

# The T.A.P.E. Tip Sheet

Human Resource Support from The American Professional Employer

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## Meet Shirley Hughes, Human Resource Administrator

Please join us in welcoming Shirley Hughes to the American Professional Employer, Inc. team.

Shirley brings to us twelve plus years of human resources and benefits administration experience and is a welcomed resource to our HR Department.

Shirley's primary objective is to provide exemplary services to our clients and co-employees in the areas of healthcare benefits, product education, and claims processing and

management. When conversing with Shirley, you'll immediately realize that she is a woman who "just loves benefits administration!" Shirley believes that it is her passion for benefits that strengthens and develops communications as well as a strong working relationship with clients and employees.

We are very excited that Shirley has joined our team. In the next few weeks, our office will be scheduling appointments for her to personally



meet you. We look forward to introducing our new talent, and your new Human Resource Administrator, to you.

Shirley can be reached at 330-668-1845, ext. 29.

## Reduce Employee Turnover with Open Lines of Communication

*Keeping the lines of communication open with your employees is not just important, it is imperative. If you want them to support the company's goals and missions and continue to stay motivated, then you must open the channels of communication, from the top down and vice versa, on a regular basis. By doing this, your employees will feel a sense of connectedness with the company and truly feel like an important part of the team. Both their loyalty and team spirit will escalate as they build a strong sense of interconnectedness and identification with the company. This will ultimately result in a decrease in employee turnover...saving you precious time and thousands upon thousands of dollars spent on hiring and training.*

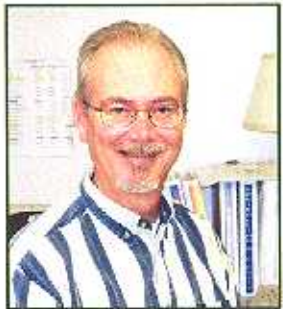
Here are some tips on communicating effectively with your employees:

- Listen attentively and with an open-mind.
- Provide clearer instructions on how to handle certain tasks.
- Ask them, "How would you improve communication within our company?"
- Provide deeper insight on how the work they do contributes to the company's goals.
- Praise and say thanks more often, even when your employees pass along complaints from customers.

For more tips on how to increase employee communication effectiveness within your company call Shirley at 330-668-1845, or e-mail her, at [shughes@theamericangroup.net](mailto:shughes@theamericangroup.net).

Thank you.

# EARLY DETECTION OF DRUG & ALCOHOL ABUSE



**Gregory Newsome**  
**Safety & Risk Director**  
**American Professional Employer, Inc.**

How confident are you that your employees are not abusing harmful substances either on or off of the job? If you are not completely sure, then there is a greater chance than not that they are costing you valuable money, decreasing workforce productivity, and increasing possible liabilities within the company. It is our goal at the American Professional Employer to help you avoid having to endure the negative ramifications of employee drug and alcohol abuse within the organization.

There is no denying that substance abuse is a very real problem in the workplace. The highest abuse rate is amongst the 17 to 30 year-old age group. Impairment from alcohol, illegal, and legal drugs could be one of the causes of accidents at work that is preventable if proper procedures were taken ahead of time.

Examine the following substance abuse awareness list to determine if your employees have any of the following abuse patterns:

### Absenteeism

- Excessive sick leave.
- Monday and Friday absences.
- Excessive tardiness – morning or after lunch.
- Leaving work early.

### On-The Job Absenteeism

- Continued absence from the workstation.
- Very frequent trips to the bathroom/break room.
- Long coffee breaks.
- Constant physical illness on the job.

**The Occupational Safety and Health Act (OSHA) requires, under the General Duty Clause, that employers provide "a place of employment which is free from recognized hazards that are causing or likely to cause death or serious physical harm."** Clearly, a workplace tainted by the presence of workers impaired by substance abuse would have to be seen as a violation of this clause.

Here are some alarming statistics that you may have not been aware of. Sixty percent of all drug and alcohol users are employed, sixty percent of all drug users will sell drugs to other employees, and forty percent of all drug users steal from the employer to support their habit.

**We can assist you in reducing BWC costs by implementing a comprehensive Drug-Free Workplace Program. This**

proven program will establish specific criteria to create a refutable presumption for the purpose of Workers' Compensation eligibility.

At The American Group, we have the expertise and resources to administer important and thorough employee-related tests to reduce and prevent drug and alcohol abuse. We are capable of conducting in-depth BWC background checks for new hires, including Federal and Criminal history checks. In addition, we administer accurate and reliable drug testing and psychological profiling for our clients. By working with the American Professional Employer to create a Drug Free Workplace Program, the likelihood of an employee abusing alcohol or



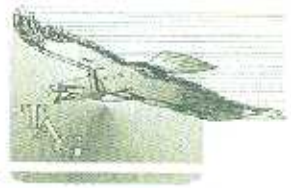
drugs is greatly reduced. This will ultimately reduce your costs in the long run, allow you to have more confidence in your staffing decisions, and allow you to have peace of mind as you conduct your daily business. Remember that we work to help you to attract and retain the best employees possible so that you may build one of "America's Best Places to Work."

Contact Gregory at 330-688-1845, ext. 24 or e-mail him at [gnewsome@theamericangroup.net](mailto:gnewsome@theamericangroup.net) for further information.



***\*Please remember: the American Professional Employer, Inc. uses the law of large numbers to stabilize your costs. By referring other business owners you are inviting them to experience the same "Fortune 500" benefits and services that you enjoy, strengthening the overall opportunities of the group and reducing your costs. Please refer other business owners today. Thank you.***

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Professional  
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**Strength in Numbers**  
*A Member of The American Group*