

GUIDE FOR PROCESSING REASONABLE SUSPICION DRUG AND ALCOHOL TESTING

Reasonable Suspicion Drug and/or Alcohol Testing:

"Reasonable Suspicion Testing" means drug and/or alcohol testing based on "reasonable suspicion", which is a belief that an individual is using or has used drugs and/or alcohol in violation of this drug and alcohol policy – please refer to drug and alcohol policy II.49. This guide describes the process when reasonable suspicion exists that an employee has violated the drug and alcohol policy.

What should employers do if they suspect an employee is under the influence of drugs or alcohol at work?

Step 1: Receive complaint: Concerns that an employee is under the influence may come from co-workers, patients, guest, or vendors before a supervisor or manager notices.

- Notify leadership and HR Business Partner immediately. In HR's absence, contact the house supervisor.
- Leadership or HR professionals should ask what the employee saw, when they saw it, and if others saw or commented on it. The employer should also determine whether the behavior is new or not (possibly indicating a pattern of behavior).

Step 2: Observe the Employee in their work area:

- A supervisor, available manager, or the House Supervisor should go to the employee's work area to observe immediately. However, in order to detect any signs of impairment, the observer will need to speak directly with the employee.
- Two members of the leadership team should be present.

Step 3: Remove the Employee from work area:

- Leadership or HR staff may need to remove the employee from the work area and ask him or her to wait in a conference room or an office.

Step 4: Document Observations on Reasonable Suspicion Checklist located on the intranet homepage.

- Observers should write down everything they see, including any unusual behavior. The observers should be as detailed as possible in their descriptions, but they should not try to diagnose the situation. An observation might include, for example:
 - Odors (smell of alcohol, body odor or urine).
 - Movements (unsteady, fidgety, dizzy).
 - Eyes (dilated, constricted or watery eyes or involuntary eye movements).
 - Face (flushed, sweating, confused or blank look).
 - Speech (slurred, slow, distracted mid-thought, inability to verbalize thoughts).
 - Emotions (argumentative, agitated, irritable, drowsy).
 - Actions (yawning, twitching).
 - Inactions (sleeping, unconscious, no reaction to questions).

Step 5: Assess the Situation

- Leadership or HR staff must assess what they know and observed to determine next steps. If observers saw suspicious behavior and the documentation backs it up, leaders or HR can move on to Step 6. If there's a dispute, a third may be brought in to help decide.
- Leaders or HR may decide that no reasonable suspicion of drug or alcohol use exists and that only documentation of the complaint and subsequent observations is required.

Step 6: Meet with the Employee

- Leadership and HR should meet with the employee when reasonable suspicion testing is warranted. An employee who is suspected of violating the company's drug or alcohol policy should be sent for a drug or alcohol testing by the leader and HR.
- HR will notify Employee Health to perform drug and alcohol testing and escort the employee to the testing location (MASS or Employee Health).
- If after hours leadership will need to notify the House Supervisor to complete testing.
 - Ext. 1031 & 1032

Step 7: Send the Employee for Testing

- The manager, or HR should contact Cindy Hansen or Employee Health to advise that an employee is on the way for reasonable suspicion testing.
 - The manager or HR will escort the employee to the Mass or Employee Health.
 - Employee Health will collect the specimen.
 - Employers should not allow employees suspected of being under the influence to drive to the **MASS** for testing center or home afterward. The manager and/or security will escort the employee to the **MASS** for testing.

Step 8: Prepare Transportation

- An employee can have a someone come pick them up or if no one is available HR and leadership will reach out to the Communication Telephone Attendant Ext: 4000 to coordinate transportation.
- **If after hours or on the weekend the house supervisor will need to be notified.**
- The House Supervisor will not be responsible for any decisions or follow-up conversations with the employee at any time this occurs; the leadership team and HR will take care of this. Please keep in mind that results could take up to 5 business days.

Step 9: Wait for Test Results

- The employee needs to know what to do and expect the following day. MHG practice is listed below.
 - Employee will be sent home will be sent home on unpaid administrative leave for any time or days he or she must spend off work waiting for test results.

- The House Supervisor will not be responsible for any decisions or follow-up conversations with the employee at any time this occurs; the leadership team and HR will take care of this. Please keep in mind that results could take up to 5 business days.
- If the test come back negative the employee should be paid for days missed. The employee's time should be coded OFFL.

Step 10: Respond to Employee's Refusal to Take the Test

- If the employee refuses to be tested, Memorial will defer to its drug and alcohol policy. Policy states that this refusal will be treated as a positive drug test result or will result in immediate termination of employment. If the employee refuses a cab and attempts to drive home, the employer should never attempt to physically restrain the employee. The organization should note the employee's type of car and license plate and contact the authorities to report concern that the employee is driving under the influence.

Step 11: Respond to Negative Test Results

- If the drug or alcohol test results are negative, the manager or HR should contact the employee and return him or her to the previous job and work shift as soon as possible. The employee will be paid for all work shifts and hours he or she missed while waiting for the negative test results.
 - Time missed should be coded "OFFL" in API/Symlr

Step 12: Respond to Positive Test Results

- Memorial will defer to its company policies and precedence. Employee assistance program (EAP) information will be provided regardless of whether the individual's employment is continued. Memorial may offer a last-chance agreement allowing the employee to seek counseling, treatment or both and return to work with the understanding that he or she will be terminated if under the influence at work again. Memorial does have the option to terminate immediately for positive test results if this is the common practice, policy or precedence. Memorial may seek legal counsel on how to proceed.

Contact Info: Call your HR Business Partner first

- HR Business Partners: HRBP@mhg365.onmicrosoft.com
 - Tiffany Parker: tparker@mhg.com – 228-867-5333
 - Iwanza Hamilton: ihamilton@mhg.com – 228-867-5144
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 - Kelly Shields: kshields@mhg.com – 228-865-3103
- Employee Health – 228-867-4238
- Cindy Hansen – Employee Health Director
 - 228-867-4174
- Tony Alves – Director of Employee Relations
 - 228-865-3028
- Shona Reaves – Manager, HR Business Partner

- 228-865-3179
- HR Main : 228-865-3081
- **After Hours:**
 - **House Supervisor**
Ext 1031 & 1032