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WorkSafe Ink Goes Digital Introducing our electronic newsletter.

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

2009 is going to be a year of great change and challenges, as companies strive to cut costs and increase productivity. At WorkSafe, we are constantly committed to making changes for the better. For years, our WorkSafe Ink newsletter has been mailed to our customers bi-monthly. We appreciate your business, and the newsletter allows us to communicate important information to you on a regular basis. This year, we will continue to publish the most important and up-to-date information in WorkSafe WIRE newsletter for your review, delivered in an electronic format instead of a printed piece.

WorkSafe's [Electronic File Management System](#) is eco-friendly, and our move to an electronic newsletter is just one more way we can help utilize our world's resources in a more responsible way, and simultaneously cut costs. As we make this transition, we welcome input and feedback from you. This newsletter is an important tool for you, our customers, and we are excited about making changes that make it more functional for you. For example, several of our customers have asked the article by Dave Popken, MA, BSHS, PA-C, be formatted more appropriately for distribution to employees as a "health tips" page that can be printed as a stand-alone piece. With this issue, we have made that change.

Share WorkSafe WIRE

Please feel free to share this e-mail with others who may want to subscribe to our new electronic version of our newsletter. If you would like to update your e-mail address in our database, or have an additional email address you would like us to send the newsletter to, please email astoddard@worksafeinc.com with a subject message: Please Subscribe. If you have any ideas or recommendations for changes to WorkSafe WIRE and how we can make it work better for you, please share them with us. Please call us at the direct phone numbers or e-mail addresses in the [contact us](#) section of this newsletter. We welcome your ideas.



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WorkSafe Receives Minority Business Enterprise (MBE) Status

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

This month, WorkSafe received certification of Minority Business Enterprise status. The program, developed by the National Minority Supplier Development Council, Inc. (NMSDC), is designed to provide advantages, resources and educational opportunities to minority owned businesses. Since 1972, NMSDC has been in the forefront of minority business development, increasing opportunities for growth in minority-owned businesses. Certification is based on 51 percent ownership, operation and control by minority individuals, as well as other criteria.

Your Business May Qualify

"MBE certification opens the door for new opportunities with other minority businesses," says Matthew Fagnani, President of WorkSafe, Inc. "I encourage all company owners who think their business may qualify to contact NMSDC." Like WorkSafe, Alaska businesses that feel they may qualify for MBE status must work through the Northwest Minority Business Council in Tukwila, WA, to process their applications.

Once a company is MBE certified, programs and services are available to assist MBE members, including a national online database of more than 15,000 certified minority suppliers. NMSDC provides additional resources to members through the Minority Business Information Center, and has an Advanced Management Education Program for customized executive education. Business opportunity fairs and online learning programs and corporate seminars are also available. For additional information, visit www.nmsdcus.org.



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U.S. Department of Transportation

Office of Drug and Alcohol Policy and Compliance 2009 Random Testing Rates Notice

The following chart outlines the annual minimum drug and alcohol random testing rates established within DOT Agencies and the USCG for 2009:

DOT Agency	Random Drug Testing Rate	Random Alcohol Testing Rate
Federal Motor Carrier Safety Administration (FMCSA)	50%	10%
Federal Aviation Administration (FAA)	25%	10%
Federal Railroad Administration (FRA)	25%	10%
Federal Transit Administration (FTA)	25%	10%
Pipeline and Hazardous Materials Safety Administration (PHMSA)	25%	Not Applicable
United States Coast Guard (USCG)	50%	Not Applicable

NOTE: Employers (and C/TPAs) subject to more than one DOT Agency drug and alcohol testing rule may continue to combine covered employees into a single random selection pool. However, companies (and C/TPAs) doing so must test at or above the highest minimum annual random testing rates established by the DOT Agencies under whose jurisdiction they fall. For example, an employer having both FMCSA- and FRA-covered employees in one pool must test, as a minimum rate, 50% for drugs and 10% for alcohol. PHMSA- and USCG- regulated employees should not be placed in DOT random alcohol testing pools. Contact the appropriate DOT Agency for additional clarification.

Please note that USCG covered employees may be combined with DOT covered employees in drug testing pools even though the USCG is part of the Department of Homeland Security.



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Mat-Su Regional Urgent Care New DOT Collection Site in the Mat-Su Valley

Valley Phlebotomy has been WorkSafe's primary collection site in the Mat-Su Valley. Earlier this year, Mat-Su Regional Urgent Care also began conducting DOT drug testing. Mat-Su Regional Urgent Care is a walk-in clinic open 7 days a week. Their contact information is listed below:

Hours of Operation

- Pre-employment & Random Drug Screen Collections: 9 a.m. - 7 p.m.
- Post Accident & Reasonable Suspicion Collections: 9 a.m. -9 p.m.

Address:

Mat-Su Regional Urgent Care
950 E.Bogard Road, Suite 103
Wasilla, Alaska 99654

[View map here >>](#)

Driving Directions:

Parks Highway to Crusey Street, Turn onto Lake View Drive, and follow signs to the lower level of Mat-Su Regional Urgent Care

Phone: 907-352-2880

Fax: 907-352-2885

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WorkSafe Off-Site Collections Procedure

WorkSafe is updating its procedures for all off-site DOT collections to comply with the Department of Transportation's (DOT's) regulation change to 49 CFR 40.67. DOT's amended 40.67 Subpart E. (below) is intended to limit substitution or adulteration of a sample during the collection process. Due to these changes in the collection process, WorkSafe now send both a male and female collector for all off-site collections. In doing so, WorkSafe is taking steps to assure that the Department of Transportation 40.67 rules are followed.

As a DOT employer, it is always the employer's responsibility to maintain compliance with the DOT drug testing regulations. We are certain that employers will agree that having a male and female collector will add to the integrity of the collection process. In order to avoid the additional cost of having 2 collectors go off-site, employers may want to consider making special accommodations to use the WorkSafe collection facility. For any questions, please contact Don Bisby, General Manager, WorkSafe, Inc., at 907-729-5518, or don.bisby@worksafeinc.com.

Subpart E - Urine Specimen Collection

§ 40.67 *When and how is a directly observed collection conducted?*

(a) As an employer, you must direct an immediate collection under direct observation with no advance notice to the employee, if:

- (1) The laboratory reported to the MRO that a specimen is invalid, and the MRO reported to you that there was not an adequate medical explanation for the result;
- (2) The MRO reported to you that the original positive, adulterated, or substituted result had to be cancelled because the test of the split specimen could not be performed; or
- (3) The laboratory reported to the MRO that the specimen was negative-dilute with a creatinine concentration greater than or equal to 2 mg/dL but less than or equal to 5 mg/dL, and the MRO reported the specimen to you as negative-dilute and that a second collection must take place under direct observation (see §40.197(b)(1)).

(b) As an employer, you may direct a collection under direct observation of an employee if the drug test is a return-to-duty test or a follow-up test.

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(c) As a collector, you must immediately conduct a collection under direct observation if:

(1) You are directed by the DER to do so (see paragraphs (a) and (b) of this section); or

(2) You observed materials brought to the collection site or the employee's conduct clearly indicates an attempt to tamper with a specimen (see §§40.61(f)(5)(i) and 40.63(e)); or

(3) The temperature on the original specimen was out of range (see §40.65(b)(5)); or (4) The original specimen appeared to have been tampered with (see §40.65(c)(1)).

(d)(1) As the employer, you must explain to the employee the reason for a directly observed collection under paragraph (a) or (b) of this section.

(2) As the collector, you must explain to the employee the reason, if known, under this part for a directly observed collection under paragraphs (c)(1) through (3) of this section.

(e) As the collector, you must complete a new CCF for the directly observed collection.

(1) You must mark the "reason for test" block (Step 1) the same as for the first collection.

(2) You must check the "Observed, (Enter Remark)" box and enter the reason (see §40.67(b)) in the "Remarks" line (Step 2).

(f) In a case where two sets of specimens are being sent to the laboratory because of suspected tampering with the specimen at the collection site, enter on the "Remarks" line of the CCF (Step 2) for each specimen a notation to this effect (e.g., collection 1 of 2, or 2 of 2) and the specimen ID number of the other specimen.

(g) As the collector, you must ensure that the observer is the same gender as the employee. You must never permit an opposite gender person to act as the observer. The observer can be a different person from the collector and need not be a qualified collector.

(h) As the collector, if someone else is to observe the collection (e.g., in order to ensure a same gender observer), you must verbally instruct that person to follow procedures at paragraphs (i) and (j) of this section. If you, the collector, are the observer, you too must follow these procedures.

(i) As the observer, you must request the employee to raise his or her shirt, blouse, or dress/skirt, as appropriate, above the waist; and lower clothing and underpants to show you, by turning around, that they do not have a prosthetic device. After you have determined that the employee does not have such a device, you may permit the employee to return clothing to its proper position for observed urination.

(j) As the observer, you must watch the employee urinate into the collection container. Specifically, you are to watch the urine go from the employee's body into the collection container.

(k) As the observer but not the collector, you must not take the collection container from the employee, but you must observe the specimen as the employee takes it to the collector.

(l) As the collector, when someone else has acted as the observer, you must include the observer's name in the "Remarks" line of the CCF (Step 2).

(m) As the employee, if you decline to allow a directly observed collection required or permitted under this section to occur, this is a refusal to test.

(n) As the collector, when you learn that a directly observed collection should have been collected but was not, you must inform the employer that it must direct the employee to have an immediate recollection under direct observation.

[65 FR 79526, Dec. 19, 2000, as amended at 66 FR 41950, Aug. 9, 2001; 68 FR 31626, May 28, 2003; 69 FR 64867, Nov. 9, 2004; 73 FR 35970, June 25, 2008]



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Signs & Symptoms Training Schedule

Ensure that your company is meeting DOT supervisor training standards by utilizing our monthly training classes. These classes help ensure that all employees review their drug and alcohol policy, every supervisor is properly trained to DOT standards for identifying signs and symptoms of drug and alcohol use, and all new hires are trained in the hazards of drug and alcohol use. Call 563-8378 in Anchorage to make reservations as early as possible to ensure availability as space is limited. Additional classes may be added as needed.

UPCOMING TRAINING DATES:

Anchorage

WorkSafe Corporate Office: 3230 C Street

January 28, February 25, March 25, April 29, May 27, June 24, July 29, August 26,
September 30, October 28, November 18, December 16

Fairbanks

Westmark Fairbanks: 813 Noble Street

March 20, November 9

Juneau

Westmark Baranof: 127 North Franklin Street

February 20

Kenai/Soldotna

Location to be Announced

March 20, October 16

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File Management System Increases Productivity

Reduce your staff time by as much as 90 percent

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

In today's world with business facing financial challenges, companies are looking for ways to increase productivity while saving money. This can be a daunting task, but WorkSafe's File Management System can provide the answers.

One of the biggest problems that companies face in today's harsh economic climate is how to increase the production in the areas that add to the bottom line while cutting back on the menial jobs that take time from the areas that need it most. WorkSafe's File Management System offers a full suite of products to help companies manage their employees while keeping costs down.

Calculate Your Cost Savings

For example, the average DOT file takes up to 25 hours a year to maintain. If you multiply 25 by the number of DOT files you have to maintain, the cost to you in staff time can be considerable! Our system can reduce your staff time by as much as 90 percent.

Here's how it works. First we sit down with your company and explore what solutions we can offer. We take a look at your current file management process and then audit your files for federal and state compliance. We then estimate how much time it will take to enter your files into our system and give you a full report on the status and compliance of your files. We can then offer a few different options to complete your customized package.

Our system does the hiring, the background checking, the previous employment checks and even motor vehicles checks with the touch of a button. All the information is then uploaded back into the system for you to browse at your convenience.



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Automated Notifications

Any documents in the system can be tracked and reported back to you when they are set to expire, keeping you in direct control of all your documents and training records. This includes reminding you to update your random list if you're a current client of WorkSafe's drug testing program.

We also have a new hiring application process that is completely customizable to give you greater flexibility and control over the hiring process. You can access our web-based system anywhere, at any time, and there is no limit to the number of users.

Our system frees your desk of paperwork and unfiled files. If you need to access a file, you merely log into the system and type in the file name.

Our system is a rare product that can save you money while increasing productivity with actual results. Let us show you what we can do by calling WorkSafe toll-free at 888-274-6662. We'll connect you with the File Management System expert in your area.



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Dave's Health Note

Dealing with Annoying Eye Twitches

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

At least once a week, a patient asks why their eyes twitch. They want to know what an eye twitch is and do they need to see a specialist? Here is a simple explanation for this very common phenomenon that affects millions of people every year.

What Is Eye Twitch?

Blepharospasm is the technical term for an all-too-commonly experienced medical condition. Simply stated, eye twitches are muscle spasms and, like most muscle spasms, they generally have no long-term side effects. Eye twitches often occur randomly and infrequently, and may last for a period of a few hours up to a few days. Eye twitches usually disappear on their own, but very rarely, some serious cases may require medication or surgical treatment.

Why Does My Eye Twitch?

Eye twitches can be triggered by a variety of factors. Here are some common causes:

- Too much caffeine (coffee, caffeinated sodas/beverages, energy drinks)
- Lack of sleep or fatigue
- Stress, either physical or emotional
- Eye strain from extended time in front of a computer screen
- Anxiety or phobias
- Overexposure to bright lighting



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What Remedies Can I Use?

Rest and relaxation often resolve most minor cases of eye twitching, but prevention is best. You should work to relieve your stress and get as much rest as possible. If eye strain results in twitching, be sure you take plenty of breaks during the day to help rest your eyes and reduce the severity of your symptoms. The following remedies can also help:

- Hot baths
- Cold compresses
- Warm compresses
- Eye drops
- Flushing eyes with water

When Do I Need To Consult A Doctor?

Violent eye twitches may develop into Hemifacial Spasms, which affect the entire side of the face and can make eating and speaking difficult. Eye twitches have also been associated with severe contractions caused by irritation of the cornea or the membranes that line the eyelids (conjunctiva). These contractions can completely shut the eye. Call your physician or optometrist/ophthalmologist if you experience any of the symptoms listed below:

- Twitches that cause your eyelids to completely close
- Persistent redness, swelling or discharge from the eye
- Extreme sensitivity to light or blurred vision
- Twitching that extends from the eye to other parts of the face
- Uncomfortable or painful twitches
- Twitches that increase in frequency and intensity
- Twitches that do not disappear within a week
- Twitches accompanied by a fever

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WorkSafe's Customer Service Technicians include (L to R) Jose Rolon, Christina Smith, James Elano, Vashti Perez, Tracie Moriarty, Mida Panamaroff, and Xiong Lee (foreground).

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WorkSafe's Customer Service Technicians

Change has been a constant at WorkSafe this past year as we work to better enhance the quality of service that we provide to you, our customers. But there is one thing that won't change and that is our commitment to provide you with the best drug and alcohol testing services that we can. At the core of our business are the people who actually conduct the drug and alcohol specimen collections for our clients. These are our Customer Service Technicians.

WorkSafe takes pride in the fact that we have the most knowledgeable and experienced drug and alcohol testing staff in Alaska. Our Customer Service Technicians are extremely competent in their duties and strive to treat each of your employees with dignity and respect. They are also well versed in drug testing regulations as evidenced by the fact that our technicians have passed every DOT audit that we have undergone. In fact, during our last audit by the Federal Transit Administration, the auditor had very positive remarks about WorkSafe and the technician who conducted his drug and alcohol test.

Currently, WorkSafe employs four full-time and two part-time Customer Service Technicians. Seven other employees are trained and DOT-certified to assist when necessary. During the summer months we employ five full-time technicians in our clinic to handle the increased volume of tests.

All WorkSafe Customer Service Technicians are certified to conduct urine testing, saliva testing, breath alcohol testing and hair testing.

Flexibility is our middle name. If you need an instant test, our technicians can do that. If you need us to come to your location, we'll show up whenever you need us, even at 2 in the morning.



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Our technicians deliver the same professionalism and proficiency whether they're working in our clinic at 36th Street, on a drilling rig on the North Slope, or even traveling the haul road between Fairbanks and Deadhorse in the middle of winter. Our Customer Service Technicians know how to do their jobs. When they encounter a situation where someone tries to cheat or subvert the testing process, or if they have an employee who is being difficult, our technicians remain professional at all times, while firmly enforcing the regulations. Our Customer Service Technicians also make sure that your company knows of any problems that might arise.

We at WorkSafe strive to provide our clients with excellent service and to meet all your drug and alcohol testing needs. As part of that effort and commitment, we make sure our Customer Service Technicians are some of the best in the business.

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

Drug & Alcohol Testing

General Manager

Don Bisby, Tel. 729-5518

Accounting Manager

Diane Owens, Tel. 729-5507

Compliance Manager

Al Stoddard – C-SAPA
Tel. 729-5506

Program Manager

Dana Blair, Tel. 729-5503

Employee Data File Management

General Manager

Michael Bell, Tel. 729-5520

National Sales Director

Tim Stene, Tel. 972-765-8954

N.W. Regional Sales Director

Evan Zavatone, Tel. 206-992-8221

Midwest Regional Sales Director

John C. Hansen, Tel. 729-5533

IMED Occupational Health Clinic

300 West 36th Avenue, Ste A
Anchorage, AK 99503

Walk-ins are always welcome!
Tel. 907-729-5514

Director of Health Services

Dave Popken – MA, BSHS, PA-C
Tel. 729-5514

Tim Atkinson, M.S., PA-C

Tel. 729-5538

Corporate Office

3230 C Street, #200
Anchorage, AK 99503
Tel. 907-563-TEST
Toll Free. 1-800-274-6662

President

Matthew Fagnani – C-SAPA, C-SI
Tel. 273-2407

Director of Operations

Tom Englehart, Tel. 729-5522

