



Drug and
alcohol screening
ensures you keep to
schedule and keep
people **safe**

BUPA
Wellness

Drug and alcohol
screening services

Identify the problem, understand the issues

BUPA Wellness offers a comprehensive solution to employers concerned about the effects of drugs and alcohol on their business. The programme includes the development of policies, training for managers to help identify employees with problems, employee briefing and health education as well as screening services together with valuable support and rehabilitation for employees who may be identified as having drug and alcohol problems.

Alcohol related sickness absence alone is estimated to cost UK businesses at least £1.2 billion a year. Alcohol consumption is rising in the UK and with it the adverse social, psychological and physical consequences of alcohol abuse. Heavy drinking is the third highest risk factor for ill-health, second only to tobacco and high blood pressure, and is responsible for more than seven percent of disability and premature death within the European Union (Alcohol Concern, 2006).

Drug abuse overall is stable in the UK but abuse of cocaine and ecstasy is increasing. Around one in three adults between the ages of 16 and 59 living in England and Wales admit to illegal drug use at some time. (European Monitoring Centre for Drugs and Drug Addiction 2005)

Apart from the obvious costs when an employee is under the influence of drug and alcohol and unable to perform their tasks safely or effectively, there are potential hidden costs to the business. The inability or unwillingness to deal with an individual's drug or alcohol problem can have a detrimental effect on staff, potentially affecting performance. The individual being absent or ill at work often places additional stress on team members that can cause knock-on attendance problems and feelings of resentment and unfairness. This can lead to unsatisfactory customer service and increased labour turnover.

Many organisations, especially where safety is a critical factor in the workplace, have a legal obligation to ensure staff never perform tasks under the influence of drugs or alcohol. The repercussions of not doing so can be severe. Screening is a vital tool in enabling organisations to comply with legislation. However it only identifies a problem and does little to

counteract the social and psychological effect it can have on the employee and the workforce. We believe there is a good business case to go further and incorporate it into company policy measures to support employees through counselling and rehabilitation.

Drug or alcohol abuse can alter the whole focus of a person's life and work performance can noticeably suffer. The following two typical case studies illustrate some of the problems that can occur.

Case 1 Alcohol abuse in a safety critical role:

A train driver has been drinking heavily over a period of time. He manages to avoid attending work under the influence and appears to perform well, but one day is reported for passing a red light. When the incident is investigated it appears his home life has been falling apart for some time due to his alcohol abuse and this had resulted in the lack of concentration at work.

Case 2 Illegal drug abuse in a non-safety critical role:

The head of IT in a publishing house suffers two bereavements in a year - her father and sister. She becomes very depressed and begins to take drugs as a prop. Her concentration suffers and she becomes less effective at work. Her colleagues know the problem but do not want to "inform on" their previously respected boss. They cover up as best they can but the IT system goes down on many occasions. Her illness, therefore, affects much more than her own productivity.

A company policy, properly implemented, may have dealt with both of these problems earlier on and helped these employees back into a position of commitment, efficiency and productivity.



Reasons to consider implementing a drug and alcohol policy:

- to comply with government legislation, including the Transport and Works Act 1992
- to manage risks identified under the Management of Health & Safety at Work Regulations (made under the Health & Safety at Work etc Act 1974)
- to improve attendance and minimise hidden costs of ill workers attending work and labour turnover
- to maintain and enhance the reputation of the business as a caring employer amongst employees, stakeholders and customers
- to reduce insurance premiums

A drug and alcohol service specific for your business

BUPA Wellness has extensive experience in helping organisations to develop manageable and realistic drugs and alcohol policies. We believe in a four-tiered approach to tackling the problem within the workplace: policy development and employee education; training; support and rehabilitation for those with problems; and also screening as a deterrent.

Policy development and education

BUPA Wellness can work with you to help design an appropriate policy for your organisation and implement it seamlessly. We aim to:

- understand your organisation's culture and assess the nature and hazards of your business

- advise you on the likely risks from drug and alcohol problems, recommend a strategy to reduce the risk, plan how to implement your new drug and alcohol policy and communicate it to your staff
- ensure all your staff understand: the health benefits of a drug free lifestyle and sensible alcohol in take; your policy and the support system available for those with alcohol and drug misuse problems; and the penalties for failure to comply with the policy

Training services

When you implement your new policy, you will need to brief all your staff on the new procedures, and train key staff to identify and deal with drug and alcohol misuse. We'll work with you to help develop and design training modules for managers and staff. A typical training course for key staff lasts one day and is designed for groups of 12 to 15 managers. Management training is available to help:

- identify the signs of potential substance misuse
- understand the manager's role in the implementation of the policy
- ensure the agreed procedures for instigating screening can be followed with confidence



A photograph of a man and a woman sitting at a table, engaged in a conversation. The man is on the left, wearing a green polo shirt, and the woman is on the right, wearing a pink top. They appear to be in a professional setting, possibly a meeting or a consultation. The background is slightly blurred, showing what looks like a window with some light coming through.

With
the right support,
you'll be confident in
tackling issues
with staff

Support, treatment and rehabilitation

Working with a respected healthcare company such as BUPA can help an employer to feel confident about the discretion and quality of the care its employees will receive through their employer. Many people with dependency problems have complex psychological and social issues as well as physical problems. Successful treatment requires a multi-disciplinary approach with the shared aim of restoring the individual to full function in work and beyond.

BUPA Wellness can offer the individual employee a confidential assessment of the problem, whilst also providing the employer with advice on fitness for work and the individual's engagement and progress with the treatment plan. Working with the individual's GP or voluntary agencies we can help to recognise treatment needs and ensure appropriate treatment is available at a suitable time. The employee's permission to liaise with third parties will be obtained as required. When the individual is fit to return to work our aim is to make the multidisciplinary approach a reality and ensure all those involved are aware of the plan for the restoration of work ability and employment retention.

Screening for drug and alcohol misuse

As a leading provider of drug and alcohol screening throughout the UK, we offer a highly flexible range of services aiming to meet your organisation's recruitment, random testing or incident-related needs.

It is important to note that drug and alcohol screening will only identify recent drug or alcohol use. It cannot confirm intoxication, addiction or fitness for work. Screening must be performed according to ethical principles, be legally defensible and comply with the Information Commissioner's Office 'Employment Practices Code'. We will not provide screening services unless the employer has an appropriate policy for dealing with the results. We can offer the following:

- **Pre-employment screening**

This will help to confirm that prospective employees have not used drugs or consumed alcohol shortly before their assessment. Specimen collection may be done on BUPA premises or where facilities are available in the workplace.

- **Unannounced testing**

Screening of your staff may be used as a deterrent to drug or alcohol misuse.



Drug and alcohol abuse is a sensitive issue. So you have to be sensitive in dealing with it

Workforce acceptance of such a programme is highly desirable before its introduction and the process should be non-discriminatory. Once in place, BUPA Wellness can help manage a random screening programme for the employer to provide demonstrable independence in the selection process, ensure plans for specimen collection are not divulged in advance and the dignity of donors is respected. Like pre-employment screening specimen collection may be carried out on BUPA premises or where facilities are available in the workplace.

- **For cause and post incident-related screening**

This may be justifiable where an employee appears to be under the influence of drugs or intoxicated in the workplace, or where there are reasonable grounds to suspect that their actions or behaviour have contributed to an adverse incident at work. Again this should only be performed under an employer's policy. The donor will be accompanied by a representative from your company and a collection officer will attend the workplace to collect a sample and perform a breath test.

A fast, efficient response whenever you need us

Our network of collection officers covers the whole UK mainland normally 24 hours a day, every day of the year. If you need a 'for cause' sample collected we will normally reach you within two hours. Our collectors arrive equipped to carry out sample collection and breath testing and will arrange for samples to be delivered to a laboratory.

BUPA Wellness can help you arrange the level of screening that's right for your business. You may need all three kinds of screening mentioned, or just one or two. You may prefer regular visits, or perhaps you'll need access to a 24-hour emergency call-out option. We'll listen to your reasons for installing a screening process, and respect your budgetary, cultural and recruitment requirements. As your trusted adviser we will then give you honest, informed advice, and help to arrange the protection your company needs. Together, we'll aim to create a unique package to protect your company, your workforce and your customers.

Independent, reputable and defensible test results

Ultimately a drug screening result may be challenged in the courts. In this respect, three features of our screening service are important.

- 1 Chain of custody. Sample collection, analysis and reporting is performed under a carefully designed procedure to ensure a sample is fully traceable back to the donor and could not have been tampered with en route to the laboratory.
- 2 Analysis is performed using internationally agreed methods in a reputable laboratory holding the United Kingdom Accreditation Services (UKAS) accreditation for drug screening analysis and participating in an external quality assurance scheme.
- 3 Medical review of results. All positive laboratory findings are scrutinised by a doctor with specific training in this field. This is to ensure that an individual with a legitimate medical need for a substance is not wrongly categorised as a drug abuser. This may involve the doctor interviewing the donor. BUPA Wellness includes this for all results although some providers may make an additional charge for this service.

Our findings are completely independent and unbiased and the results are legally defensible.

Negative results are usually available within 24 hours. If samples require further analysis, this normally takes up to seven working days.

Combine the drug and alcohol service with our employee assistance programme for maximum effect

Our drug and alcohol service can be combined with a BUPA Employee Assistance programme, which is a confidential and independent service to provide advice, support and counselling for personal or work-related problems, whenever and wherever it's needed. This combination of services can work particularly well in organisations where employees are encouraged to seek help.

Additional information about our drug and alcohol service can be found at bupa.co.uk/wellness

For more information call **0845 300 8220**
or contact your **BUPA** account manager

email wellness@bupa.com

bupa.co.uk/wellness



BUPA Wellness, Battle Bridge House,
300 Gray's Inn Road, London WC1X 8DU

Lines are open Monday to Friday between 9am to 5pm.
BT landline calls to 0845 numbers will cost no more than three pence per minute.
Charges from other providers may vary and calls made from mobile phones usually cost more.
Calls may be recorded and may be monitored.

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