



HEALTH DATA TO PROTECT
AND IMPROVE LIVES

DEVELOPING A SUCCESSFUL EMPLOYEE DRUG AND ALCOHOL TESTING PROGRAM

A CASE STUDY IN PARTNERSHIP

CLIENT PROFILE

EMSI has partnered with one of the nation's leading domestic airlines since 2009 handling their pre-employment, random, reasonable suspicion and post-accident drug testing program. Named one of Fortune Magazine's "Most Admired Companies," our client was also featured on Forbes' "Best Employer" list.

Our client had three main business challenges we explored in depth and for which we developed solutions unique to their business. Over 10 years later with more than 3,500 collections per quarter across 10 large hub and 90 local airports, our partnership has culminated in an outstanding drug and alcohol testing program that continues into the foreseeable future.

SET UP FOR SUCCESS

Fast testing is key with any reasonable suspicion, post-accident and random drug testing program. That's why we collect employee specimens in our client's facilities instead of our offices for these tests. Exam rooms in each large hub location must be set up for confidential and secure collections while ensuring employees are unable to tamper with specimens. We visited every airport to assess the spaces our client designated for collections and arranged them to meet all requirements. We also engaged an architect to design the ideal exam room to fit their locations so our client could distribute exact blueprints to any airports planning future renovations.

Collections for air traffic controllers required minimal disruption to their work since they are critical to operations. We set up exam rooms in the control towers for these employees down a short flight of stairs from their work areas. Testing is quick and convenient, returning them to work within minutes.

We also considered how our staff would navigate through the airports to reach the exam rooms located in restricted areas. Between parking, trams, perimeter roads, ramps, maintenance hangars and cargo facilities, maneuvering through the airports was challenging. Our teams mapped out each airport, outlining the most efficient routes to the exam rooms. Collectors arrived early until they learned the routes so that no collections were late or missed.

SCHEDULING AT THE ELEVENTH HOUR AND BETWEEN

Pilots and flight attendants frequently change schedules at the last minute, making it difficult to pinpoint their location for testing. Sometimes collectors could be waiting for a flight crew that never showed up. Previously our client had two full-time staff members compare the quarterly selection list to the crew tracking system to schedule the daily tests. We recommended they use our 24/7/365 call center to handle that function. We partnered with them to gain access to their flight systems and began scheduling their random program. With visibility to all crewmembers and flight information in real time, we are now able to efficiently manage scheduling. If a flight crew changes their destination, we can quickly respond with different collectors to meet them at the updated location. We also freed up their two employees to focus on other business priorities.

Responding quickly is also essential when it comes to emergencies. Usually airline emergencies have high visibility. Media can be involved on a national scale, making a swift response vital for a thorough and complete investigation. As soon as we're informed of a client incident, we send a team of emergency responders to the scene immediately, testing flight crew, ground operations and dispatchers. We have even arranged to move testing to a local hotel away from media scrutiny. No matter where we perform testing, our collectors are experts and ensure collections are always organized, efficient and thorough.

SECURE COLLECTIONS MEANS SAFE SKIES

Partnering with an airline to ensure drug-free skies means testing anyone involved in maintaining, monitoring or flying their planes. That involves a high level of security clearance. We helped our client figure out the security measures needed for our staff. Our collectors required fingerprinting, extensive background checks, badges to get through checkpoints and access to restricted areas. Getting access to their flight system required additional high-security clearance steps, which we also achieved.

Testing areas are also set up for secure, confidential collections. Our collectors take steps to prevent tampering with testing while maintaining a discreet, private testing environment. For those uncomfortable situations with an employee under the influence, our collectors have empathy/sensitivity training to handle the collection without embarrassing the employee or compromising safety.

ABOUT EMSI

EMSI supports employers to keep workplaces safe, secure and healthy. We offer full drug and alcohol specimen collection, and onsite staffing services to support employee health and wellness initiatives. We provide both mobile and fixed-site solutions. Our services help increase productivity, reduce healthcare costs, lower absenteeism, improve morale and increase employee retention. Whether you need assistance with drug-free workplace programs, DNA collection or staffing services for health fairs, we will create a program that targets your unique requirements.