Feedback: DISA Customer Team Service

We want to make sure that all Consortium Members receive prompt responses from this new team and are satisfied with their services. Therefore, your feedback is important to us.

Please tell us about your experience working with this team during the past four months. It helps us decide whether we will continue with the DISA Customer Team Service or what improvements should be made.

Consortium Training – Designated Employer Representatives (DERs) Training

**Presented by:**
Current Consulting Group (DISA Consultant)

**Date/Time and Location:** TBD

**Who Should Attend?**
DERs / Alternate DERs and Drug and Alcohol Program Managers (DAPMs)

**Topics:**
- Program Management
- Record Retention
- Testing Procedures
- Reporting Requirements
- Reasonable Suspicion
  - Post-Accident
- Consortium Resources
- Best Practices
Hosting Consortium Training

Contact Nhan Vo-Le, Consortium Coordinator, at nhvole@qhtd.org if you are interested in hosting the following training at your facility:

Designated Employer Representatives
Post-Accident
Reasonable Suspicion

Training will be conducted by Current Consulting Group (DISA Consultant)

Upcoming FTA Substance Abuse Training

This three-hour training will provide an overview of FTA Drug and Alcohol regulations, program requirements, and current issues with regard to Part 655 and Part 40. The presenter will be available to take questions from attendees.

<table>
<thead>
<tr>
<th>City/State</th>
<th>Date</th>
<th>Training Site Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amarillo, TX</td>
<td>Wednesday, November 2, 2022</td>
<td>Host: City of Amarillo</td>
</tr>
<tr>
<td></td>
<td>8:00am to 5:00pm</td>
<td>Location: Amarillo Globe News Center 500 S. Buchanan Street Amarillo, TX 79101</td>
</tr>
</tbody>
</table>

For registration, click on the following link: https://transit-safety.fta.dot.gov/DrugAndAlcohol/Training/Training.aspx?id=42

For more information, please contact the FTA Drug and Alcohol Hotline at (617) 494-6336 or fta.damis@dot.gov.

The Consortium is not responsible for any costs associated with this training.

FTA Drug and Alcohol Regulation Updates – Issue 75


Check the above link for this FTA Issue 75 that includes the following updates as well as other useful information:

- Preliminary Management Information System (MIS) Results
- State & Local Legislation Prohibiting Testing for Marijuana Does Not Apply to DOT Employers
- Operators of Revenue Service Vehicles on Transit or Private Property Are Covered
- Previous Employers Must Respond to Requests for DOT Testing Information
- What Happens When a Collector Finds Items Used to “Beat” A Drug Test?
- CBD is Not Regulated and May Generate a THC Positive
- Grantee’s Access to Records when Maintained by a Third-Party Administrator (TPA)
- Designated Employer Representative (DER) Must Remove Employee from Safety-Sensitive Functions While Awaiting Split Specimen Test Results.
Drug and Alcohol Testing Program Third Party Administrator (TPA) DISA Global Solutions, Inc.

COMPANY CONTACTS:
Mobile Operations
Scheduling Department
Jason Allen – Main Telephone #800-211-4469 Extension 6051. Email: Jason.Allen@disa.com
Jennifer Rindo - Main Telephone #800-211-4469 Extension 6041. Email: Scheduling@disa.com

Collectors
Nathan Rice
William Mauhs
Noelle Iglesias
Christopher Fitzpatrick

Senior Client Account Representative/Program Administrator
Candice Rouisse - Main Telephone #800-211-4469 Extension 6021
Email: DTCCAR@DISA.com or Candice.Rouisse@disa.com
Fax: 413-283-6945 or 413-284-0022

Accounting
Auberey Ramon - Main Telephone #800-211-4469. Email: Auberey.Ramon@disa.com

Area Leader
Candice Sanchez - Main Telephone #817-332-0044 Extension 3582. Email: Candice.sanchez@disa.com

24-Hour Drug & Alcohol Testing On-Site
Post-Accident
Reasonable Suspicion
1-800-967-3135 Toll-Free Emergency Line
Be prepared to provide the following information:
  - Your Name & Agency Name
  - Phone Number
  - Location of Incident
  - Reason for Call (Post-Accident or Reasonable Suspicion)

Medical Review Officer (MRO) Department
University Services
Richard Weinstein, MD
2800 Black Lake Place,
Suite A
Philadelphia, PA 19154
Phone: 800-624-3784
Fax: 215-637-6998
Enhance Awareness of the Employee Assistance Program (EAP)

Note: This letter from The Lexington Group should be made available to safety-sensitive employees and posted in the break room

The Lexington Group
Your Employee Assistance Program
A Woman Owned Enterprise Since 2000

Dear CT Drug Consortium Employees and Family Members:

The Lexington Group Employee Assistance Program (EAP) provides CONFIDENTIAL face-to-face and virtual counseling services to assist employees in identifying and resolving personal problems. Examples include marriage and family issues, job stress, alcohol and drug abuse, depression and other emotional concerns. The Lexington Group services also include referral resources for legal, financial, eldercare, and childcare through the Life Care program.

Because employee lives may be affected by problems with a spouse or other family members, this program is extended to household family members as well. You or your household family members may contact your EAP directly at any time. No matter what your situation, any assistance you seek through the EAP is held in the strictest confidence. Involvement will not jeopardize your job security, future promotional opportunities or reputation.

For confidential and immediate access, you may call The Lexington Group 24/7 at:

1-800-676-HELP (4357)

You may also request services or read more about the program online at:

www.The-Lexington-Group.com

Your unique employee password is “CTDrugConsort”

We hope you will share our enthusiasm for The Lexington Group, Employee Assistance Program, and the opportunity it presents to help you and your family.

Sincerely,
The Lexington Group
Contact & Resource Information

DISA Global Solutions, Inc.
Formerly Occupational Drug Testing (ODT)
www.occupationaldrugtesting.com
Toll Free # 800-211-4469

The Lexington Group
www.The-Lexington-Group.com
Toll Free # 800-571-0197

Employee Assistance Program
1-800-676-HELP (4357)
Request clinical services online directly from the web site at:
www.The-Lexington-Group.com
To log on, your customer name is “CT Drug Consortium”
And your unique employee password is “CTDrugConsort”

Are you aware of the availability of program forms and resource documents on
GHTD’s website? Go to:
https://www.hartfordtransit.org/about/drug-alcohol-testing-consortium/

Also, checkout the following materials:
What Employers Need to Know About DOT Drug and Alcohol Testing
What Employees Need to Know About DOT Drug and Alcohol Testing
Resources for The Designated Employer Representative (DER)
Lexington Newsletters
FTA Regulation Update Issues

The following FTA website provides a wealth of information such as trainings,
newsletters, etc. on the Drug and Alcohol Testing Program that you might find very
helpful:
www.fta.dot.gov/12533.html

You may also find Title 49 Parts 40 and 655 (FTA regulations on the drug and alcohol
testing program) by using the Search engine.