**Identifying Business Needs, objectives, and solution scope**

**WORKPLACE DRUG ABUSE**

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1. Identify the business needs.

* Develop and implement new policy and protocols to prevent and support cases of substance abuse.

1. The solution scope.

* Helping employees develop appropriate ways to cope with and address personal problems so as to reduce substance abuse.
* counselling to employees and their eligible family members
* referrals for assessment, treatment and aftercare
* support to employees who are re-integrating into the workplace following treatment.
* monitor job performance and discuss deteriorating work performance with the employee.
* take corrective action in accordance with established practices for dealing with performance or safety concerns.
* provide accommodation to employees who need temporary alternate placement while seeking substance abuse treatment and participating in aftercare.
* Provide initial and ongoing training for supervisors in their role under the policy.
* Provide ongoing substance abuse awareness information and education for employees and ensure that they know what support and resources are available to them regarding problems with alcohol and other drugs.

1. The business objectives.

* Employee retention increase by 5% at the end of 2024.
* Customer satisfaction increase by 5% each month of 2024.

Conclusion

A good policy will encourage early detection of a substance abuse problem, facilitate early intervention, and when appropriate, provide support for the employee to deal with the problem.

Reference:

Toronto, C. O. (2019, June 4). *Substance Abuse Policy 2018*. City of Toronto. <https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/corporate-policies/people-equity-policies/substance-abuse-policy/>

Alcohol/drug policy development and employee testing. (n.d). Alberta Health Services.