

6. Offering Assistance

The supervisor must impress the employee with a determination to help find a solution, and must be firm in pointing out that the employee's actions have put his or her career in jeopardy and that the situation must be corrected.

7. Never Covering Up

Personal friendship or undue sympathy can be damaging if used as an excuse to cover up consistently poor work performance; it can only delay the right kind of help. Mistaken good intentions have a habit of rebounding with bigger problems for everyone involved. Remember alcoholism is a progressive disease that, if left untreated, gets worse.

8. Ensuring Confidentiality

All information given to the supervisor by an employee must be treated in accordance with the section on "Confidentiality".