambling: its relevance to work <i>Clarence Chan</i>
2:00	2:00 pm Women – addictions and recovery <i>H. Burnham</i>
2:30	2:20 pm What to ask for in medical reports <i>Kim Skeath</i>
3:00	2:40 pm Questions
3:30	3:00–3:30 pm Break
4:00	3:30 pm The difficult conversations – supervisor interventions: the detour <i>J. Beckett, Tibble</i>
4:30	4:30 pm Finish

THURSDAY, APRIL 8 – 1:00–1:40 PM

Managing and accommodating workers who use drugs

Sebastien Anderson, L.L.B.

Partner in the law firm Victory Square Law Office LLP.

Greg Heywood LLB, Partner, Roper Greyell

This session, back from our last conference by popular demand, will provide information in an entertaining and mildly adversarial way, on employers' responsibilities and liabilities when dealing with employees whose substance use has become a problem affecting workplace attendance, performance, behaviour or safety.

THURSDAY, APRIL 8 – 1:40–2:00 PM

Pathological gambling: is it relevant in my workplace?

Clarence Chan

Problem Gambling Counselor, Richmond Addiction Services.



Gambling is often presented as glamorous and exciting. But increased access to gambling brings with it an increase in the number of gambling-related problems. These can show up in the workplace in various ways: lost time, lost productivity and, in more severe situations, theft. Employers need to be aware of the potential harm that can come from gambling problems and take steps to educate and support their employees. In this session participants will:

- Learn some of the workplace warning signs of a coworker with a gambling problem
- Review awareness training strategies and activities
- Consider how to make problem gambling counseling and other resources available to employees.

Friday April 9, 2010

7:00 am AA meeting

- 8:30 am Doctors with addictions: what has worked for them? | *Dr. M. Oreskovitch*
- 9:00 am Addictions and multiple psychiatric symptoms – sorting them out | *Dr. M. Vincent*
- 9:30 am Unions' roles in addressing members' addictions | panel
N. Menard, J. McGourty, R. Whiteford
- 10:00–10:20 am Break
- 10:20 am Disability management practices when the disability is addiction | *J. Parker*
- 10:40 am Developing workplace policies on alcohol/drugs | *Beckett, Heywood, Baker*
- 11:20 am Harm reduction and other controversial issues | *Dr. D. Hedges*
- 11:40 am Questions
- 12:00 pm Lunch
- 1:00 pm Can we still use the hybrid approach | *P. Janzen*
- 1:30 pm Benchmark medical monitoring practices for safety-sensitive workers | *HealthQuest Medical Monitoring*
- 2:00 pm What to expect from your EFAP | *G. Grant*
- 2:30 pm Questions
- 3:00–3:20 pm Break
- 3:20 pm Addiction in Nurses: BC Nurses model program - BCNU, CRNBC |
D. Charrois, J. MacKinnon
- 4:00 pm Making your workplace a healthier place | *M. Leeds*
- 4:40 pm Finish

THURSDAY, APRIL 8 – 2:00–2:20 PM

Women – addictions and recovery

Monica Glass, MA & Michelle MacQuarrie

Coordinators of the North Shore Avalon Women's Centre

In this session, Monica and Michelle, through a blend of personal and professional experience, will discuss the nature of addiction in women, the barriers that women face when entering recovery, and the story of the Avalon Women's Centre, a drop-in Centre for women seeking recovery from addiction, that has been serving women with substance use problems for almost 20 years.



THURSDAY, APRIL 8 – 2:20–2:40 PM

What to ask for in medical reports

Kim Skeath, B.Sc. Kin, RK
Manager of Workplace Health & Wellness at the Washington Marine Group of Companies.



The employer has a responsibility to provide a safe workplace. When it comes to medical information we often believe that the more we get the better. In fact the employer requires specific information from assessing addiction specialists, monitors or treatment centres. It is advisable to have guidelines with regard to any personal medical information requested and how private employee information is handled and acted on.

THURSDAY, APRIL 8 – 2:40–3:00 PM

Practical guidelines for managers and coworkers – having the difficult conversation with the addicted employee or colleague

John Beckett, MBA, CRSP
Director, Health, Safety & Recruitment, BC Maritime Employers Association
Mike Tibbles
Human Resources Manager, London Drugs



In this interactive session participants, with the assistance of the facilitators, will:

- Review the employer's responsibilities and potential liabilities relating to employees with substance use disorders
- Examine a series of realistic workplace scenarios in which employees are involved in behaviours, incidents or changes in their attendance or performance that demand an intervention by the employer.
- Outline the framework and components of successful intervention interviews.

Friday, April 9, 2010

FRIDAY, APRIL 9 – 8:30–9:00 AM

Doctors with addictions: what has worked for them?

Dr. M. Oreskovitch
Medical Director and Chief Executive Officer of the Washington Physicians Health Program

Addiction in physicians is often diagnosed as stress, burnout or depression, thus causing less stigma and shame. Once physicians learn they are sick rather than bad and acknowledge their powerlessness over their addictive disorder they achieve extremely high rates of recovery. Studies of substance dependent physicians in state physician health programs show 81% abstinent remission at 5 to 11 years. Dr. Oreskovitch will describe the components of treatment, monitoring, and rehabilitation that are responsible for such high rates of recovery among physicians, which can be extrapolated to the general population.

FRIDAY, APRIL 9 – 9:00–9:30 AM

Is this strange behaviour I'm witnessing related to addiction or some other mental illness? Sorting out the overlap

Dr. Merville Vincent, B.A.Sc., M.Sc., MD, FRCPC, ASAM
Director of Psychiatric Services, Edgewood.



- In this session participants will:
- Learn important general concepts involved in the presentation and medical assessment of persons who appear as if they might have co-occurring disorders.
 - Review specific challenges in the provision of integrated treatment and coordinated responses for these individuals
 - Consider the important role of the workplace in assisting employees at an early stage

FRIDAY, APRIL 9 – 9:30–10:00 AM

Unions' roles in addressing members' addictions

Neil Menard, Jack McGourty, Rick Whiteford

In this session members of several unions with experience in assisting members with addictive disorders will discuss their unions' programs and roles their union has played in successfully interacting with the member, the employer and treatment providers.

FRIDAY, APRIL 9 – 10:20–10:40 AM

Disability management and reflections on return to work when the disability involves addiction

Jason Parker, B.HK
Disability Management Consultant



In this session, participants will learn the important general principles involved in a safe and sustainable return to work for employees after treatment for mental illness and substance use disorders. Will also review practical advice aimed at motivating the employee while appreciating the responsibilities of the employer – especially for those employees who work in safety sensitive jobs.

FRIDAY, APRIL 9 – 10:40–11:20 AM

Considerations for developing workplace policies on substance use

Ray Baker, John Beckett, Greg Heywood

A safe and healthy workplace requires a substance use policy that is clearly communicated to all employees. The process of developing and rolling out the policy may be as important as its content. In this session we will cover essential considerations and components of up to date and effective drug and alcohol policies. There will be time for questions and discussion.

FRIDAY, APRIL 9 – 11:20–11:40 AM

Harm reduction, or is it? Controversial issues in addiction medicine

Dr. Donald Hedges, MD
Addiction Medicine Specialist



Dr. Hedges will discuss the various forms of harm reduction, including needle exchanges, safe injection sites and methadone, comparing these controversial practices with other, more conventional methods to reduce harm through addressing the needs of the client and providing abstinence-based psychiatric, medical and addiction treatments. He will also briefly address marijuana and the concept of "medical marijuana" and the some implications of decriminalization or legalization of what are now illicit drugs.

FRIDAY, APRIL 9 – 1:00–1:30 PM

Can we still use the hybrid approach?

P. Janzen, L.L.B.
Partner, Fasken Martineau DuMoulin LLP



The Labour Relations Board's hybrid approach to addiction when there is a connection to employee misconduct has been scrutinized recently by the B.C. Court of Appeal. Can we still rely on the hybrid approach when dealing with these complex cases? Patricia Janzen will provide an update on the current state of the law.

FRIDAY, APRIL 9 – 1:30–2:00 PM

Benchmark medical monitoring practices for safety-sensitive workers

HealthQuest Medical Monitoring

When employees with addictions return to work after successful treatment the risk of relapse is still relatively high. If their work is highly responsible or safety-sensitive, or if they are at the point of possible termination, the employer needs assurance that the employee: is doing their part to ensure they remain drug-free; and that they are fit and safe to be at work. Quality medical monitoring is the answer. It is much more than just drug testing. Done properly, medical monitoring results in resolution of expensive workplace liability and performance problems as well as the very highest rates of successful recovery from addiction. Learn the tips and traps of monitoring and the standards you should expect when your employee/patient/claimant signs on to a monitored relapse prevention agreement.

FRIDAY, APRIL 9 – 2:00–2:30 PM

EFAPs: what you should expect from your employee and family assistance program – and how to know if you're getting it

George Grant, CEAP, RSW
ACCESS Consultants



What's happened? Very few employees and their family members with substance abuse issues are involved in their workplace EFAP or EAP. Why have current workplace-based EFAPs lost their historical high rate of involvement with substance abusing employees? What impact do EFAPs have on the limited number of substance abusing employees it may assess, refer or follow-up with?

FRIDAY, APRIL 9 – 3:20–4:00 PM

Substance use disorders – surely nurses are immune? A collaborative approach for BC nurses presented by BC Nurses Union & the

College of Registered Nurses of BC Deborah Charrois, L.L.B. Jacinta MacKinnon, RN MN

JACINTA MacKINNON has worked with the College of Registered Nurses of British Columbia since 2002 as a consultant to investigate complaints regarding nursing practice and to negotiate complaint resolution in accordance with the Health Professions Act. DEBORAH CHARROIS has worked with the BC Nurses Union since 2005, most recently with the Legal Expenses Assistance Plan, which assists BCNU members with psychiatric and addictions assessments, treatment and monitoring, mediation and negotiation to resolve regulatory complaints.

The fact that a person has RN after their name doesn't mean them immune to addiction. The reality is that being a health care provider typically results in greater shame and stigma for those nurses who are struggling with their 'secret' addiction. Because diagnosis of substance dependence is typically made very late in health professionals, accidental overdose and death is a real risk. In BC we have a proactive collaboration between the College of Registered Nurses of BC and the BC Nurses Union as they tackle this problem.

FRIDAY, APRIL 9 – 4:00–4:40 PM

Making your workplace a healthier place Dr. Michael Leeds, PhD, MFT



Dr. Michael Leeds, Master Trainer for the National Institute on Drug Abuse and Founding Advisor for the Oregon Violence Prevention Summer Institute, has worked as a consultant for 30 years. His areas of interest include Communication Skills, Counselor Training, Substance Abuse Prevention and Treatment, Violence Prevention and Intervention, Post Traumatic Stress Disorder, Team Building and Organizational Development. He has worked with a broad range of organizations on health-promoting programs and strategies.

Dr. Leeds will discuss stress management and self-care techniques to use when the workplace is less than functional. This entertaining presentation will offer a collection of survival tips with some demonstrations on how to help ourselves and our patients/clients/employees get well and stay well at work.

RICHMOND, BC | APRIL 8–9, 2010 Managing Employees with Substance Abuse

EXHIBITOR TABLE
\$1800 gold with 2 attendees
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Group Rates: To be eligible for group rates registrants must register through their assigned 'Group Contact' person and all names must be submitted together. Separate payment may be submitted by each participant.

How to Register

Mail/fax completed registration form and send payment by cheque/VISA/Master Card made out to Healthquest. Upon receipt of registration and payment we will send a confirmation notice. All cancellations subject to \$20 administration fee. Refunds available, minus administration fee, up to 14 days before the workshop. If unable to attend, you are invited to send an alternate in your place or receive full credit towards future training. Non-attendance will not be grounds for a refund. Our liability is limited to refunds for workshop fees only. Healthquest reserves the right to cancel the workshop. Please make hotel & travel arrangements with this in mind.

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