

INSTANT TESTING USE IN DIFFERENT INDUSTRIES

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Construction

A contractor for a large Ohio-based construction company is experiencing rapid growth but struggling to find skilled laborers. As a contractor, safety is key to keeping workers' compensation claims to a minimum but with low unemployment rates, a long hiring process means many good candidates have already accepted another position by the time the screening results come back from the lab.

The company holds a job fair at the job site on a Saturday. The site manager and her foreman have candidates fill out their application and perform on-the-spot interviews. Each successful candidate is offered a conditional offer of employment and is then sent to the foreman to fill out the company onboarding paperwork. The foreman then administers an instant oral fluid test. After about 15 minutes, the results are available, a photocopy or photo of the device is made for the new employee file and, while waiting for the results, the foreman goes over important information for the position and confirms the scheduling with the new employee. By the end of a very successful job fair, the 100 positions are filled. Of the 115 candidates, 15 instant oral fluid tests were positive. Five candidates chose to stop the hiring process and declined to have their instant oral fluid test confirmed at the laboratory. The remaining 10 were packaged and sent to the laboratory for confirmation testing.

➔ Monday morning starts with a full crew and an on-time project.



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Retail

The profits of a retail chain in Colorado are down but there is no single incident or issue that stands out as the cause of the declining profits. The Human Resources (HR) and recruiting team stopped pre-employment testing over three years ago. With legalized marijuana for recreational use, open positions were rising, and the company had four unresolved legal challenges still waiting to be settled from applicants with urine tests that were positive for THC. The company revenues were increasing as the company's brand grew and the team simply couldn't risk being understaffed so the decision was made to stop testing for marijuana altogether. Time to fill positions decreased and it appeared that the decision to discontinue pre-employment drug testing was the right choice.

Tasked with researching the cause of the reduced profits, the CFO closely reviewed the P&L statements and noticed several alarming trends. Workers' compensation claims in many areas—distribution, warehouse, delivery and supply chain—are up over the past 30 months. Investigating further, he finds that the Loss Prevention Manager has pointed out an increase in missing and damaged products. Although the missing product count seems high, it is difficult to attribute it to anything specific. He also noticed that turnover in customer service, merchandising, supply chain, distribution and administration staffing is steadily increasing, as is absenteeism. The cascading effect is eroding profits each quarter and the investors are looking for tangible ways to improve the bottom line. The CFO meets with the head of HR and reviews the trends. Together they decide that perhaps the decision to discontinue pre-employment testing is having a negative effect on the quality of the hires.

Looking for a solution, the HR team instituted a new policy. Employees and applicants were provided with a copy of the policy and given 60-days notice before it went into effect. Working with their provider's random selection management software and the local team of supervisors, the HR team developed a "pre-access" drug screening program. Each week, a store and a shift are selected. The local supervisors use instant oral fluid testing to screen each person from the selected location and shift as s/he clocks in for work. Anyone whose instant oral fluid result is positive is removed from duty for the day without pay and the samples are sent to the laboratory for confirmation testing. For those who have two positive instant oral fluid tests, HR begins disciplinary action for violation of company policy.

➔ As word of the pre-access random testing spreads, absenteeism and turnover decline along with workplace accidents. In time, profits improve.

Transportation

An airport shuttle company needs to hire quickly. Their service model is simple. Airport patrons arrive at their locations and a driver gets into their car and heads to the terminal. After helping with the luggage, the driver takes the vehicle back to the company location, parks the car, notes the name, and places the keys to the vehicle in the corresponding safe box. When the flier arrives back from the trip and gathers their luggage, they contact the location. The driver locates the keys and drives the car to reach the owner.

The company has concerns for both the security of the vehicles and that the employees are trustworthy around the passengers and their possessions. The company requires a full pre-employment physical exam and periodic examinations of all of their drivers. Additionally, the company has a drug disclosure policy requiring that the employees provide copies of their job description to their doctor prior to any drugs being prescribed. If the drugs have an impairing effect, the prescribing doctor can offer an alternate drug or, if there is no good option, the employee must notify the company and is not permitted to work as a driver while taking the medication.

Instant oral fluid testing is administered each time a driver arrives at the facility to start a shift. Each employee understands the company policy and the company's commitment to safety. Since each airport location has a small number of employees, each working a 12-hour shift, the return on investment is clear. The company experiences few accidents and their safety record differentiates them from the competition. The company has low turnover and virtually no complaints of property theft. The cost of the drug testing program is far less than the administrative costs required to manage workers' compensation claims, insurance claims, and accident management with each passenger's insurance company.

