

“Workplace Drug Testing Collection Procedures”

Urine Collection Personnel

The collectors are required to meet the following training requirements:

1. **Knowledge.** The collector must be knowledgeable of the current Urine Specimen Collection Procedures Guidelines and guidelines applicable to workplace testing.
2. **Qualification training.** The collector must receive qualification training that provides instruction on all steps necessary to complete a collection correctly and proper completion and transmission of the custody form (CCF); problem collections, fatal flaw, correctable flaws, and how to correct collection problems; and the collector’s responsibility for maintaining the integrity of the collection process, ensuring the accuracy in results of the drug testing device being utilized, ensuring the security of the specimen, and avoiding conduct or statements that could be viewed as offensive or inappropriate.
3. **Initial proficiency demonstration.** Following training completion, the collection personnel must demonstrate proficiency in collections by completing five consecutive error-free mock collections.
4. **Refresher training.** Collectors must undergo refresher training, including the five error-free collections, at least every three years
5. **Error correction training.** If a collector makes a mistake that causes a test to be cancelled, he/she must undergo error collection training according to the requirements within 30 days.

Collection Sites

General. All sites must have all the necessary personnel, materials, equipment, facilities, and supervision to provide for direct observation collections, temporary storage, and shipping of urine specimens to a laboratory when needed, and a suitable clean writing surface.

Single toilet-room facilities. The preferred type of facility for urine collections is one with a single-toilet room with a full-length door. No one but the donor and director observer may be present in the room. The facility must have a source of water for washing hands, but, if practicable, it should be outside of the closed room where urination occurs. If an external water source is not available, the collector must secure all sources of water and other substances that could be used for adulteration and substitution. The collector must provide moist towelettes or hand sanitizer outside the closed room.

Security of the collection sites. The following steps must be taken by the collector to protect the security and integrity of the urine collection.

- All water sources should be secured.
- The toilet water should be blue.
- No soap, disinfectants, cleaning agents, or other possible adulterants should be present.
- The site should be inspected to ensure that no foreign or unauthorized substances are present.
- The toilet tank should be taped or secured shut or bluing should be put in the tank.
- Areas and items that appear suitable for concealing contaminants should be secured.

All these items should be rechecked following each collection. If the collection site uses a facility normally used for other purposes, the following steps should also be taken:

- Access to collection materials and specimens should be effectively restricted.
- The facility should be secured against access during the procedure to ensure privacy of the donor and prevent distraction of the collector. Limited-access signs must be posted.

Other requirements of the collector:

- Only one donor collection can be conducted at a time. However, if a donor is drinking fluids in a “shy bladder situation” the collector may conduct another donor’s collection.
- To the greatest extent possible, the donor’s collection container should remain in view of the collector and the donor from the time the donor has urinated until the specimen is sealed if needed.
- Only the collector and donor should handle the specimen before it is sealed.
- The collector cannot leave the testing site between the time the donor gives the collector the specimen and the specimen is sealed.
- The collector must maintain personal control over each specimen and the CCF throughout the collection process.

Equipment used for Urine/Oral Fluid Collections

Collection kit equipment must contain

- A collection container with temperature strip
- Plastic specimen bottles 90 ml/capacity
- A leak-resistant plastic bag
- Absorbent material
- A shipping container
- Gloves
- Pre-paid airbill for shipment

Workplace Drug Testing Collection Procedure's

Uneventful Split Collection

In this scenario, no abnormal events occur and all aspects (quantity, temperature, smell, etc) of the specimen are normal.

- G Donor positively identified via an acceptable means of identification.(photo identification, donor consent form etc).
- G Collector reviews collection instructions with donor - located on back of CCF.
- G Collector checks to see that laboratory name, address, and specimen ID number are printed on the CCF and the required number of copies are provided.
- G Collector checks to ensure that the specimen ID number on the CCF matches the specimen ID number on the specimen bottle seals.
- G Collector completes administration portion of the CCF to include ensuring that the following information is preprinted or inserted by the collector.
 - § Donor name, address, fax number, and phone number
 - § MRO name, address, fax number, and phone number
 - § Collection site name, address, fax number, and phone number
 - § Donor social security number
 - § Reason for test
 - § Test to be performed
- G Collector has donor remove any unnecessary outer clothing, briefcase, purse or personal belongings. The collector must provide a receipt to the donor if requested.
- G Collector instructs donor to empty his/her pockets and display items. If there are no possible adulterants, the collector instructs the donor to return the items to his/her pockets.
- G Collector instructs donor to wash his/her hands.
- G Collector either selects a collection kit or allows the donor to select one.
- G Collector conducts pre-collection inspection of the collection area to include:
 - § Secure all water sources
 - § Ensure bluing is in toilet
 - § Ensure that no soap, disinfectant, cleaning agents or other potential adulterants are present
 - § Ensure that no foreign or unauthorized substances are present
 - § Tape/secure any movable toilet tank top or put bluing in the tank
 - § Ensure that undetected access is not possible
 - § Secure areas and items that appear suitable for concealing contaminants.
- G Collector unwraps collection cup and instructs the donor to enter the rest room to provide the specimen, do not flush toilet, and to return as quickly as possible .
- G Donor gives specimen to collector. Both the donor and the collector must maintain visual contact with the specimen until the specimen bottles are sealed.
- G Collector conducts post-collection inspection of the collection area.
- G Collector checks specimen temperature to ensure that it is between 90 - 100 deg. F.
- G Collector checks Ayes@ in step two of the CCF.
- G Collector examines the specimen for unusual color, odor, or other signs of adulteration.
- G Collector checks volume of specimen to ensure 45ml are present.
- G Collector checks ASplit Specimen@ in step 2 of the CCF.
- G Collector unwraps specimen bottles in the presence of the donor.
- G Collector transfers specimen to specimen bottles.
- G Collector affixes specimen bottle seals to each specimen bottle and dates each seal.
- G Donor initials both specimen bottle seals.
- G Collector discards excess specimen in the presence of the donor.
- G Collector turns to MRO copy of CCF and instructs the donor to read the certification statement and sign the appropriate blank, donor provides his/her daytime phone number, evening phone number and date of birth to the collector, collector prints donors name, and today=s date.
- G Collector provides his/her printed name, date and time collection, signature and name of the specific delivery or

courier service transporting the specimen to the laboratory in step four on the Laboratory copy of the CCF.

- G Collector ensures that all copies of the CCF are legible and complete.
- G Collector removes and gives the donor copy of the CCF to the donor.
- G Collector informs donor to list any medication on his/her copy of the CCF in case the MRO calls.
- G Collector places specimen bottles and laboratory copy of the CCF into the leak proof bag, and seals the pouch.
- G Collector informs donor that he/she is free to go.
- G Collector places the sealed package into a shipping container.
- G Collector returns the MRO copy of the CCF to the MRO.
- G Collector retains the Collector copy of the CCF, and AOC and MRO results are mailed within 48 business hours to the Designated Representative.
- G Specimen is shipped via Airborne Express(DHL)
- G Collector ensures that specimen is shipped within 24 hours or during the next business day.

Insufficient Quantity of Specimen

- G Donor positively identified via an acceptable means of identification.(photo identification, donor consent form etc).
- G Collector reviews collection instructions with donor - located on back of CCF.
- G Collector checks to see that laboratory name, address, and specimen ID number are printed on the CCF and the required number of copies are provided.
- G Collector checks to ensure that the specimen ID number on the CCF matches the specimen ID number on the specimen bottle seals.
- G Collector completes administration portion of the CCF to include ensuring that the following information is preprinted or inserted by the collector.
 - Donor name, address, fax number, and phone number
 - MRO name, address, fax number, and phone number
 - Collection site name, address, fax number, and phone number
 - Donor social security number
 - Reason for test
 - Test to be performed
- G Collector has donor remove any unnecessary outer clothing, briefcase, purse or personal belongings. The collector must provide a receipt to the donor if requested.
- G Collector instructs donor to empty his/her pockets and display items. If there are no possible adulterants, the collector instructs the donor to return the items to his/her pockets.
- G Collector instructs donor to wash his/her hands.
- G Collector either selects a collection kit or allows the donor to select one.
- G Collector conducts pre-collection inspection of the collection area to include:
 - Secure all water sources
 - Ensure bluing is in toilet
 - Ensure that no soap, disinfectant, cleaning agents or other potential adulterants are present
 - Ensure that no foreign or unauthorized substances are present
 - Tape/secure any movable toilet tank top or put bluing in the tank
 - Ensure that undetected access is not possible
 - Secure areas and items that appear suitable for concealing contaminants.
- G Collector unwraps collection cup and instructs the donor to enter the rest room to provide the specimen, do not flush toilet, and to return as quickly as possible .
- G Donor gives specimen to collector. Both the donor and the collector must maintain visual contact with the specimen until the specimen bottles are sealed.
- G Collector conducts post-collection inspection of the collection area.
- G Collector checks specimen temperature to ensure that it is between 90 - 100 deg. F.
- G Collector checks “yes” in step two of the CCF.
- G Collector examines the specimen for unusual color, odor, or other signs of adulteration.
- G Collector checks volume of specimen. It is less than 45ml.
- G Collector discards specimen in the presence of the donor, but retains the original CCF.
- G Collector notes the time of the first unsuccessful attempt to provide a specimen in the remarks section of the CCF, and informs the Designated Representative of the time at which the shy bladder period begins and ends.
- G Collector instructs the donor to remain at the collection site, drink up to 40oz of liquids, distributed reasonably over a period of up to three hours, and to notify the collector when he/she feels he/she can provide a specimen of sufficient quantity. It is recommended that the collector maintain a log of the fluid intake by the donor, as well as the result of each attempt to provide a specimen.
- G After the required time, if a specimen of sufficient quantity has not been provided, the collector discontinues the collection and notes the fact on the remarks line of the CCF.
- G Collector immediately notifies the designated representative of the “shy bladder” situation and the AOC’s need to send the donor to a physician to be evaluated as soon as possible.
- G Collector provides his/her printed name, date, and time of collection, signature.
- G Collector marks “None Provided” in the appropriate box on the CCF.

- G Collector ensures that all copies of the CCF are legible and complete.
 - G Collector removes and gives the donor copy of the CCF to the donor.
 - G Collector informs donor that he/she is free to go.
 - G Collector discards the laboratory copy of the CCF.
 - G Collector returns the MRO copy of the CCF to the MRO.
- Collector retains the Collector copy of the CCF, and the AOC and MRO reports are mailed to the Designated Representative within 48 business hours.

Refusal by Donor to Sign and Initial Collection

- G Donor positively identified via an acceptable means of identification.(photo identification, donor consent form etc).
- G Collector reviews collection instructions with donor - located on back of CCF.
- G Collector checks to see that laboratory name, address, and specimen ID number are printed on the CCF and the required number of copies are provided.
- G Collector checks to ensure that the specimen ID number on the CCF matches the specimen ID number on the specimen bottle seals.
- G Collector completes administration portion of the CCF to include ensuring that the following information is preprinted or inserted by the collector.
 - Dnor name, address, fax number, and phone number
 - MRO name, address, fax number, and phone number
 - Collection site name, address, fax number, and phone number
 - Donor social security number
 - Reason for test
 - Test to be performed
- G Collector has donor remove any unnecessary outer clothing, briefcase, purse or personal belongings. The collector must provide a receipt to the donor if requested.
- G Collector instructs donor to empty his/her pockets and display items. If there are no possible adulterants, the collector instructs the donor to return the items to his/her pockets.
- G Collector instructs donor to wash his/her hands.
- G Collector either selects a collection kit or allows the donor to select one.
- G Collector conducts pre-collection inspection of the collection area to include:
 - Secure all water sources
 - Ensure bluing is in toilet
 - Ensure that no soap, disinfectant, cleaning agents or other potential adulterants are present
 - Ensure that no foreign or unauthorized substances are present
 - Tape/secure any movable toilet tank top or put bluing in the tank
 - Ensure that undetected access is not possible
 - Secure areas and items that appear suitable for concealing contaminants.
- G Collector unwraps collection cup and instructs the donor to enter the rest room to provide the specimen, do not flush toilet, and to return as quickly as possible .
- G Donor gives specimen to collector. Both the donor and the collector must maintain visual contact with the specimen until the specimen bottles are sealed.
- G Collector conducts post-collection inspection of the collection area.
- G Collector checks specimen temperature to ensure that it is between 90 - 100 deg. F.
- G Collector checks “yes” in step two of the CCF.
- G Collector examines the specimen for unusual color, odor, or other signs of adulteration.
- G Collector checks volume of specimen to ensure 45ml are present.
- G Collector checks “Split Specimen” in step 2 of the CCF.
- G Collector unwraps specimen bottles in the presence of the donor.
- G Collector transfers specimen to specimen bottles.
- G Collector affixes specimen bottle seals to each specimen bottle and dates each seal.
- G Collector instructs donor to initial both specimen bottle seals.
- G The donor refuses, and the collector notes this in the remarks section of the CCF.
- G Collector discards excess specimen in the presence of the donor.
- G Collector turns to MRO copy of CCF and instructs the donor to read the certification statement and sign on the appropriate blank, donor provides his/her daytime phone number, evening phone number, and date of birth to the collector, collector prints donors name, and today’s date.
- G The donor refuses to sign the CCF or provide his/her date of birth and phone number, and the collector notes this in the remark’s section of the CCF and prints the donor’ name in the space provided.
- G Collector provides his/her printed name, date and time collection, signature and name of the specific delivery or courier service transporting the specimen to the laboratory in step four on the Laboratory copy of the CCF.

- G Collector ensures that all copies of the CCF are legible and complete.
- G Collector removes and gives the donor copy of the CCF to the donor.
- G Collector informs donor to list any medication on his/her copy of the CCF in case the MRO calls.
- G Collector places specimen bottles and laboratory copy of the CCF into the leak proof bag, and seals the pouch.
- G Collector informs donor that he/she is free to go.
- G Collector places the sealed package into a shipping container.
- G Collector returns the MRO copy of the CCF to the MRO.
- G Collector retains the Collector copy of the CCF, and the AOC and MRO reports are mailed to the Designated Representative within 48 business hours.

Collector ensures that specimen is shipped within 24 hours or during the next business day.

Specimen Temperature Out of Range

- G Donor positively identified via an acceptable means of identification.(photo identification, donor consent form etc).
- G Collector reviews collection instructions with donor - located on back of CCF.
- G Collector checks to see that laboratory name, address, and specimen ID number are printed on the CCF and the required number of copies are provided.
- G Collector checks to ensure that the specimen ID number on the CCF matches the specimen ID number on the specimen bottle seals.
- G Collector completes administration portion of the CCF to include ensuring that the following information is preprinted or inserted by the collector.
 - Donor name, address, fax number, and phone number
 - MRO name, address, fax number, and phone number
 - Collection site name, address, fax number, and phone number
 - Donor social security number
 - Reason for test
 - Test to be performed
- G Collector has donor remove any unnecessary outer clothing, briefcase, purse or personal belongings. The collector must provide a receipt to the donor if requested.
- G Collector instructs donor to empty his/her pockets and display items. If there are no possible adulterants, the collector instructs the donor to return the items to his/her pockets.
- G Collector instructs donor to wash his/her hands.
- G Collector either selects a collection kit or allows the donor to select one.
- G Collector conducts pre-collection inspection of the collection area to include:
 - Secure all water sources
 - Ensure bluing is in toilet
 - Ensure that no soap, disinfectant, cleaning agents or other potential adulterants are present
 - Ensure that no foreign or unauthorized substances are present
 - Tape/secure any movable toilet tank top or put bluing in the tank
 - Ensure that undetected access is not possible
 - Secure areas and items that appear suitable for concealing contaminants.
- G Collector unwraps collection cup and instructs the donor to enter the rest room to provide the specimen, do not flush toilet, and to return as quickly as possible .
- G Donor gives specimen to collector. Both the donor and the collector must maintain visual contact with the specimen until the specimen bottles are sealed.
- G Collector conducts post-collection inspection of the collection area.
- G Collector checks specimen temperature to ensure that it is between 90 - 100 deg. F.
- G The specimen temperature is out of range, and the collector checks “no” in step two of the CCF.
- G Collector makes notes in remarks section of the CCF to indicate that a second observed collection will take place.
- G Collector notifies the donor of the need and reason for a second collection under direct observation.
- G Collector checks volume of specimen to ensure that 45ml are present.
- G Collector checks “Split Specimen” in step 2 of the CCF.
- G Collector unwraps specimen bottles in the presence of the donor.
- G Collector transfers specimen to specimen bottles.
- G Collector affixes specimen bottle seals to each specimen bottle and dates each seal.
- G Donor initials both specimen bottle seals.
- G Collector discards excess specimen in the presence of the donor.
- G Collector turns to MRO copy of CCF and instructs the donor to read the certification statement and sign on the appropriate blank, donor provides his/her daytime phone number, evening phone number and date of birth to the collector, collector prints donors name , and today’s date.
- G Collector provides his/her printed name, date and time of collection, signature, and name of the specific delivery or courier service transporting the specimen to the laboratory in step four on the Laboratory copy of the CCF.
- G Collector pulls new CCF for second observed collection and notes the Specimen ID number of the second CCF in the remarks line of the of the original CCF along with the reason for the second collection (Specimen temperature

our to range-Collection One of Two-second direct observation is specimen ID #*****

- G Collector cross references the first specimen ID number on the second observed collection CCF (first specimen temperature out of range- Collection Two of Two-first out of temperature specimen is specimen ID# *****
- G Collector ensures that all copies of the first collection's CCF are legible and complete
- G Collector removes and gives the donor copy of the first collection's CCF to the donor.
- G Collector informs donor to list any medication on his/her copy of the CCF in case the MRO calls
- G Collector places specimen bottles and laboratory copy of the CCF into the leak proof bag, and seals the pouch.
- G Collector places the sealed package into a shipping container.
- G Collector places shipping container in secure location
- G Collector checks new CCF to see that laboratory name, address, and specimen ID number are printed on the CCF and the required number of copies are provided
- G Collector checks to ensure that the specimen ID number on the CCF matches the specimen ID number on the specimen bottle seals.
- G Collector completes administration portion of the CCF to include ensuring that the following information is preprinted or inserted by the collector.
 - Donor name, address, fax number, and phone number
 - MRO name, address, fax number, and phone number
 - Collection site name, address, fax number, and phone number
 - Donor social security number
 - Reason for test
 - Test to be performed (same as original)
- G Collector marks "Observed" in step two of the CCF.
- G Collector either selects a collection kit or allows the donor to select one.
- G Collector unwraps collection cups and accompanies the donor into the rest room while he/she provides the specimen. The collector observes the actual voiding of the specimen from the donor.
- G Donor gives specimen to collector. Both the donor and collector must maintain visual contact with the specimen until the specimen bottles have been sealed.
- G Collector checks specimen temperature to ensure that it is between 90 - 100 deg. F.
- G Collector checks "yes" in step two of the CCF.
- G Collector examines the specimen for unusual color, odor, or other signs of adulteration.
- G Collector checks volume of specimen to ensure 45ml are present.
- G Collector checks "Split Specimen" in step 2 of the CCF.
- G Collector unwraps specimen bottles in the presence of the donor.
- G Collector transfers specimen to specimen bottles.
- G Collector affixes specimen bottle seals to each specimen bottle and dates each seal.
- G Donor initials both specimen bottle seals.
- G Collector discards excess specimen in the presence of the donor.
- G Collector turns to MRO copy of CCF and instructs the donor to read the certification statement and sign the appropriate blank, donor provides his/her daytime phone number, evening phone number and date of birth to the collector, collector prints donors name, and today's date.
- G Collector turns to MRO copy of CCF and instructs the donor to read the certification statement, sign on the appropriate blank, provide his/her daytime phone number, evening phone number, and date of birth, print his/her name, and provide today's date.
- G Collector provides his/her printed name, date and time collection, signature and name of the specific delivery or courier service transporting the specimen to the laboratory in step four on the Laboratory copy of the CCF.
- G Collector ensures that all copies of the CCF are legible and complete.
- G Collector removes and gives the donor copy of the CCF to the donor.
- G Collector informs donor to list any medication on his/her copy of the CCF in case the MRO calls.
- G Collector places specimen bottles and laboratory copy of the CCF into the leak proof bag, and seals the pouch.
- G Collector informs donor that he/she is free to go.
- G Collector places the sealed package into a shipping container.
- G Collector places shipping container in secure location.
- G Collector contacts the designated representative to inform him/her of the direct observed collection and the reason for its occurrence.
- G Collector returns both MRO copies of the CCF's to the MRO.

G Collector retains the Collector copies of the CCF's and the AOC and MRO reports are mailed to the Designated Representative within 48 business hours.

Collector ensures that specimens are shipped within 24 hours or during the next business day.