



# 10 Principles for Responding to Intoxicated Workers

1

Remove the affected worker from the work area

2

Minimise noise and stimuli and maintain a quiet and calm environment

3

Think about your own safety at all times and ensure you have a safe exit route

4

Give the person physical space

5

Speak clearly, use short and simple statements, listen to questions and respond calmly

6

Don't argue or ask a lot of questions

7

Practice effective communication techniques (e.g., listen, acknowledge, explain, don't judge). See [How-to-Guide: Having Helpful Conversations](#)

8

Apply first aid procedures to workers experiencing significant injuries or immediate ill effects

9

Refer unwell workers to a health professional for further treatment (see [Getting Help Posters](#) and [Know Your Options](#) website)

10

Maintain the worker's confidentiality and privacy.