

# TRAINING MANUAL: OVERDOSE PREVENTION FOR BUSINESSES

More than 5 people died per day in the state of Massachusetts due to opioid overdoses in 2019. How can this be prevented?

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Acknowledgements: This training is sponsored by the Centers for Disease Control and Prevention - Overdose Data to Action Initiative. Thank you to the City of Brockton Mayor's Office of Recovery Services for allowing us to adapt their work.

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# WELCOME

Thank you for taking the time to review this manual which provides education on opioids, overdose risk and overdose response.

This training is sponsored by Boston Public Health Commission Office of Recovery Services and supported by the Centers for Disease Control and Prevention – Overdose Data to Action Initiative.

For additional information about the BPHC Office of Recovery Services and Overdose Prevention, please visit [www.boston.gov/recovery](http://www.boston.gov/recovery).

## Who Should Use This Training Manual?

This manual is intended to prepare staff, management, and ownership of local businesses on opioid use, as well as overdose response and prevention. This training includes information on the use of the life-saving medication, naloxone (Narcan), where to get it in the region, as well as policies and practices that could be instituted to protect employees and customers.

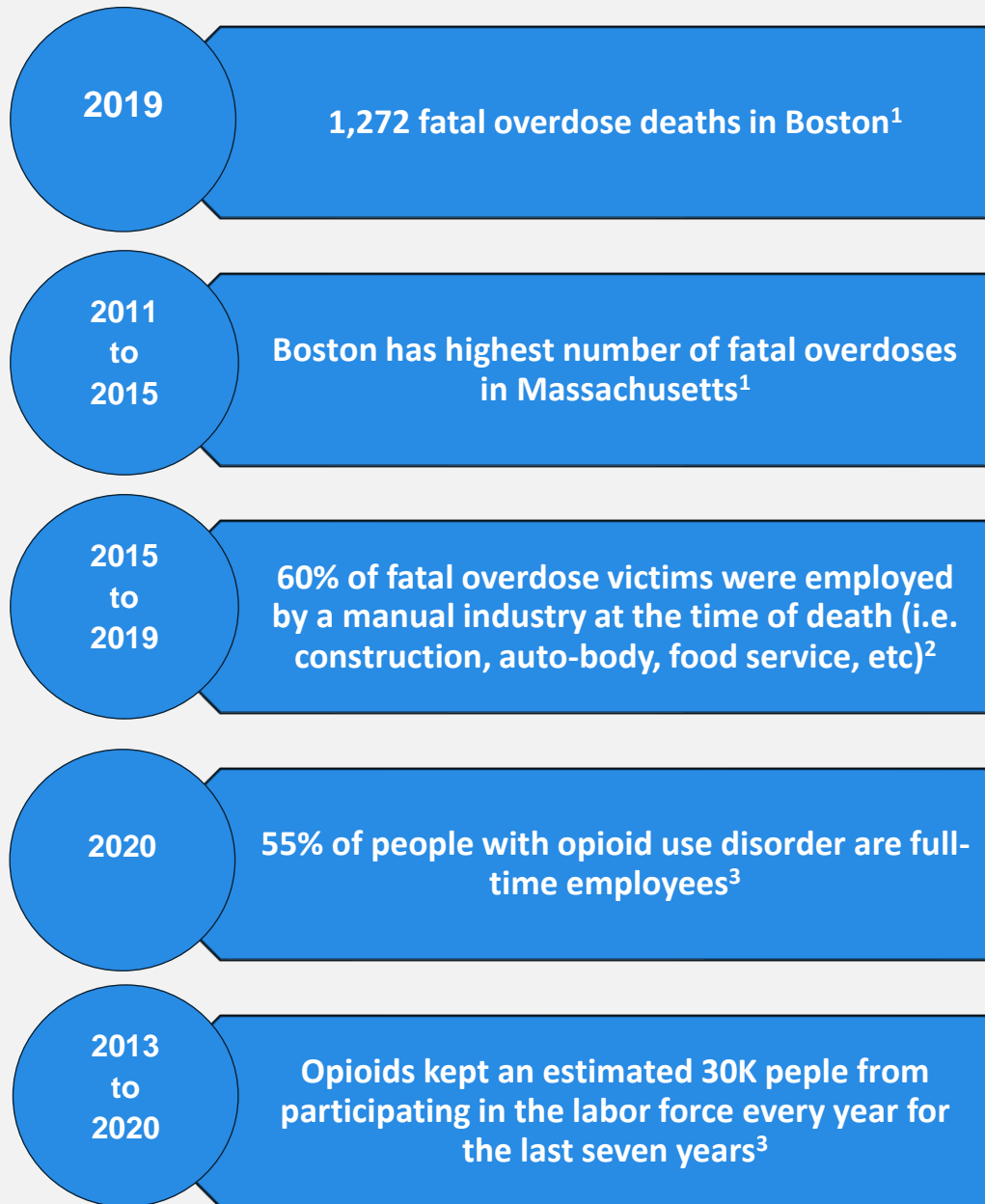
## Learning Objectives

After reviewing this manual, you will have an understanding of:

1. Factors that increase the risk of an opioid overdose
2. How to recognize the signs of an opioid overdose
3. How to respond to an opioid overdose
4. Where to access Naloxone

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# HOW ARE BUSINESSES IMPACTED?



It is especially important for businesses to know how to prepare and respond appropriately - whether that is through education, policy change or simply knowing how to respond in the event of an overdose that takes place on the businesses' property.

1. Massachusetts Department of Public Health: Number of Opioid-Related Overdose Deaths, All Intentions by City/Town 2015-2019; November 2020  
2. Massachusetts Department of Public Health: Opioid-related Overdose Deaths in Massachusetts by Industry and Occupation, 2011-2015; August 2018  
3. Rize Massachusetts: What are the business costs of addiction?; 2021

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# OCCUPATIONAL RISK FACTORS FOR OPIOID USE

- Pain Relievers prescribed after work related injuries
- Culture of working through an injury
- Lack of employer-provided health insurance
- Hard physical labor
- Seasonality of work
- Unstable income
- Limited interaction with supervisors or HR
- Substance use among coworkers

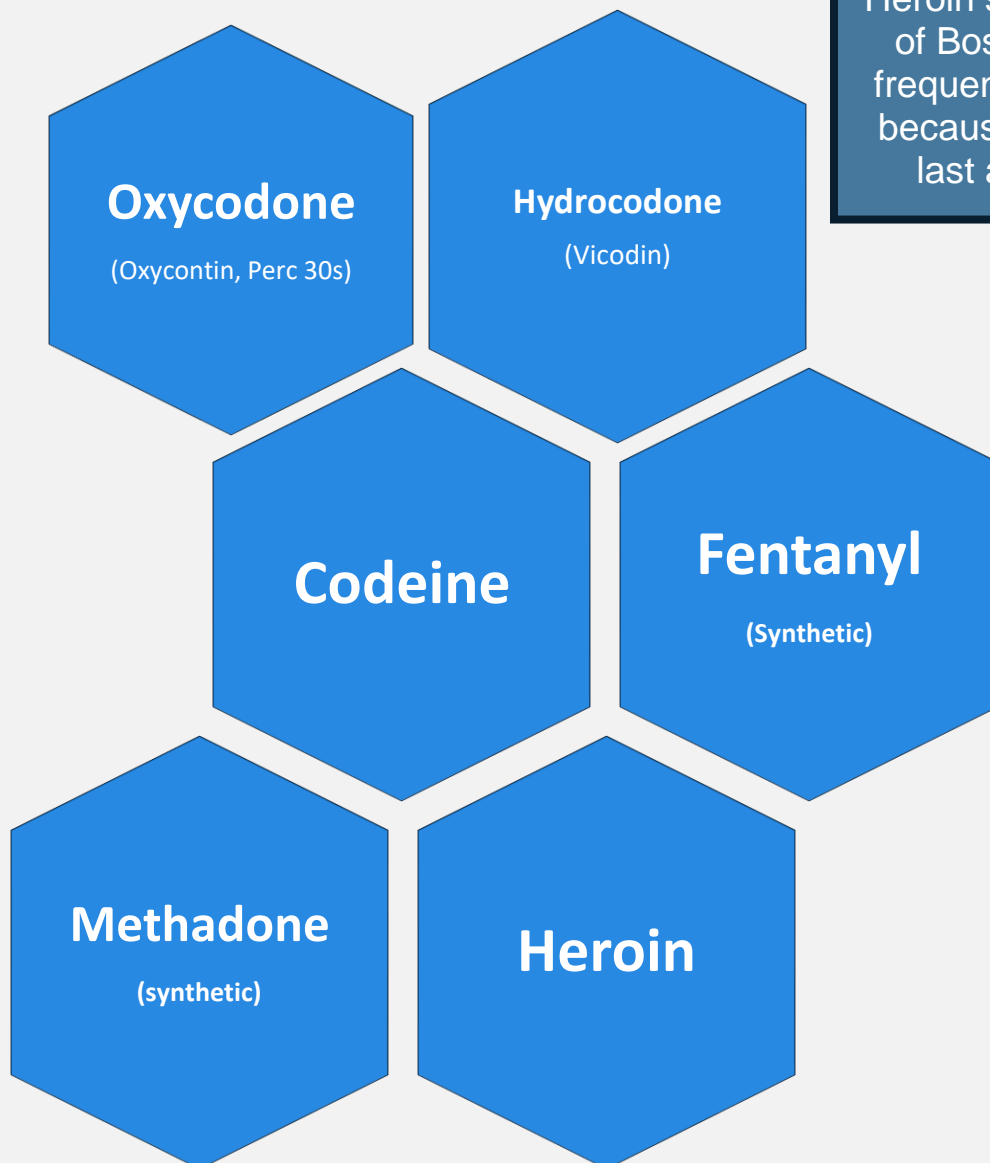


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# WHAT ARE OPIOIDS?

Opioids are a substance that can be used medically to reduce pain. They can also be used recreationally to achieve a short-term feeling of euphoria. Opioids can be taken orally, smoked, snorted, or injected.

Examples include:



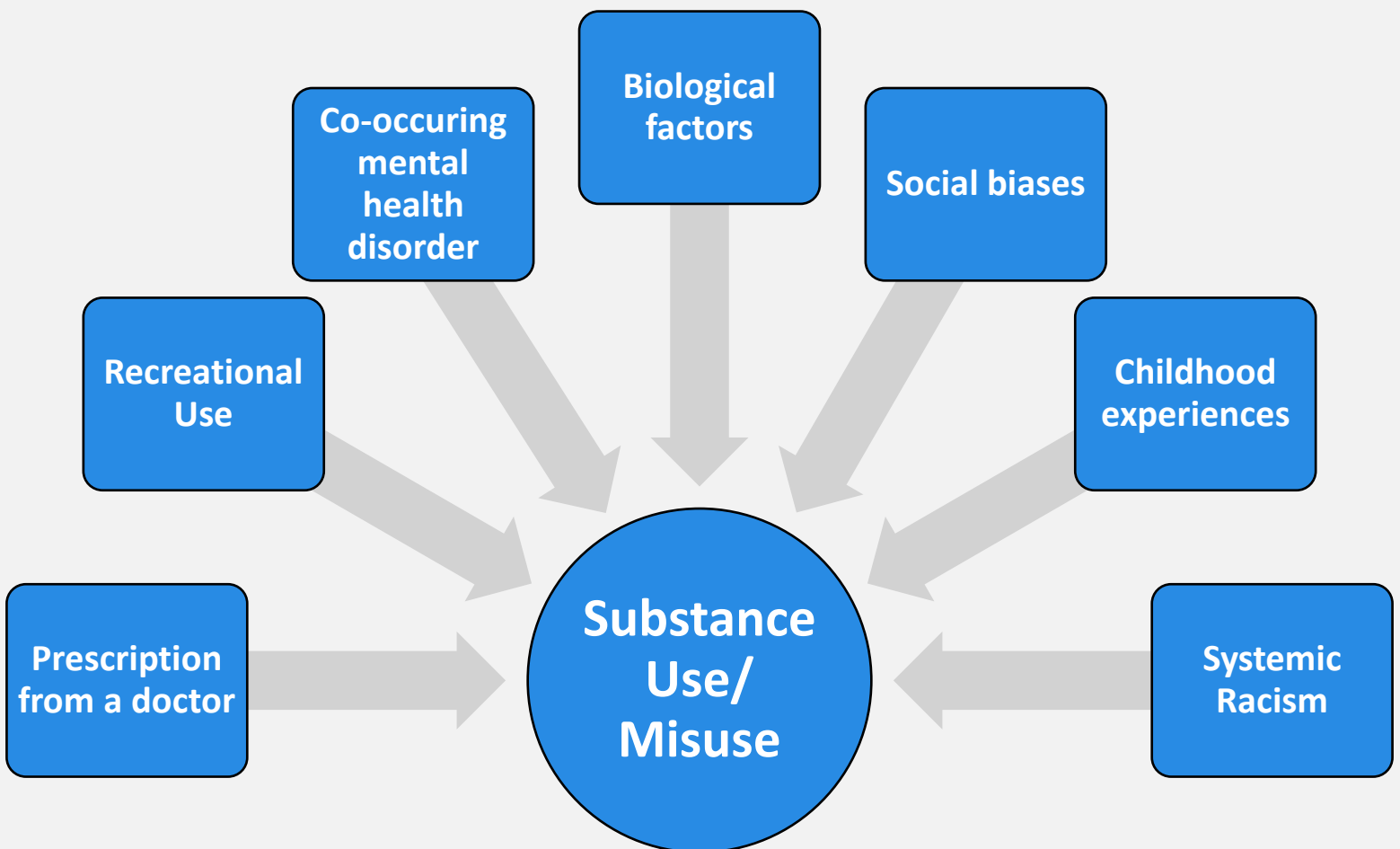
**Fentanyl** (and other analogs) have replaced the Heroin supply on the streets of Boston. With fentanyl, frequency of use increases because the effects do not last as long as heroin.



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# PATHWAYS TO SUBSTANCE USE AND/OR MISUSE

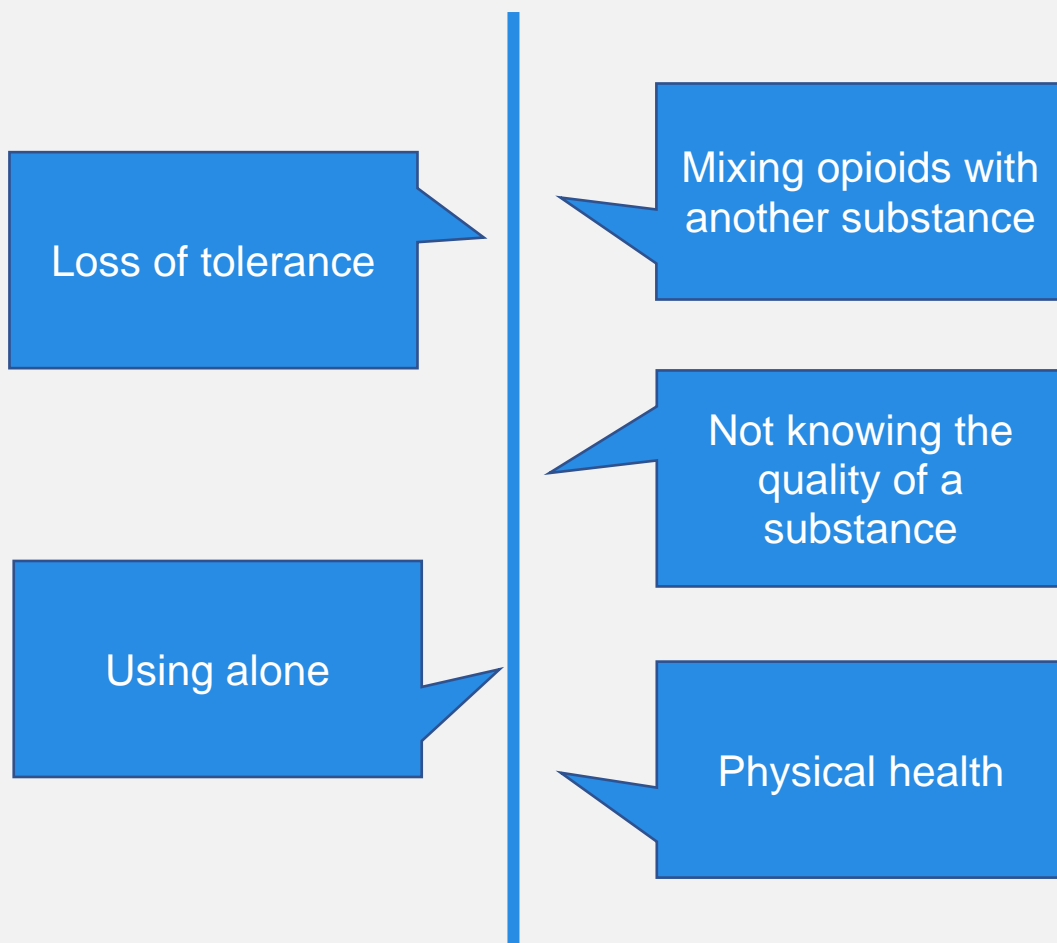
The following are risk factors that may contribute to the use of opioids. The continual use of opioids can lead to an increased chance of overdose.



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# RISK FACTORS OF OVERDOSE

The following are individual risk factors that can increase the likelihood of overdose:





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# SIGNS OF AN OVERDOSE



**Slow, Shallow,  
or no breathing**



**Unconscious and  
non-responsive**



**Pale blue or gray  
skin, lips, or nails**



**Snoring or  
gurgling noises**



**Foaming and/or  
vomitting**

# HOW TO RESPOND TO AN OVERDOSE

- **Check for signs** of an overdose
  - Look for color of skin, nails, and lips & listen for breathing
- **Call 911**
- Stimulate the person by **calling their name loudly**
- Give a **sternal rub** by rubbing your knuckles up and down their breastbone
- If non-responsive, give **2 rescue breaths**



- Check for breathing (Watch for chest rising)
- Make sure the mouth is clear, pinch the nose, and lift chin
- Seal the mouth, give 2 quick breath and watch for chest rising to see if air enters lungs
- Give 1 breath every 5 seconds; continue until paramedics arrive

- **Administer nasal naloxone (Narcan)**



Peel back packaging to remove device



Place the tip in the nostril until the fingers touch the bottom of the nose



Press plunger firmly to release the dose into the nose

**IF NO RESPONSE IN 3 MIN, GIVE ANOTHER DOSE.**

- Continue rescue breathing
- Stay with the person
- Place person in the **recovery position** if you need to leave the scene





## How to Approach Coworkers or Employees

Substance use impacts the lives of many different people, including those that you may employ or work with. It can be a very difficult experience to approach a coworker or one of your own employees, and can be very different from addressing it with a loved one. However, think about why it is important to address this matter. Whatever your “why” may be, it is important that you keep in mind these things when approaching the situation:

- Be non-judgmental
- Don't accuse or argue
- Assure employees they are not alone
- Assure employees that Human Resources is a confidential resource
- Listen, encourage, share, support
- Offer resources
- Invest in Employee Assistance Programs

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# WORDS MATTER

The language you use can make a difference. Speaking with non-stigmatizing language can help create a safe space for individuals to open up about their needs.

NON-STIGMATIZING LANGUAGE	STIGMATIZING LANGUAGE
Person with substance use disorder	<ul style="list-style-type: none"><li>• Substance abuser/Drug abuser</li><li>• Alcoholic</li><li>• Addict</li><li>• User</li><li>• Abuser</li><li>• Drunk</li><li>• Junkie</li></ul>
<ul style="list-style-type: none"><li>• Substance use disorder or addiction</li><li>• Use, misuse</li><li>• Risky, unhealthy, or heavy use</li></ul>	<ul style="list-style-type: none"><li>• Drug habit</li><li>• Abuse</li><li>• Problem</li></ul>
<ul style="list-style-type: none"><li>• Person in recovery</li><li>• Abstinent</li><li>• Not drinking or taking drugs</li></ul>	Clean
<ul style="list-style-type: none"><li>• Treatment/Medication for addiction</li><li>• Medication for opioid use disorder/alcohol use disorder</li></ul>	<ul style="list-style-type: none"><li>• Substitution or replacement therapy</li><li>• Medication-assisted treatment</li></ul>
<ul style="list-style-type: none"><li>• Positive/Negative</li><li>• Used/Unused</li></ul>	Clean/Dirty

# NALOXONE RESCUE KIT



The Office of Recovery Services is offering a starter **Naloxone Rescue Kit** for businesses interested in keeping their workplace safe. This kit includes 4 doses of Narcan, 2 pairs of medical gloves, 2 pocket breathing masks, and instructions on how to use Narcan. We will also provide overdose prevention **training** to your staff upon request.

# SAMPLE POLICY

## SAMPLE POLICY TO RESPOND TO AN OPIOID OVERDOSE

### I. PURPOSE:

To describe the steps to ensure proper procedures are followed for administering of Narcan/Naloxone in an emergency situation on premises. Narcan/Naloxone may be administered by an employee when there is reasonable belief that a person is suffering from an opioid overdose. Narcan/Naloxone nasal spray is supplied in a single 4mg dose of Naloxone hydrochloride in a 0.1ml intranasal spray. The premises may include, but are not limited to: parking lot, aisles, or bathroom. Employees should not put themselves at risk of injury to render aid.

### II. POLICY:

Narcan/Naloxone is indicated for the complete or partial reversal of opioid depression, including respiratory depression, induced by natural or synthetic opioids. Narcan/Naloxone is also indicated for the diagnosis of suspected or known acute opioid overdose. Opioid overdose kills thousands of Americans every year.

### III. PROCEDURE:

An individual shall determine through their investigation and training if the unresponsive individual is suffering from a suspected or known opioid overdose. In all cases of suspected overdose, the following steps should be taken:

1. Call 911 for any individual that presents with signs or symptoms of overdose, including but not limited to:
  - a. Respiratory depression, <10 breaths/min
  - b. Blue lips or fingertips
  - c. Extreme drowsiness-hard to awaken or unresponsive
  - d. Limp body
  - e. Cold or clammy skin
  - f. Pinpoint pupils
  - g. Slow heartbeat
  - h. Low blood pressure
  - i. Unable to speak/incoherent
  - j. Gurgling or snoring sounds
2. Provide Rescue Breathing one breath every 5 seconds if indicated
3. Administer Naloxone/Narcan: Narcan/Naloxone starts working in 3-5 minutes and lasts up to 30-90 minutes. Continue rescue breathing/ CPR until Narcan/Naloxone starts to work. Depending on the type of opiate, additional doses may be needed within a few minutes of the original dose.
  - a. Remove Narcan nasal spray from the packaging. Peel back the tab with the circle to open the Narcan/Naloxone nasal spray.
  - b. Hold the Narcan/Naloxone nasal spray with your thumb on the bottom of the plunger and your index and middle fingers on either side of the nozzle.
  - c. Lay the person on their back and administer the Narcan/Naloxone nasal spray as quickly as possible while providing support to the back of the neck to allow the head to tilt back.

# SAMPLE POLICY CONT'D

- d. Gently insert the tip of the nozzle into one nostril until your fingers on either side of the nozzle are against the bottom of the person's nose.
  - e. Press the plunger firmly to give the dose of Narcan/Naloxone nasal spray
  - f. Move patient to recovery position.
  - g. Administer a second dose of Narcan/Naloxone if person is not responsive after 2-3 minutes or if they relapse back into respiratory depression.
  - h. Be prepared for agitation upon emergence from unresponsive state.
  - i. Nausea and vomiting may occur as the Narcan/Naloxone takes effect. Be prepared to place the patient on their side to avoid aspiration.
4. Emergency Notification: Call 911 prior to, during, or as soon as practicable after each use of Narcan/Naloxone. The administration of Narcan/Naloxone nasal spray, other opioid antagonist, or similar treatment is not considered as having "already received medical treatment" for the purposes of this section. NO EXCEPTIONS!!!!!!!!!!
5. Documentation:
- a. Note dose(s) & time(s) of administration & patient response.
  - b. Communicate pertinent information to EMS
6. Storage: Narcan/Naloxone will be stored in the Intranasal Naloxone Kits. Each kit will be stored

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Store Narcan Nasal Spray in the blister and cartons provided, regardless of whether Narcan/Naloxone is stored in an Intranasal Naloxone Kit or first aid kit it will be stored at controlled room temperature of 59°F to 77°F (15°C to 25°C).

7. Location: Naloxone will be located

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Maintenance shall be responsible for checking the expiration dates and replacing the Narcan/Naloxone nasal spray before the expiration date on the box or replace the dose(s) used.

8. Replacement Narcan/Naloxone nasal spray shall be replaced as needed through
- a. All Narcan/Naloxone nasal spray that has been opened, whether or not such was administered, shall be replaced with a new kit.
  - b. In the event that a Narcan/Naloxone nasal spray is expired or has been used, the person noticing the same shall notify immediate replacement. Replacement doses can be obtained for a local pharmacy.

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**THE FOLLOWING TWO PAGES CAN  
BE REMOVED AND DISPLAYED  
NEAR YOUR RESTROOMS AS A  
REMINDER TO BE VIGILANT.**





Office of Recovery Services

# CHECK YOUR RESTROOMS



## MANY FATAL OVERDOSES OCCUR IN PUBLIC RESTROOMS



### KNOW WHAT TO LOOK FOR:

- SLOW BREATHING
- LACK OF BREATHING
- BLUE LIPS/FINGERTIPS
- UNRESPONSIVE



### KNOW WHAT TO DO:

- CALL 911 IMMEDIATELY
- PERFORM RESCUE BREATHING
- ADMINISTER NARCAN

**YOUR ACTIONS COULD HELP SAVE A LIFE**



FOR MORE INFORMATION, VISIT:  
[www.boston.gov/recovery](http://www.boston.gov/recovery)



Office of Recovery Services

# REVISE SUS BAÑOS



## MUCHAS MUERTES POR SOBREDOSIS OCCUREN EN LOS BAÑOS PUBLICOS



### SEPA LO QUE DEBE OBSERVAR:

- PERSONA NO RESPONSIVA
- CON RESPIRACIÓN LENTA
- FALTA DE RESPIRACIÓN
- LABIOS O DEDO AZULES



### SEPA QUE HACER

- LLAME AL 911 INMEDIATAMENTE
- DAR RESPIRACIÓN DE RESCATE
- ADMINISTRAR NARCAN

## SUS ACCIONES PODRÍAN AYUDAR A SALVAR



PARA MAS INFORMACIÓN:  
[www.boston.gov/recovery](http://www.boston.gov/recovery)

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# RESOURCES AVAILABLE

## Overdose Prevention Information

- [www.boston.gov/recovery](http://www.boston.gov/recovery)

## Overdose Prevention Webinar

- [www.delvalle.bphc.org/overdoseprevention](http://www.delvalle.bphc.org/overdoseprevention)

## Employer and Employee Resources

- [www.rizema.org/resources](http://www.rizema.org/resources)

For personal access to naloxone, individuals may go to their local pharmacy without a prescription. Most insurance providers will cover naloxone (Narcan). There are no age requirements to go through your insurance when getting naloxone (Narcan) from a pharmacy.

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# ENGAGE, CONNECT, & EMPOWER TO ADDRESS SUBSTANCE USE



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