

Course Title: Identifying and Confronting Substance Use in the Workplace**Duration:** 1 Hour**Course Description:**

Substance use among employees in hospitality and outdoor recreation settings—such as campgrounds and resorts—can pose serious safety risks, affect guest experiences, and jeopardize your brand reputation. This 1-hour training is designed specifically for campground and resort management teams, as well as HR personnel, to recognize the signs of employee substance use and respond with confidence and compliance.

Participants will learn to identify behavioral, physical, and performance-related indicators of substance misuse, understand legal and company policy considerations, and apply effective communication techniques to address concerns. The course also explores real-world scenarios common to campground and resort environments, such as seasonal staff challenges and employee housing issues.

Topics Covered:

- Warning signs of alcohol and drug use on the job
- Performance and behavior indicators in hospitality settings
- Protecting guest and employee safety
- Documentation and legal considerations
- Approaching employees with professionalism and care
- Referral to support programs or enforcement of policy
- Understanding reasonable suspicion procedures

Who Should Attend:

- Campground & Resort Managers
- HR Personnel in Hospitality Settings
- Department Leads and Team Supervisors
- Safety Coordinators & Operations Staff

Learning Objectives:

By the end of this course, participants will be able to:

- Detect early warning signs of substance use specific to resort environments
- Document and report observations clearly and professionally
- Initiate conversations with employees in a compliant, effective manner
- Understand when and how to involve HR, safety personnel, or third-party support

Format:

Live, instructor-led session including real-life scenarios, interactive discussion, and practical guidance tailored to hospitality and recreation operations.

TRAINING OUTLINE

Course Title: Identifying and Confronting Substance Use in the Workplace

Audience: Campground & Resort Managers, HR Personnel, Supervisors

Duration: 1 Hour

Format: Instructor-led, live or virtual session with interactive discussion

I. Introduction (5 minutes)

- Welcome and trainer introduction
 - Purpose of the training
 - Why this topic matters in campground and resort environments
 - Learning objectives overview
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II. Understanding Workplace Substance Use (10 minutes)

- Common substances of concern (alcohol, marijuana, prescription drugs, illicit drugs)
 - Risk factors in hospitality and seasonal work environments
 - Effects on safety, productivity, guest satisfaction, and liability
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III. Identifying Signs of Substance Use (15 minutes)

- **Physical Indicators:**
 - Odor of alcohol or drugs
 - Unsteady movements, slurred speech
 - Bloodshot eyes, excessive sweating
 - **Behavioral Indicators:**
 - Mood swings, aggression, withdrawal
 - Missed shifts, tardiness, sleeping on duty
 - Accidents or near misses
 - **Performance Indicators:**
 - Decline in job performance
 - Poor decision-making
 - Inconsistent or unsafe work habits
 - **Hospitality-Specific Examples:**
 - Impaired guest interaction
 - Safety risks in activity coordination, housekeeping, or food service
 - Issues in employee housing or with after-hours substance use
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IV. Documenting and Reporting Observations (10 minutes)

- Objective documentation techniques
 - What to record: date, time, behavior, impact
 - Legal considerations and privacy
 - When and how to report to HR or upper management
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V. Confronting an Employee (10 minutes)

- When to intervene and with whom present
 - How to prepare for the conversation
 - Sample language for a professional approach
 - Reasonable suspicion testing protocols (if applicable)
 - Involving support: HR, EAPs, or local resources
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VI. Group Discussion & Scenario Practice (5 minutes)

- Real-life hospitality scenarios: What would you do?
 - Interactive review and group input
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VII. Wrap-Up and Q&A (5 minutes)

- Summary of key takeaways
 - Questions and answers
 - Distribution of reference materials or checklist
 - Trainer contact info (if applicable)
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✓ Materials Provided:

- Observation checklist
- Sample documentation form
- Conversation starters guide
- Drug-Free Workplace policy sample (optional)
- List of referral and support resources