

Recovery Friendly Workplace: Overview, Process, & Benefits

Thursday, 10/20, 11am-12pm EST

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Recovery Friendly Workplace | Administered by Granite United Way in partnership with the State of NH



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Session Overview

- Substance Use Disorder/Recovery Overview
- Recovery Friendly Workplace Overview & Why It's Good for Business
- RFW Process & Culture
- RFW Beyond NH: Resources & CoP





Overview of Substance Use Disorder & Recovery



What is Substance Use Disorder (SUD)?



ASAM

American Society of
Addiction Medicine

The American Society of Addiction medicine adopted the following definition of addiction in 2019:

“Addiction is a treatable, chronic medical disease involving complex interactions among brain circuits, genetics, the environment, and an individual’s life experiences. People with addiction use substances or engage in behaviors that become compulsive and often continue despite harmful consequences.”

They also note, “Prevention efforts and treatment approaches for addiction are generally as successful as those for other chronic diseases.”





What is Recovery?

Collective wisdom of people in recovery, researchers, thought leaders:

*Recovery is a **process** of change through which people improve their health and **wellness**, live self-directed lives, and strive to reach their full potential. (SAMHSA, 2012)*

*Recovery is an individualized, intentional, dynamic, and relational **process** involving sustained efforts to improve **wellness**. (Ashford et al., 2019)*





Recovery Friendly Workplace Overview

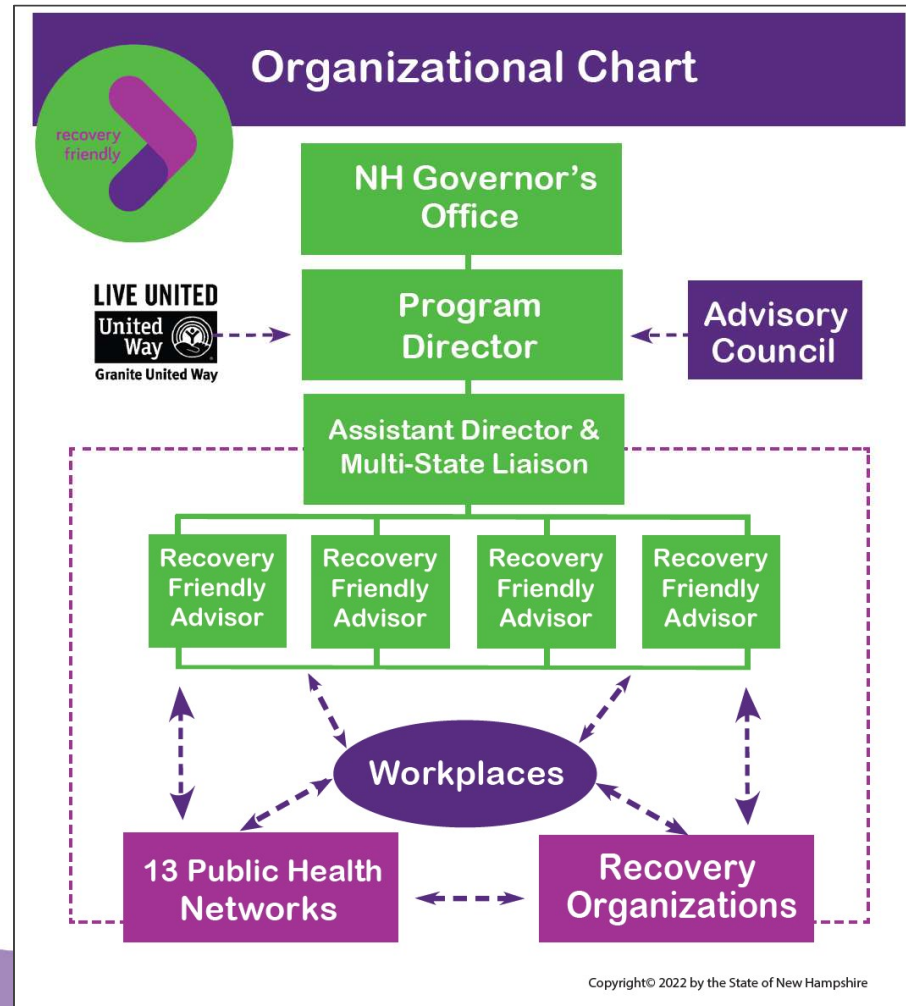


Recovery Friendly Workplace Initiative

- **Led** by Governor Chris Sununu
- **Launched** in March of 2018
- **Promotes** health, safety, and wellness for NH workplaces and employees
- **Empowers** workplaces to provide support for employees in recovery and those impacted by substance use disorders
- **Challenges** stigma
- **Encourages** employee retention and productivity



Org Chart



Key Accomplishments to Date

Team now fully staffed (1 PT Director, 1 FT Assistant Director, & 4 Recovery Friendly Advisors)

Additional funding opportunities secured through [NH CDFA](#), CARES Act, & ARPA to build relationships with partners and deepen work

Over 330 participating workplaces representing over **86,000 employees**

People engaged in RFW activities over **24,700 times**

16+ RFW trainings built out; **over 200 businesses** trained

Connections to **25+ other states** made

25 new marketing/informational assets developed, including **7 employer/employee testimonials**

Working toward **evidence-based** certification through NH Service to Science process; just completed first **All-RFW Business Survey**





How We Support Our RFWs

- Customized approach
- Connection to statewide and local resources
- Tools and materials curated for each workplace
- Support for employees and loved ones
- No-cost trainings
- Sharing policy resources and samples
- Peer connections
- Committee/survey support
- Workforce development connections
- Ongoing dialogue, structure





Why Should Employers Get Involved?

- Significant costs associated with not addressing
 - National Safety Council [Substance Use Employer Calculator](#)
- Already employing those with SUDs
 - Over 20 million, **~10%**, with SUD (SAMHSA, 2018);
~9.1% resolved SUD in 2017 (Kelly *et al.*, 2017)
 - Nearly **1 in 2** indirectly impacted (PEW Research Center, 2017)
- **Attract/retain talent**

Additional benefits of addressing SUDs:



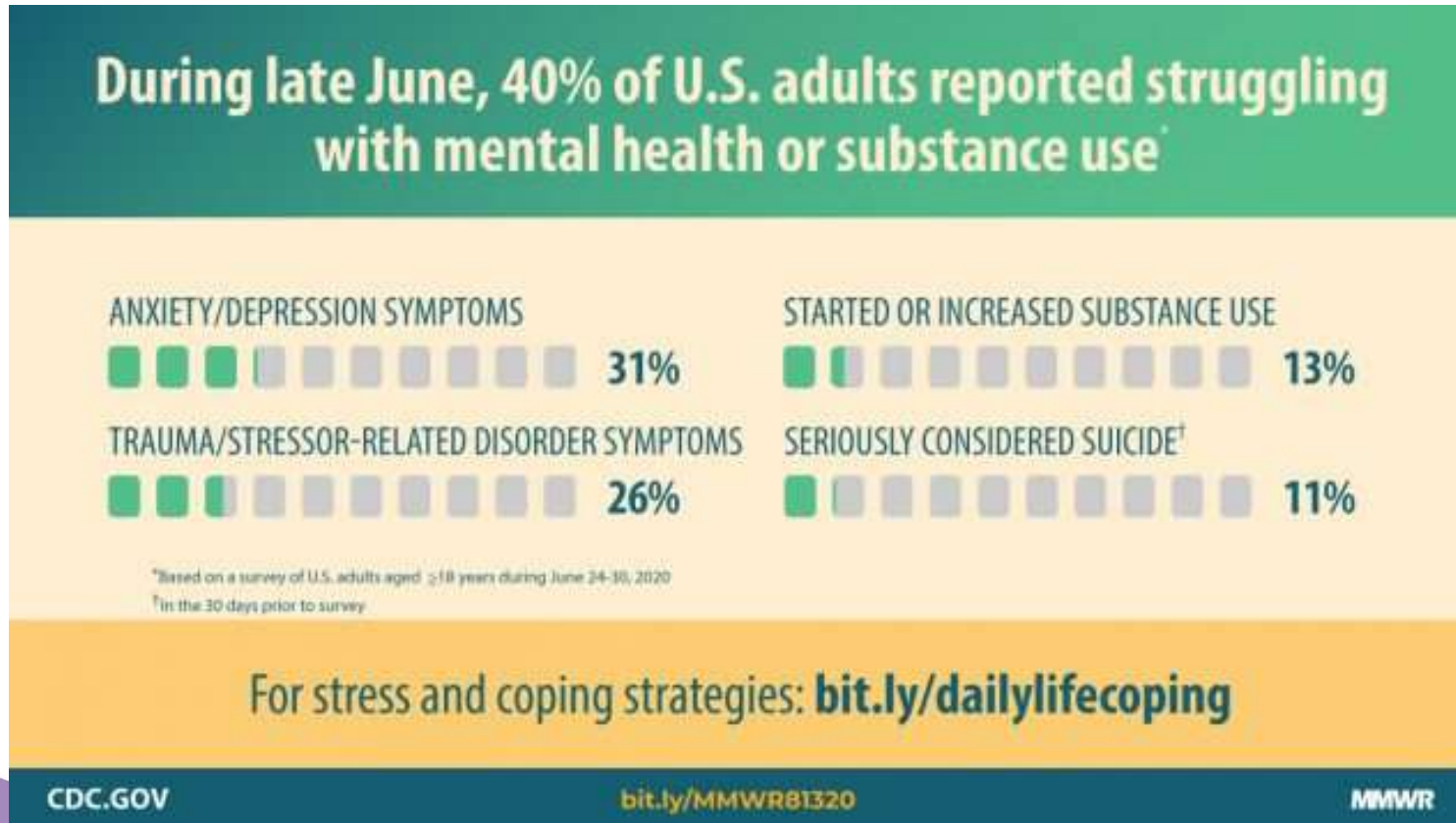
- Productivity
- Employee health
- Morale
- Communication
- Employee satisfaction
- Community connection
- Customer loyalty



- Absenteeism
- Turnover
- Impact on families



A Changed Landscape



AMA – 40+ states have seen increases in opioid-related mortality

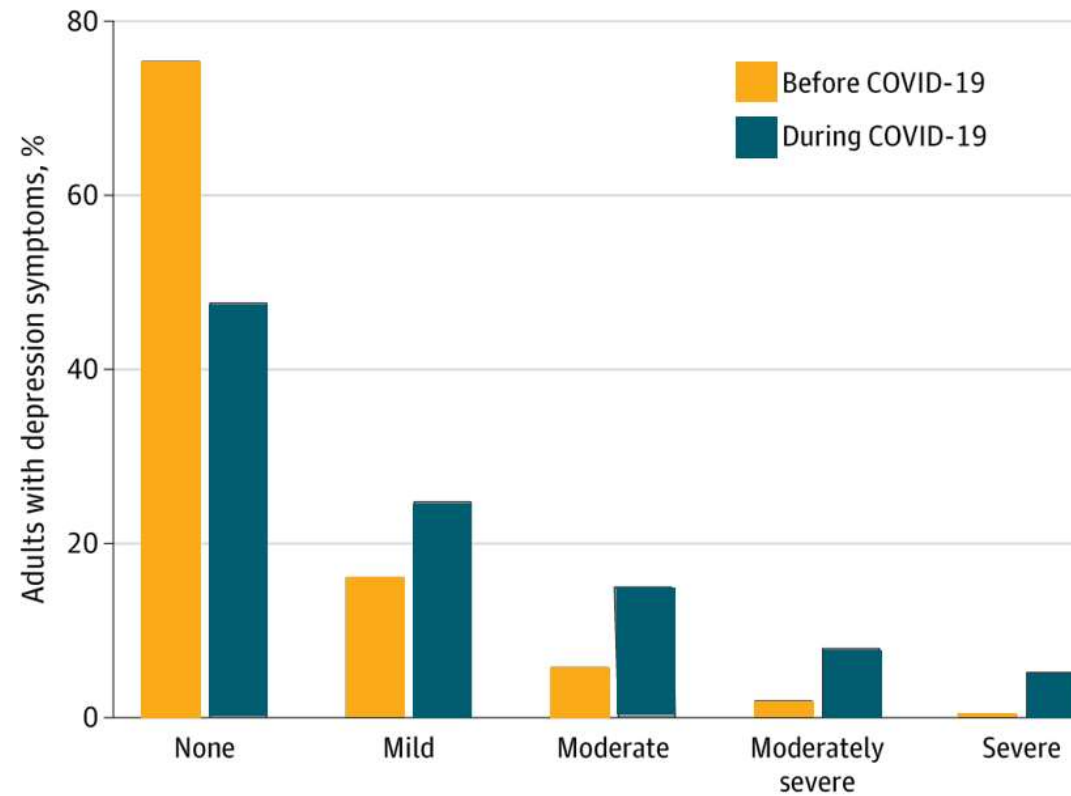
Nearly 1 in 5 report “heavy drinking”

~500% increase in self-directed MH screenings



Landscape, Continued

[Prevalence of depression symptoms in US adults before and during the COVID-19 pandemic](#)



Workers in Recovery Save Companies \$\$

Workers in recovery
help employers **AVOID**
\$4,088
in turnover & replacement costs

Workers in recovery miss
13.7 days
LESS
per year
than workers with an SUD

Each employee who recovers
from a substance use disorder
SAVES
a company over
\$8,500
on average

(Source: National Safety Council)





Recovery Is Good for Business



People in recovery

Missed Days

9.5

Turnover Rate

21%

General workforce

Missed Days

10.5

Turnover Rate

25%



(Goplerud, 2017)

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Governor Sununu's Recovery Friendly Workplace (RFW) initiative empowers workplaces to support employees who are impacted by substance use disorder (SUD), helping them create a stronger, healthier, more productive workforce in the process.

Recovery Friendly Workplaces are:

Good for
Employees

AND

Good for
Business

Workplaces reported the following had INCREASED as a result of participating in RFW:¹



Workplaces reported engaging in the initiative in a variety of meaningful ways:

- 88.2% made a written Declaration to employees stating their participation in the initiative and commitment to RFW principles
- 85.5% received an RFW Designation from Governor Sununu
- 55.3% participated in a Community-Based Prevention or Recovery activity
- 42.7% developed an RFW Committee or incorporated an RFW focus into an existing health, wellness, or safety committee



¹ These results come from an all-RFW workplace survey that was administered to RFW points of contact in March of 2022 (n = 76). Recruitment/retention/productivity statistic comes from a composite variable; additional methodological notes and analysis in full-survey report.

RFWs are also changing their policies to better support those impacted by SUD, which research shows will help employers recruit and retain a healthier, more productive, and more motivated workforce.

38.4%

of RFWs surveyed indicated that as a result of becoming an RFW, they've made changes to their Alcohol, Tobacco, and Other Drug policies to better support those impacted by SUD (for example, through leave of absence and/or return to work agreements).

Businesses were asked, What are the most meaningful ways that your workplace has changed since becoming a Recovery Friendly Workplace?

Here are a few of their responses:

"Policies have become more supportive in nature... There is more flexibility within the policies to work with people on a case-by-case basis, as individual needs can widely vary."
-RFW Employer

"Employees know we care."
-RFW Employer

"We are attracting employees who we would not have had the opportunity to attract before. We are keeping employees who we would have had to terminate before without giving them a chance to get in and stay in recovery. Many wonderful stories have come forward from people in recovery."
-RFW Employer

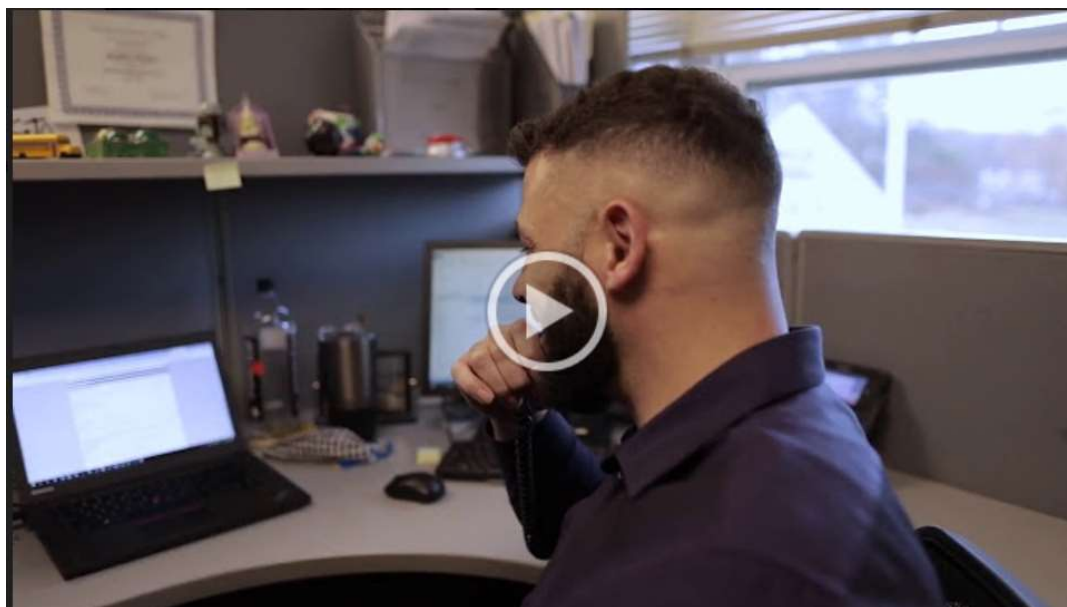
"Learning and understanding how to deal positively and proactively with staff members in need of assistance with substance use matters"
-RFW Employer

"(1) Reduction of stigma, (2) Increased compassion for coworkers, [and] (3) Increased respect for management/company."
-RFW Employer



² Akanbi, M. O., Iroz, C. B., O'Dwyer, L. C., Rivera, A. S., & McHugh, M. C. (2020). A systematic review of the effectiveness of employer-led interventions for drug misuse. *Journal of Occupational Health*, 62(1), e12135.
de Oliveira, C., Cho, E., Kavelaars, R., Jamieson, M., Bao, B., & Rehm, J. (2020). Economic analyses of mental health and substance use interventions in the workplace: a systematic literature review and narrative synthesis. *The Lancet Psychiatry*, 7(10), 893-910.

The Power of RFW

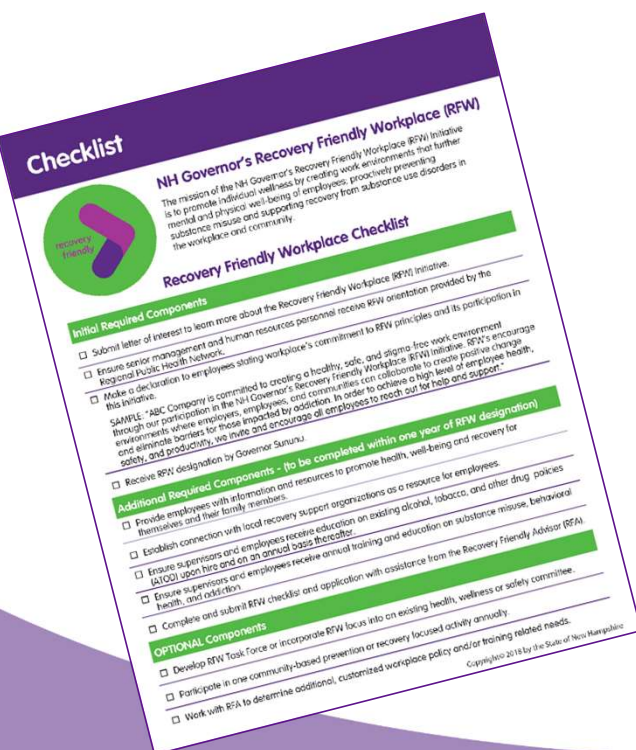




RFW Process & Culture



RFW Checklist



Initial Required

Letter of Interest
Orientation
Declaration
Designation

Additional Required

Info & Resources
Connection to Recovery Orgs
Policy Review
Education & Trainings
Designation
Renewal

Optional

RFW Committee
Community-Based Activities
Customized Implementation Strategies





RFW Trainings

“In Person”¹

Why the Workforce Needs
People in Recovery

Overcoming the Impact of
Substance Use Disorders
through Recovery: A Panel
Discussion

Self-Care During Times of
Isolation

“In Person”¹ or Online (Self-Paced)

Understanding SUD,
Bias, Stigma, &
Discrimination

RFW Panel: Journeys,
Processes, Policies &
Practices, and
Outcomes

About Recovery &
Workplace Wellness

Accessing Resources
in NH: 211 & The
Doorway

How To Save a Life
With Narcan

RFW Overview &
Growing Your
Recovery Friendly
Workplace

New Content – Online Only Currently

Identifying & Supporting
Employees With
Substance Use Concerns

Employer & Employee
Vignettes

Diversity, Equity, &
Inclusion for NH
Workplaces

How to Support a Loved
One With SUD (and Keep
Taking Care of Yourself
in the Process)



¹ “In person” refers to a training that is conducted live-time, either via Zoom or in person when conditions permit.

A Culture of Support

“

Every time I walk into work [Genfoot] and see that symbol, it gives me a little more hope that people do care.

”

-Shawn, RFW Employee



Education & Resources: Some Examples

Language Matters:

Consider Using This Language

- Person with a substance use disorder
 - Person with an alcohol use disorder
- Person in recovery
- Person living with an addiction
- Person arrested for a drug violation
- Person with a felony
- Choose not to at this point
- Medication is a treatment tool
- Had a recurrence
- Maintained recovery
- Positive/negative drug screen
- Substance use/misuse
- Died by suicide

Instead of This Language

- Addict, junkie, druggie
 - Alcoholic
- Ex-addict
- Battling/suffering from an addiction
- Drug offender
- Felon
- Non-compliant
- Medication is a crutch
- Relapsed
- Stayed clean
- Dirty/clean drug screen
- Substance abuse
- Committed suicide

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NH Resources

2.1.1

Get Connected. Get Help.™
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Recovery Community Organizations (RCOs)



Learn more about how 211, The Doorway, and RCOs partner to serve those impacted by SUD [here!](https://nhrecoveryhub.org)

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➤ What Can Employers Do?

- Develop/implement process
 - Examples: RFW Committee, Survey
- Parity in policies
- Train supervisors
- Reduce injury risk
- Rx drug take-back events
- Narcan



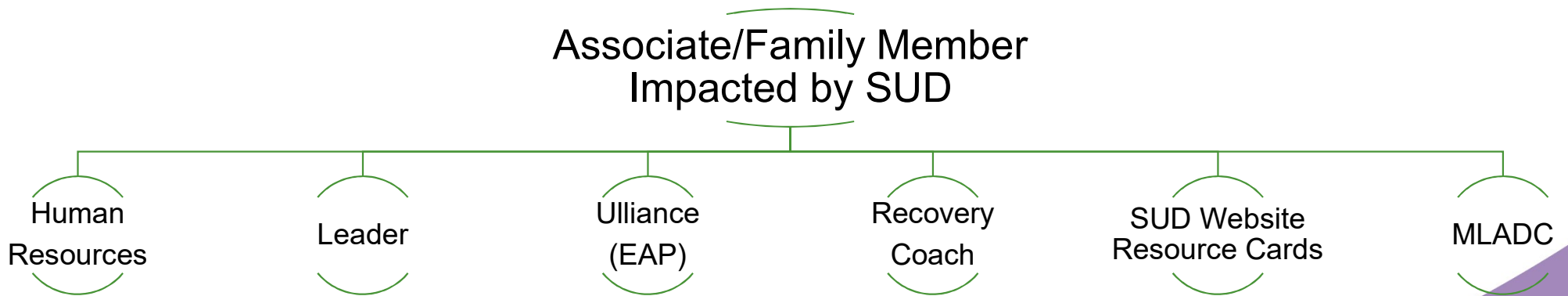
(Photo: Official RFW Designation for Jake's Market & Deli)





Case Study: Hypertherm

Hypertherm Internal Pathways to Support



(Source: Hypertherm/Headrest)



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Case Study: Genfoot America

- 5 employees have come forward
- Hiring from local recovery homes
 - 2 became Shift Leaders
- Helping Hands Committee
- Decreases in
 - Accidents/injuries
 - Lost days
 - Light duty days



A Genfoot employee speaks at Genfoot's second all-day RFW training event.





RFW-Related Resources in NH & Beyond



NH Resources



Get Connected. Get Help.™
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Recovery Community Organizations (RCOs)



[Recovery Support Services](#)
[New Hampshire](#)
[Department of Health and](#)
[Human Services \(nh.gov\)](#)

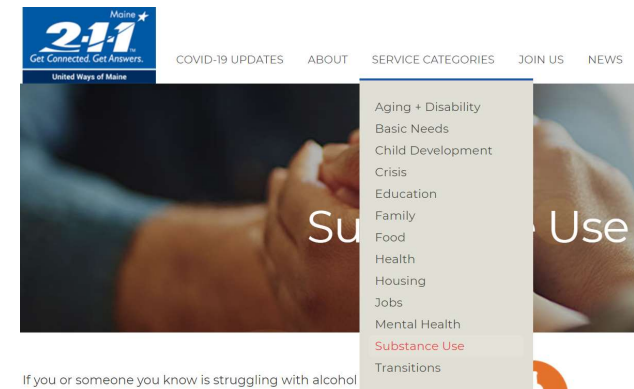
***Learn more about how 211,
The Doorway, and RCOs
partner to serve those
impacted by SUD [here!](#)***



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Resources Beyond NH

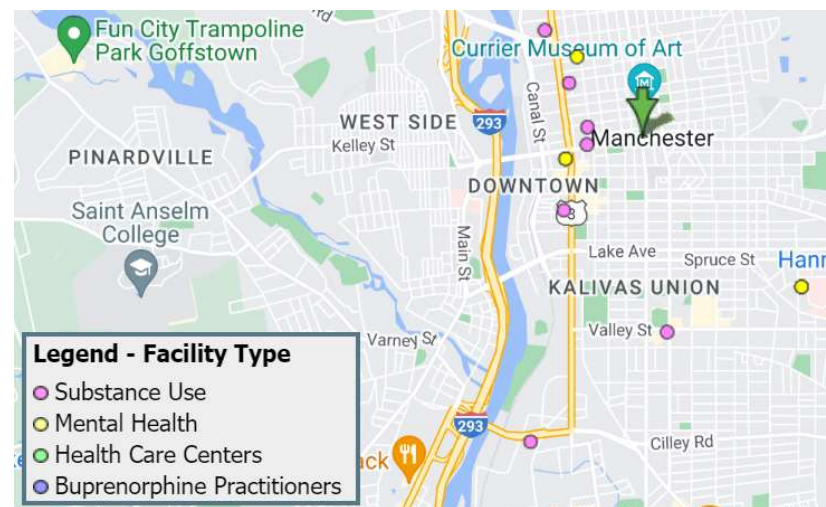
- See if your [211](#) interfaces with Substance Use Disorder supports
- Find a [virtual All-Recovery meeting](#)
 - For people in or supportive of recovery
 - People from all recovery pathways with any behavioral health concern welcome
 - Including groups for family members, LGBTQ+-identifying people, women and mothers, and those interested in harm reduction
- Learn more about [Multiple Pathways to Recovery](#), including a variety of [meeting types](#)
- Look for peer-based agencies (some terms to search: “recovery community organization” and “peer [mental health or recovery] support”)
- [*Beyond Addiction: How Science & Kindness Help People Change*](#)



➤ Resources Beyond NH, Continued

- **SAMHSA Resources**

- **Treatment Locator:** <https://findtreatment.gov/> & <https://findtreatment.samhsa.gov/locator>
 - SUD & MH providers
- **SAMHSA's National Helpline:** [1-800-662-HELP \(4357\)](tel:1-800-662-HELP)
 - 24/7/365
 - Referrals to SUD & MH treatment, support groups, & community-based orgs
- **National Directory of RCOs:** <https://peerrecoverynow.org/field/rco.aspx>



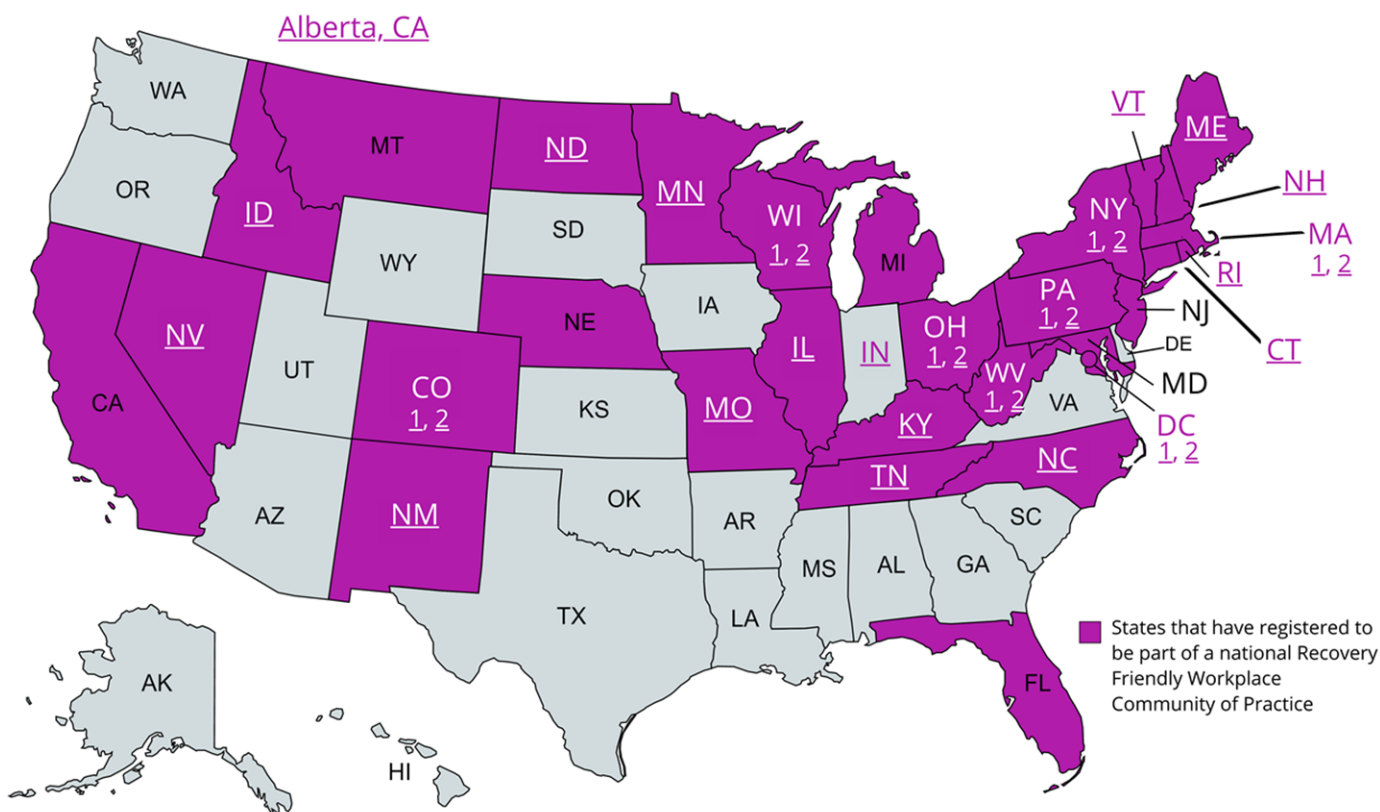
Resources Beyond NH, Continued

- Find resources from the [American Foundation for Suicide Prevention](#) and [find a local chapter](#)
- Find resources at the [National Alliance on Mental Illness](#) (NAMI) and see if you have a [local NAMI chapter](#)
- For free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals:
 - Call the [National Suicide Prevention Lifeline](#) at **1-800-273-TALK**
 - Can also text **HOME** to **741741** for free, **24/7** crisis counseling
- [Mental Health America](#): screening tool & follow-up resources
- [Mental Health First Aid training](#)



National Efforts

Recovery Friendly Workplace Engagement by State



- Goals: foster collaboration and synergy, exchange best practices, identify barriers, & crowdsource solutions
- 3 Communities of Practice (CoPs) held
- ~200 on distro list; 100+ registered and ~80 attended last CoP
- In development: Governor to Governor letter
- Next CoP: May or June
- To join: email Sam at sam@recoveryfriendlyworkplace.com



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Thank you!