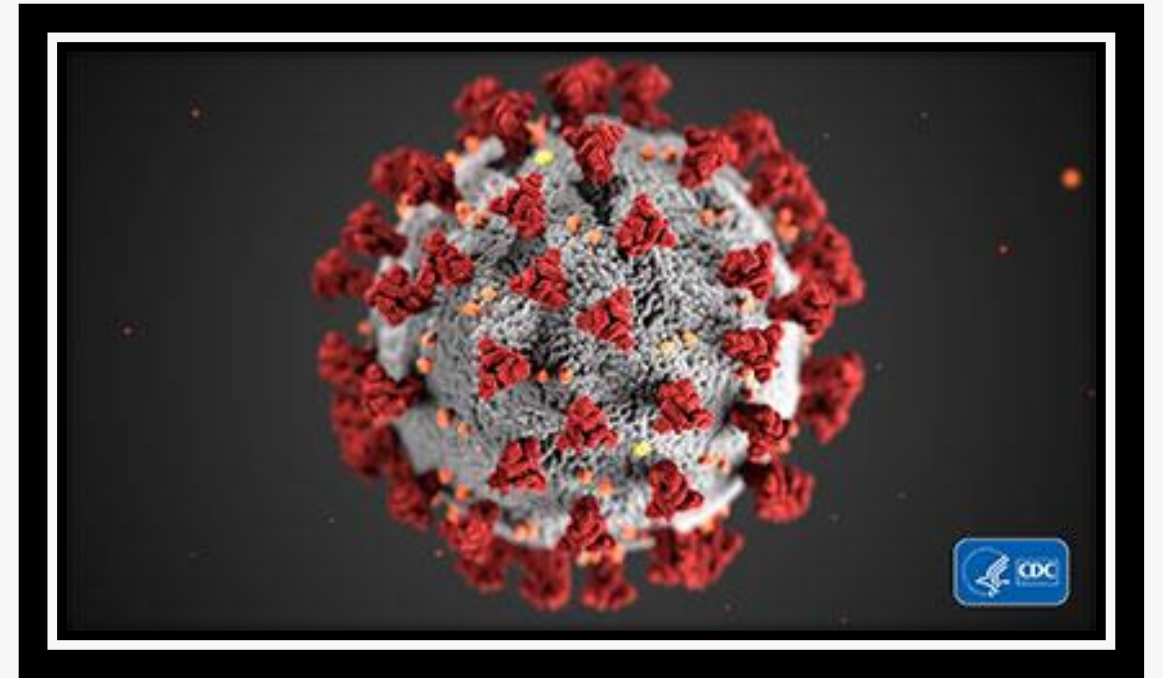


How COVID-19 Affects our Industry

Jo McGuire

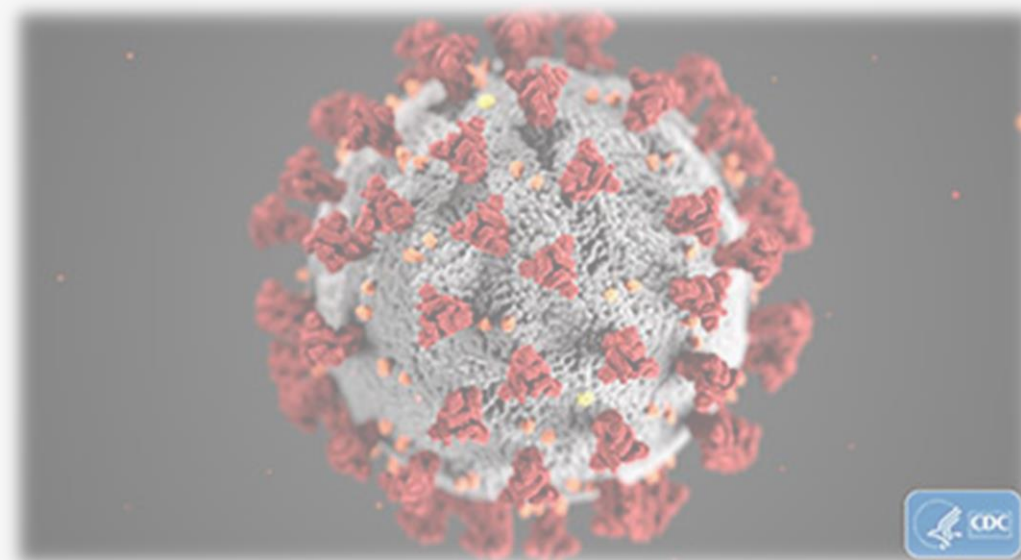
Executive Director

National Drug & Alcohol Screening Association



IMPACT

- Loss of Revenue
- Social distancing
- Limited hours of operation
- Lock-down, Shelter-in-place, Stay-at-home
- Work-from-home/remote operation challenges
- Concerns over virus transmissions in collection matrixes
- Availability of collectors, locations; affordability & risk of on-site testing
- Economic outcomes short-term & long-term present uncertainty
- Trauma events are known to correlate with increased substance use



We are Essential Personnel

TRAVEL FOR ESSENTIAL PERSONNEL



March 27, 2020

PLEASE BE ADVISED

Local authorities have implemented a "Shelter-in-Place", "Stay-at-Home", or "Lock-down" order to prevent the spread of COVID-19. This order **DOES NOT APPLY** to essential government services or functions that provide for the health, safety and welfare of the public.

The Drug and Alcohol Testing Industry conducts diagnostic services as a key function of operations for the United States Department of Transportation (U.S. DOT) regulated employers and private employers. Accordingly, those operating in the drug and alcohol testing industry are required to report to work based on the needs of services provided in this essential capacity.

According to United States Department of Homeland Security's CISA (Cybersecurity & Infrastructure Security Agency) guidelines under the Healthcare and Public Health Sector (<https://www.cisa.gov/healthcare-and-public-health-sector>), these services provide continuity of operation and service delivery necessary for the majority of other sectors: Transportation System, Water and Wastewater, Communications, Emergency Services, and more.

Additionally, CISA'S "Memorandum on Identification of Essential Critical Infrastructure Workers During COVID-19 Response" of March 19, 2020 states, "If you work in a critical infrastructure industry, as defined by the Department of Homeland Security, such as healthcare services and pharmaceutical and food supply, you have a special responsibility to maintain your normal work schedule."

This document serves as notice by those performing duties or traveling to and from designated duty areas, to law enforcement or other authority enforcing the "shelter-in-place", "stay-at-home", or "lock-down" order that the document carrier's official job duties are required to ensure necessary services are provided for the health, safety, and welfare of the public and are in compliance with state laws.

Law enforcement may contact NDASA Executive Director Jo McGuire at (888) 316-3272 with any questions or confirmation of the necessity of industry services.

M. Jo McGuire
Executive Director
National Drug & Alcohol Screening Association
(888) 316-3272
jomcguire@ndasa.com

Use as a Template

<https://ndasa.com/wp-content/uploads/2020/03/Essential-Personnel-DA-Industry.pdf>



Social Distancing & Hygiene

Collections must be altered accordingly

- Be mindful, thoughtful & intentional
- Train staff to develop new habits
- Implement new routines in distancing
- ALWAYS practice hand-washing by CDC guidelines
- Pay attention to the potential ability to substitute the specimen



Social Distancing & Operations



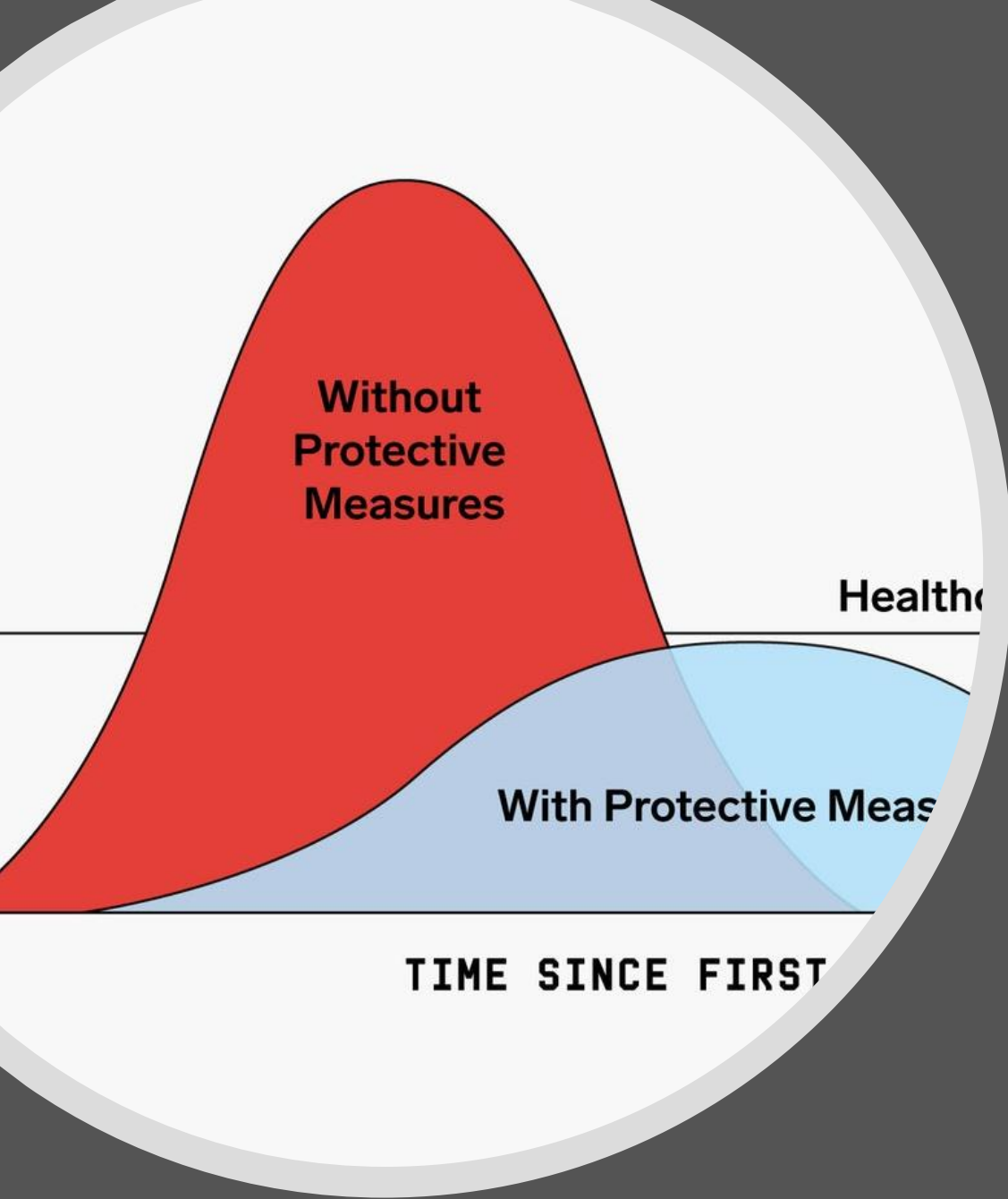
Collections must be altered accordingly

- Allow donors to wait outside or in vehicle with text notifications
 - Back-door entries
 - Batch-testing for randoms, on-site with provided documentation
 - Demand pre-COVID contract prices or release-from-exclusivity if not granted
 - Now is not the time for price-gouging. EVERYONE is STRUGGLING
 - Post on Social Media if you are operating and spread the word!
- *Send us your suggestions & success stories!

Limited Hours of Operation

- Consider offering by-appointment-only with schedule spacing
- Some operators are locking doors during business hours
- Make it clear what types of tests are available
- Post signage with contact information
- Staff rotations





**“Stay-at-Home”
Orders and
Quarantines**

“Stay-at-Home” for Some States

Definitions of SIP/Lockdown vary from state-to-state

- Get guidance from your local authorities
- Essential personnel based on clientele/services
- Respect & support all legal ordinances
- Remember it's about flattening the curve
- Set an example



Work-From-Home and Remote Operations Challenges

If you don't have a plan – create one

- Focus on mobile drug test options
- Look at staff development & training, internal business operations
- Keep structure & policies in place for accountability & productivity

Work-From-Home Tips

- ✓ **Keep office hours and be punctual.**

Most employers should continue to require time sheets for employees with digital log-ins, if possible

- ✓ **Have a dedicated work-space that is -to the best of one's ability- an "office".**

Ergonomically sound to avoid straining the neck, back, eyes, etc.

Resolved tech problems. Work on this hurdle!

Have a Plan B for when technology fails.

- ✓ **Get dressed everyday. No pajama days. Be in the mind-set of going to work.**



Work-From-Home Tips

- ✓ **Keep a running To Do list of daily and weekly tasks. Never leave your desk for the day without knowing what you will start on tomorrow morning**

Also know that you cannot "get it ALL done" in one day! Use a planner and chart your work out with a sensible schedule.

- ✓ **Learn what keeps you focused and make those your good work habits.**
- ✓ **Take a dedicated lunch break and walk away.**

Go outside for a short walk. Stretch, drink some water and clear your head. Eat healthy and avoid junk food/snacking. It's easy to gain weight while working from home.



Work-From-Home Tips

- ✓ **Create a routine reporting system for accomplishments/tasks completed.**

The report should not take longer than or take-away from the work.

Keep it simple.

- ✓ **Touch base regularly with team members via conference/video/web chats to get creative juices flowing, to prevent isolating and silo-thinking, to coordinate tasks, to strengthen your tribe and to make sure everyone is staying on the same page. This could be daily or weekly but have a routine.**
- ✓ **If your work involves posting on social media, set a specific time of day for that, limit it and get off. Otherwise, it can wait until after work - just like in an office environment.**



Work-From-Home Tips

- ✓ **Set boundaries for family interruptions. This includes calls, texts, social media, and expectations that you can be at everyone else's disposal.**
Flexibility is nice but don't "steal" time from the company. Have (and teach) integrity on this.
- ✓ **Quit at quitting time.**
- ✓ **Don't forget to have FUN! During intense times of on-going, high stress situations, you and/or your team need comic relief. What does that look like for you? If it doesn't come naturally, build it in until it's habit. This doesn't have to take up a lot of time, but a smile, hearty chuckle or good laugh should be a part of every day.**



Transmission Concerns

Concerns over virus transmissions in collection matrixes

- Urine is not a proven matrix for viral transmission
- Breath alcohol testing should proceed with caution
 - Some facilities and providers of breath alcohol testing are suspending the use of breathalyzers
 - Saliva alcohol testing offers a safe, effective, DOT cleared testing replacement for breath during this time of uncertainty with COVID-19
- Hair is a "sterile" option where virus is concerned – distancing challenge
- Glove and mask shortages present challenges
- Fully disinfect office spaces and instruments frequently

Oral Fluid Testing

- Oral fluid drug testing methods are well suited to reduce exposure risks as the collection process is completely DONOR DRIVEN
- Oral fluid allows for the direct observation of ALL samples regardless of gender of the collector
- Oral fluids can be collected almost anytime, anywhere, without the need for bathrooms which present a risk of exposure to COVID-19
- Collectors/observers of the collection process should adhere to the Centers for Disease Control and Prevention (CDC) guidance and remain at a safe distance from the donor (6' recommended)
- The collector should allow the donor to complete the entire collection process independently
- The use of protective gloves by the collector and donor is advised as an added precaution



Economic Outcomes

Small businesses face short-term & long-term uncertainty

- Reach out to your local Small Business Administration (SBA)
- Tele-medicine is a strong focus area for success
- Offer web-based education & training
- Stay relevant with community collaboration
- If your state requires stimulus applications, work on those now
- Consider bridge loans, if appropriate

NDASA Webinar NEXT WEEK on Opportunities for Small Businesses!



Increased Substance Use

National trauma events are a known correlation

- 9-11 Study by National Institute on Drug Abuse

<https://archives.drugabuse.gov/publications/stress-substance-abuse-special-report-after-911-terrorist-attacks>

- High rate of relapse for those in recovery
- Increased use of alcohol and opiates to cope with stress
- Long-term stress can lead to PTSD that triggers self-medicating
- Our clients require education, awareness and recovery resource options





What NDASA is Doing for our Members

OUR MISSION:

To advocate for safe and drug-free workplaces and communities through legislative advocacy, education, training, and excellence in screening services.

What NDASA is Doing for our Members

Response to DOT regarding a moratorium of random testing

- Safety First
 - Public Transportation by-ways for the U.S. citizenry
 - Protections for safety-sensitive employees
 - Safety of our members
- We encouraged continued random testing with ability to roll into the following quarter
 - Excused tests for documented CV-positives and quarantined individuals
- Transportation modes are willing to respond and thoughtfully consider permissible exceptions: DOCUMENT & COMMUNICATE

Guidance from DOT/ODAPC

https://www.transportation.gov/sites/dot.gov/files/2020-03/DOT_Guidance_on_Compliance_with_Drug_and_Alcohol_Testing_Regulations.pdf

DOT Guidance on Compliance with Drug and Alcohol Testing Regulations¹

March 23, 2020

This guidance document provides clarity to DOT-regulated employers, employees, and service agents on conducting DOT drug-and-alcohol testing given concerns about the Coronavirus Disease 2019 (COVID-19). We, as a Nation, are facing an unprecedented public health emergency that is straining medical resources and altering aspects of American life, including the workplace. The Nation's transportation industries, which are not immune to the impacts and disruptions resulting from the spread of COVID-19 in the United States, are playing a vital role in mitigating the effects of COVID-19.

DOT is committed to maintaining public safety while providing maximum flexibility to allow transportation industries to conduct their operations safely and efficiently during this period of national emergency.

The below guidance on compliance with the DOT and modal drug and alcohol testing programs apply during this period of national emergency.

For DOT-Regulated Employers:

- As a DOT-regulated employer, you must comply with applicable DOT training and testing requirements.² However, DOT recognizes that compliance may not be possible in certain areas due to the unavailability of program resources, such as collection sites, Breath Alcohol Technicians (BAT), Medical Review Officers (MRO) and Substance Abuse Professionals (SAP). You should make a reasonable effort to locate the necessary resources. As a best practice at this time, employers should consider mobile collection

Guidance from the Modes of Transportation

FMCSA

<https://www.fmcsa.dot.gov/emergency/fmcsa-covid-19-drug-alcohol-testing-guidance>

FAA

https://www.faa.gov/about/office_org/headquarters_offices/avs/offices/aam/drug_alcohol/media/FAA%20COVID-19%20Drug%20and%20Alcohol%20Testing%20Guidance.pdf

USCG

<https://www.dco.uscg.mil/Our-Organization/Assistant-Commandant-for-Prevention-Policy-CG-5P/Inspections-Compliance-CG-5PC-/Office-of-Investigations-Casualty-Analysis/DAPI-Program-Main-Page/>

PHMSA

<https://www.phmsa.dot.gov/news/phmsa-issues-stay-enforcement-pipeline-operators-due-covid-19-outbreak>

FTA

<https://www.transit.dot.gov/coronavirus>

FRA

<https://railroads.dot.gov/declaration-emergency-coronavirus-2019>

What NDASA is Doing for our Members

Response to DOT regarding a moratorium of random testing

- Doing Our Part
 - Educate on best-practices for collections procedures
 - Social distancing
 - Hand-washing
 - Mobile collections
 - Safety first for safety's sake



Advocating for DOT Hair Testing

- OMB Submission & Testimony
- Success in capturing substances of abuse
- Less ability to cheat the test
- Sterile method of collection with least chance of transmission
- Office of Management and Budget hearing to expedite rule change



What NDASA is Doing for our Members





What NDASA is Doing for our Members

- **Working with U.S. Chamber to Support Small Business Owners**
- We are members of the U.S. Chamber of Commerce
- Asking for guidance on stimulus considerations
- Asking for specialized updates & support for our members
- Should/when resources be made available, we will provide updates and educational opportunities on how to obtain aid

What NDASA is Doing for our Members

Reaching out for collaboration with partners

- Seeking opportunities to speak with one voice for our industry
- Pursuing group discount programs & plans
- Offering awareness & education that is timely for policy makers
- Some locations will soon be offering COVID-19 screening
 - Should be kept separate from drug/alcohol screening
 - Proper PPE should be utilized

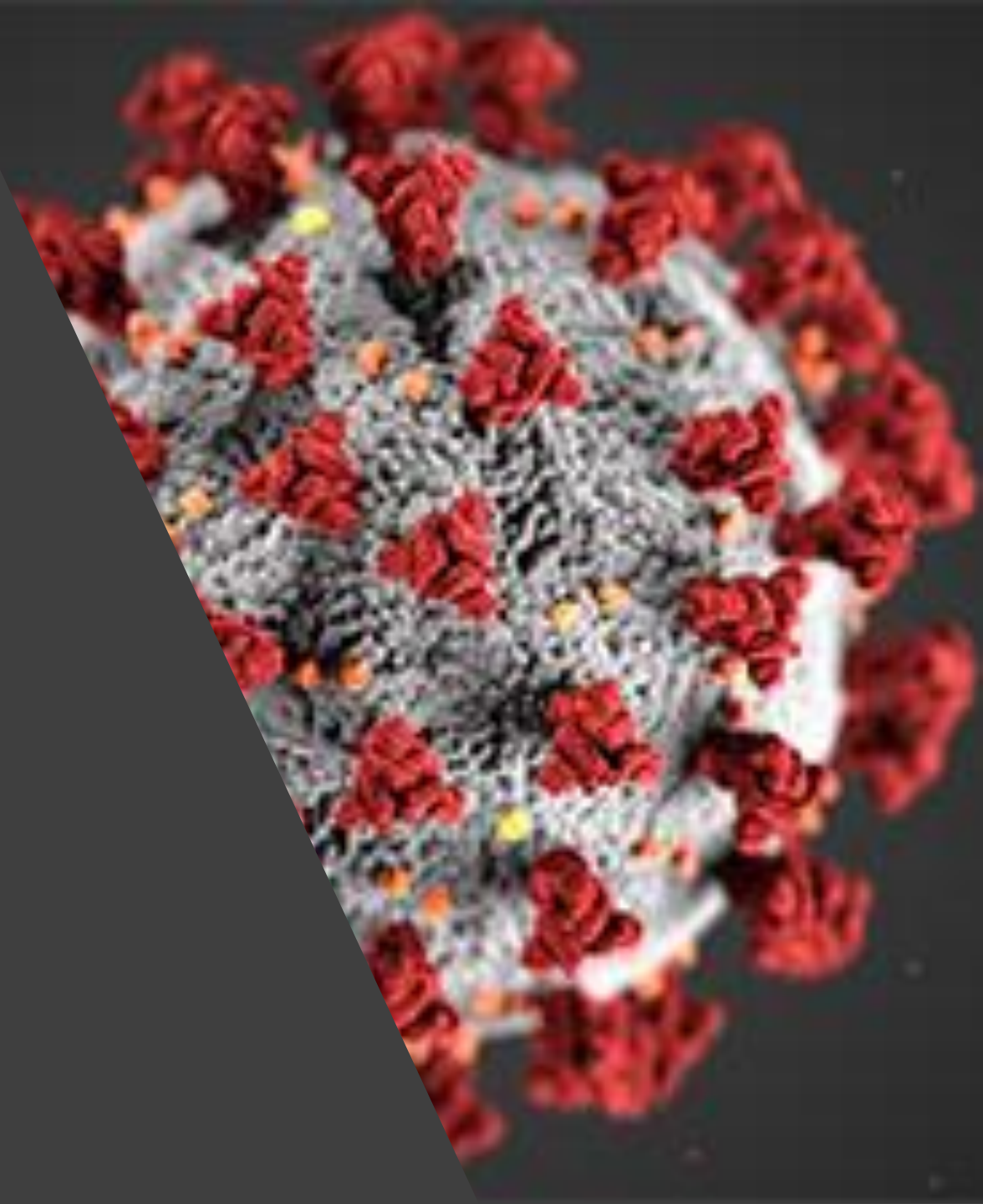


Staying relevant to meet your needs & provide support

- Webinars will continue to address industry concerns
- Working on Town Hall web meetings for open idea exchanges
- On-going customer support responses to daily concerns
- Encouraging use now/pay later options for certification training
- Offering suggestions for productive use of down-time, such as internal business development, staff training, etc.
- Taking next steps to increase Affiliates visibility/action items

What NDASA is Doing for our Members

Q&A



Suggestions or Comments?

jomcguire@ndasa.com

Executive Director, National Drug &
Alcohol Screening Association

