



Manpower Injury Information

Call Priority Care – 24/7 Nurse Triage Line:
1-855-690-7299

At Manpower, we are keenly focused on the performance and wellbeing of the associates we place with our clients. That's why we have partnered with Coventry (Priority Care 365 or PC365), an independent organization, to provide **immediate** medical evaluation by phone – 24 hours a day, 8 days a week. PC365 is staffed by qualified, licensed registered nurses who are ready to assist any Manpower associate who is injured on the job. PC365 staff assistance is also available in many different languages.

If an associate receives a life or limb threatening injury, call 911.

For all other injuries, please follow the three-step process below:

1. When an associate is injured, we ask that the supervisor call **855-690-7299** to speak with a nurse. However, if this is not an option, please direct the associate to a private area to call PC365 directly.
2. The associate will answer questions posed by a registered nurse from PC365. Following the call, PC365 will notify a line supervisor or other contact with the results of the call. The nurse will send a report as well.
 - Depending on the situation, the associate may be guided in first aid or “self-care,” allowed back to work, be referred to a medical facility off-site for further evaluation or treatment.
 - PC365 is not authorized to send associates home and they are not authorized to return the associate back to modified duty.
3. If first aid alone is needed, we ask that you provide the associate access to your first aid kit so he/she can return to work as quickly and safely as possible. Or, if the associate is referred out for treatment, we ask that you notify your local contact at Manpower.

The registered nurses at PC365 offer expert insight, removing the burden from the on-site supervisor. Utilizing PC365 also provides Manpower clients the additional benefits of:

- Potentially fewer OSHA recordable injuries if the injuries are minor.
- Reduced impact on overall client productivity if the associate is able to self-treat and remain at work rather than leaving work to seek medical intervention.
- Potentially less restricted duty and lost time day counts with the use of preferred medical clinics, and soft channeling of associates to designated clinics in employee choice states.

Manpower is always looking for new ways to help our clients win in the changing world of work. We hope you will find this service value added. If you have any questions regarding this program, please feel free to contact Manpower for more information.

Kelly Krispin, Market Manager
kelly.krispin@manpower.com Cell: 231-343-5044



Reasonable Suspicion

Reasonable suspicion is a belief based on observed, specific, objective facts where the rational inference to be drawn under the circumstances is that the person is under the influence of drugs or alcohol. An unexplained workplace accident may be considered to provide reasonable suspicion.

Physical signs or behaviors which would constitute grounds for reasonable suspicion include, but are not limited to:

- slurred speech
- odor of alcohol on breath or person
- glazed eyes, inability to walk a straight line
- staggering, drowsiness
- incoherent speech
- physical or verbal altercation
- unexplained performance deterioration
- excessive or pattern absenteeism
- inability to perform job functions
- unusual or erratic behavior
- any behavior inconsistent with professional conduct on the job or which suggests any use of drugs or alcohol, which negatively impacts job performance.

Someone reporting an associate has used an illegal substance does not rise to the level of reasonable suspicion. We would need two symptoms, which are witnessed ideally by at least two supervisory parties. If it is witnessed by only one supervisory person (or someone who is a highly reliable source), their observation of two symptoms is acceptable; but two symptoms need to be witnessed. In this case where it was an anonymous tip, it could lead us to observe the associate a bit more closely for signs of illegal substances, but in and of itself it is not grounds for testing. If we were not able to witness two signs, we could confront the associate and ask about illegal usage, but unless the associate were to admit to using, it would not be something we would be able to act on.

If you have questions or concerns please contact Manpower:

Kelly Krispin- Market Manager kelly.krispin@manpower.com cell: #231-343-5044



Anyone ~ Anytime ~ Anywhere
USA Mobile Drug Testing of Grand Rapids South
3697 Haymeadow Ave
Ravenna MI 49451
Phone-(231)853-8682
Fax-(231)853-8684
Website-www.usamdt.com/GrandRapidsSouth
Email-grandrapidsouth@usamdt.com

Manpower partners with USA Mobile Drug Testing for our 24 Hour Accident or Reasonable Suspicion Testing Procedure

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1. Secure the donor to be tested and make sure the donor is not able to go to their car, locker, or alone with another individual other than supervisor. We want to avoid any potential for a donor to either substitute or tamper with the test. The donor is allowed to drink water before we arrive, but please do not allow a donor to drink too much i.e. over approximately 40oz.
2. Call **231-853-8682**- This number is the on-call number and will be forwarded to the on-call collector. If you do not get an answer, please leave a message and make note of the additional contact numbers. After you leave your message please call the additional numbers. Our goal is to get to the collection site ASAP, and this will help us.
3. Be prepared to let the collector know who you are, where you are calling from and a contact number you can be reached at, as well as the type of testing you need, i.e. drug test, alcohol test, or both. The collector will call you when they arrive, so you can help us into the location.
4. Once on location the collector will handle the rest of the collection process, please be familiar with your company procedure if a result needs to be sent to a lab for confirmation, i.e. let them work, send them home, or arrange for a ride (call friends or family, or Manpower will pay for a cab)
5. Make sure you let USAMOBILE know that the associate is a Manpower associate, so we are notified of the results, and billing information.

If you have questions or concerns please contact Manpower,

- Kelly Krispin- Market Manager - kelly.krispin@manpower.com - cell: 231-343-5044

We have an account set up with the following cab companies,

- | | | |
|------------------|---------------|--------------|
| • Port City Cab | Muskegon, MI | 231-739-7161 |
| • Ludington Taxi | Ludington, MI | 231-845-9693 |