

Drug and Alcohol Training for Maintenance Personnel

Ensuring that vehicles are well maintained and safe to drive is a critical component of the transit agency's obligation to provide a safe environment for customers. Abuse of drugs or alcohol by maintenance personnel diminishes an agency's ability to maintain safe vehicles. Accordingly, workers must not only be proficient in maintenance skills, they must also take personnel responsibility for the public's safety in performing their jobs free from the effects of drugs or alcohol. While it is obvious that all illegal use of drugs is prohibited—maintenance operators may not realize that misuse or abuse of legal prescription drugs and alcohol is also prohibited—and that abuse of any substance will affect job performance and customer safety.

Audience

Drug and Alcohol Training for Maintenance Personnel specifically targets the transit maintenance environment. Supervisors and other management personnel will benefit from reviewing the information regarding mandated drug and alcohol training and testing.

Program Topics

Major Topics include:

- Why drug and alcohol policies are necessary;
- Differences between social use of alcohol and alcohol abuse;
- Signs and symptoms of abuse of commonly used drugs;
- How drug and alcohol use affect driving skills;
- Dealing with customers under the influence of drugs or alcohol;
- Company policies regarding the use of drugs and alcohol; and
- Guidelines for drug and alcohol testing.

Program Objectives

Drug and Alcohol Training will enable maintenance personnel to:

- Discuss how drug and alcohol policies make everyone safer;
- Provide reasons why drug and alcohol training is necessary;
- Explain why the Federal Transit Administration (FTA) has established drug testing guidelines;
- List the types of testing required by the FTA;
- Identify conflicts between safety and privacy in drug testing requirements;
- Describe how operator responsibility in drug and alcohol testing differs from management's responsibility;
- Define the term substance abuser;

- Identify the benefits of maintaining a drug-free environment;
- Identify differences between appropriate and inappropriate prescription drugs use;
- Describe how alcohol affects vision, judgment, and reaction time;
- Define a standard drink;
- Be able to estimate blood alcohol level;
- Identify the legal blood alcohol level;
- Distinguish between personal and professional behavior concerning drug and alcohol use;
- Discuss how alcohol abuse affects health and personal relationships;
- Recognize the characteristics of alcoholism;
- Describe how body language can affect customer interaction;
- Describe how tone-of-voice can affect customer interaction;
- Understand the importance of eye contact in identifying customers under the influence of drugs or alcohol;
- Explain how incorporating an element of surprise into drug testing can help identify potential substance abusers;
- List behaviors that qualify as reasonable suspicion;
- Define accident situations that require post-accident drug testing; and
- List resources for people with drug or alcohol abuse problems.

Meets Requirements

The *Drug and Alcohol Training for Maintenance Personnel* program satisfies Federal requirements for drug and alcohol safety training.