



10 Principles for Responding to Intoxicated Workers

Remove the affected worker from the work area



Minimise noise and stimuli and maintain a quiet and calm environment



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



Give the person physical space



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



Don't argue or ask a lot of questions



Practice effective communication techniques (e.g., listen, acknowlege, explain, don't judge). See <u>How-to-Guide: Having</u> <u>Helpful Conversations</u>



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

Refer unwell workers to a health professional for further treatment (see <u>Getting Help Posters</u> and <u>Know Your Options</u> website)

Maintain the worker's confidentiality and privacy.

Produced by the National Centre for Education and Training on Addiction (NCETA), Flinders University with funding from the State Government of South Australia.

© 2020 National Centre for Education and Training on Addiction, Flinders University www.nceta.flinders.edu.au | nceta@flinders.edu.au | 08 8201 7535

