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## President's Message

# WorkSafe delivers occupational health services and more!

By: Matthew Fagnani, C-SAPA, C-SI, President, WorkSafe, Inc.

Recently, WorkSafe began a new quality improvement initiative that includes telephone contacts with our current WorkSafe drug testing customers to thank them for their business and ask for their suggestions about how we can better serve them. The response so far has been great. We are hearing very positive things from our customers about our timely handling of test results, the professional courtesy of our program management staff and the accuracy and thoroughness of our collectors. Thanks to all the hard-working WorkSafe staff for their efforts!

We also learned, however, that most of our customers do not know that we provide a full range of occupational health services in our IMED clinic, or that we have developed a state-of-the art employee data file management system. We have been pleased to include health topics columns by Dave Popken, MA, BSHS, PA-C in our newsletters, along with informative articles by Mike Bell about maintaining compliance with DOT regulations through driver qualification files. And we hope many of you have heard our recent run of radio ads that highlight our medical exams and fitness-for-duty evaluations. Yet, despite our best efforts, we are still the best-kept secret in town!

We are all very excited about how our new capabilities help businesses improve efficiency, save money, enhance employee health and make companies more profitable and successful. Please feel free to call us at any time to have one of our representatives explain our full range of workforce solutions. Better yet, stop by WorkSafe's remodeled Clinic and Collection Center for a tour.

Long the most-trusted name in drug testing in Alaska, we want to become your one-stop provider for the full slate of services you need at the point-of-hire.



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## Signs & symptoms training schedule

Make sure your company is meeting DOT supervisor training standards by utilizing our monthly training classes. These classes ensure every supervisor is properly trained to DOT standards for identifying signs and symptoms of drug and alcohol use, and help you make certain all new hires are trained in the hazards of drug and alcohol use and understand your drug and alcohol policy.

Call (907) 563-8378 in Anchorage to reserve your spot as space is limited. Additional classes may be added as needed. WorkSafe will also come to your location to conduct this training if needed. Classes cost \$75 per person.

### 2009 Training Dates:

#### Anchorage

**WorkSafe Corporate Office: 3230 C Street**

April 29, May 27, June 24, July 29, August 26, September 30, October 28, November 18, December 16

#### Fairbanks

**Westmark Fairbanks Hotel and Conference Center, 813 Noble Street**

November 9

#### Kenai/Soldotna

**Location to be Announced**

March 20, October 16



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## Are your workers fit for duty?

By Dave Popken, MA, BSHS, PA-C, Clinical Director, WorkSafe IMED Occupational Health Services

As companies ramp up for their spring and summer work seasons, human resources and health and safety professionals need to make sure employees are physically fit and qualified for the jobs they have been hired to perform. This determination is critical to the success of your company and the overall health of your employees.

After a lengthy winter, employers may find their employees have become physically de-conditioned and at greater risk for injury. No matter your industry - oil and gas (including drilling and production), support service companies, transportation and shipping, the beverage industry, warehousing, mining, housekeeping and catering, municipalities, or other energy companies - it is imperative that your workers are fit for their duties when they arrive at their place of employment or head out into the field.

Since the Americans with Disabilities Act was enacted 19 years ago, employers must clearly identify essential job functions. This is typically done through some type of analysis of job duties by human resources staff, health and safety professionals or occupational or physical therapists. The employer then creates the job descriptions based on this analysis. These descriptions must include quantifiable measures of what each job entails, and the descriptions, in turn, provide the blueprint for the type of evaluation the company should conduct. It is here that the company can establish, through comprehensive fitness-for-duty testing, that each employee can safely and efficiently perform his or her job prior to arriving at the jobsite.

It does cost money to conduct fitness-for-duty testing, but the value of injury prevention is nominal when compared to workers compensation and rehabilitation costs after an injury occurs. Multiple studies have shown that the payoff to employers in terms of return-on-investment for such services ranges from \$3 to \$8 dollars per dollar spent.

The value and benefit of maintaining a relationship with an occupational health provider who performs pre-work screening is too often overlooked. The professional staff at a comprehensive occupational health clinic can serve as disease and injury prevention and health experts, case managers, emergency preparedness and disaster planners, as well as authorities on regulatory compliance and safety education and training.

Contact **WorkSafe IMED directly at (907) 279-5514** to talk with our occupational health experts about how we can help you ensure your employees are fit for work.



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## Paperless offices the wave of the future?

By: Michael Bell, General Manager, WorkSafe File Management Systems

In our current economic climate, many companies are focused on cutting costs. Going paperless is one way to reduce unnecessary business expenses while contributing to a cleaner, greener world. Paper accounts for about 25 percent of landfill waste in the U.S. If businesses reduced their paper use by just 10 percent, it would be the equivalent of taking 280,000 cars off the road. While a truly paperless office is difficult to come by, WorkSafe can help with some of the basics.

We have all seen those gray, unsightly office filing cabinets. Not only are they cumbersome, many times they're overflowing with outdated files. In fact, most companies don't throw out or shred their old files. They simply keep adding to them. The US Department of Transportation clearly outlines what documents need to be included in driver qualification files, but for the most part, driver files become general repositories for any paperwork that is attached to the driver. WorkSafe can help you clean up this mess.

The first step is converting your paper DOT files into electronic files. These electronic files can be accessed 24 hours a day, 7 days a week from any location (and, when necessary, can be printed as well). Another benefit of a paperless system is that files become centralized so information can be viewed online - no need to mail, overnight or fax information because everything is right at your fingertips. You can designate an unlimited number of system users at no additional charge, and you can view the information as often as you like. Notes can even be added to driver files within the system.

These are but a few components of a system that also helps your company stay in compliance with state and federal regulations, provides an audit trail of your hiring and file maintenance procedures, and reduces risk to your company through accurate documentation. Paperless systems allow your company to focus on core functions and areas of expertise while reducing unnecessary expenses. Commit to saving money, organizing your important paperwork and going green by calling WorkSafe today!



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## WorkSafe successfully passes FAA audit

By Don Bisby, WorkSafe General Manager

Federal Aviation Administration drug and alcohol program auditors paid a visit to WorkSafe in late March to conduct a Department of Transportation audit of our collection site. We are pleased to report that the audit went very well. Mida Panamaroff, the WorkSafe staff member who performed the collection for the FAA auditor, followed DOT protocol as outlined in 49 CFR Part 40. Elaine Perez, WorkSafe's master trainer for the collection personnel training course, observed the audit in which Mida performed both a breath alcohol test and a DOT drug test for the auditor.

After the collections were completed, the auditors commented on how well the collection went and then provided a few helpful suggestions. Their recommendations are as follows:

1. When instructing donors to wash their hands at the start of the collection process, the collector should also inform the donors that they won't be permitted to wash their hands until the collection has been completed.
2. The collector should instruct the donor that if he/she is taking any medications, the donor should write the names of these prescriptions on the back of the donor's copy of the Custody and Control Form (CCF).
3. Prior to the collection, the collector should give the donor the option of reading the collection procedures that are listed on the back of the CCF.

WorkSafe is committed to providing ongoing training to our professional staff of collectors in order to deliver the highest level of service to our customers at all times. As a result, the level of expertise of our collection and support staff is among the best in the state. The Federal Transit Administration recently audited WorkSafe and we are currently undergoing a U.S. Coast Guard audit as well. We thank these DOT agencies for the work they are doing and we welcome them to our facility any time. We are confident that WorkSafe will meet - and exceed - their requirements every time.

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## FAA clarifies random selection process

By Vicky Dunne Program Policy Branch Manager Drug Abatement Division

At a recent meeting of the Substance Abuse Program Administrators Association (SAPAA) in New Orleans, a question was raised by WorkSafe's Linda Richardson about the proper procedure for making random alcohol selections under Federal Aviation Administration (FAA) guidelines. Here is the verbatim response from Vicky Dunne, Program Policy Branch Manager for the Drug Abatement Division of FAA.

**Q.** I was talking with several TPA at SAPAA last week who indicated they had received differing opinions on the random selection process under Part 121, appendices I and J. My interpretation of the rule is that everyone must have an equal chance of being selected for drug and alcohol. So, if you select 25% for drug, then those people must go back into the pool and the 10% alcohol selection is then performed. This would mean employees would be selected for drug only, drug & alcohol, and alcohol only.

The way some TPAs now perform random pulls, is to select 25% for drug and 10% for alcohol from the 25% who were selected for drugs. This would mean that 75% of the covered employees would not be in the pool to be selected from. Could you please confirm my interpretation of the rule? Apparently there have been different opinions issued on this question and I want to make sure we are doing it correctly. Many of these TPAs told me that they had never had a problem with FAA (or any other regulatory mode for that matter) in performing the alcohol selection from those selected for drugs.

**A.** The practice that you described and currently follow is correct. In order to ensure that each employee has an equal chance of being selected, you must make your selections directly from the random pool. The practice that the other Third Party Administrators are following is not in compliance.

The random testing requirements established in the appendices have required that each employer ensure that the random process used assures that each covered employee has an equal chance of being tested each time selections are made. This requirement is in 14 CFR Part 121, appendix I, Section V, B for drugs and appendix J, Section III, C for alcohol.

You are absolutely correct that when a random drug selection list is generated and subsequently used to make random selections for alcohol testing, employees who have not been selected for drug testing do not have a chance of being selected for alcohol testing. When you separate your random selections and draw a separate list for drugs and alcohol, you must ensure that everyone in the random pool has a equal chance. Therefore, the alcohol selections must be made directly from a full random pool and not the drug selection list.

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I hope this helps to clarify your questions. If necessary, please encourage the other TPA managers to contact me directly for further clarification. Certainly, if you have any further questions, please let me know.

Sincerely,

Vicky Dunne

Program Policy Branch Manager

Drug Abatement Division

FAA Drug Abatement's Web site:

[http://www.faa.gov/about/office\\_org/headquarters\\_offices/avs/offices/aam/drug\\_alcohol/](http://www.faa.gov/about/office_org/headquarters_offices/avs/offices/aam/drug_alcohol/)

DOT's Web site: [www.dot.gov/ost/dapc](http://www.dot.gov/ost/dapc)



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## WorkSafe. Your single source for point-of-hire services

### Drug & Alcohol Testing

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#### Accounting Manager

Diane Owens, Tel. 729-5507

#### Compliance Manager

Al Stoddard – C-SAPA  
Tel. 729-5506

#### Program Manager

Dana Blair, Tel. 729-5503

### IMED Occupational Health Clinic

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Walk-ins are always welcome!  
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