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A Supervisor’s Guide to Reasonable Suspicion Testing

Trainer Guide

Training Specifications

This training assists supervisors of drivers in meeting the federal regulations for reasonable suspicion training. Section 382.603 of the Federal Motor Carrier Safety Regulations (FMCSR) requires that 60 minutes of training be dedicated to alcohol misuse and 60 minutes of training be dedicated to controlled substance abuse. In addition to the video “A Supervisor’s Guide to Reasonable Suspicion Testing,” use the activities, exercises and discussion topics to help meet this requirement.

You can follow the recommended guidelines in the order given here or pick and choose activities that will best suit group learning or independent study. Note that by covering all the materials, you should fulfill the time requirements for training with no problem. The materials covered here can be found in the Reasonable Suspicion Supervisor Workbook, which should be distributed to all trainees at the beginning of the training session.

A pre-test and post-test have been provided here to help you measure the knowledge of the group or individual trainee(s) prior to reasonable suspicion training, and again afterwards to measure the success of the training. Questions that continue to be answered incorrectly should be discussed with the group or individual trainee(s) for clarification.

➢ Review the “A Supervisor’s Guide to Reasonable Suspicion Testing” video and the print support materials prior to the beginning of the training session. Make notes on specific areas you want to stress.

➢ Consider bringing in other professionals to enhance information covered, if possible.

For example, you might ask the company president to say a few words about your company’s drug and alcohol policy or thank participants for fulfilling this important role in your company’s drug and alcohol program. Invite your company’s designated substance abuse professional (SAP) to talk about treatment options, observable behaviors, signs and symptoms or other pertinent topics of their choice.

Note: The minimum computer system requirements for the Trainer’s Tool CD-ROM are Office 2000, with Word, and Internet Explorer 5.5.
A WORD BEFORE YOU BEGIN

Introduction

The purpose of the alcohol and drug regulations located in Part 382 of the Federal Motor Carrier Safety Regulations (FMCSR) is to help prevent accidents and injuries that are the result of driver misuse of alcohol and/or drugs.

Though the vast majority of drivers are safe, professional, and comply with the regulations, it is important that those given the responsibility of supervising drivers understand how to deal with a driver who may not follow the alcohol and drug regulations.

This training program will assist the supervisor in keeping unsafe, potentially impaired drivers off the road. To do this, the supervisor must be knowledgeable of the effects of alcohol and drugs on the body and be able to detect signs of use. He or she also needs to have the necessary skills to appropriately approach a driver he or she suspects to be under the influence.

BEGIN THE TRAINING SESSION

Why Have Participants Been Selected for Training?

Section 382.603 of the FMCSR mandates that all individuals who supervise drivers receive Reasonable Suspicion Training. This training must include 60 minutes of training on alcohol abuse and an additional 60 minutes of training on controlled substances use. This training must include the physical, behavioral, speech, and performance indicators of probable misuse of alcohol and use of controlled substances.

Due to the nature of the participant’s position within the company, he or she may be required to determine reasonable suspicion and required to send a driver for testing.

This is a very important responsibility, as the supervisor may be the only company representative to have regular contact with the company’s drivers. His or her knowledge of the company’s drivers, observation skills, and ability in handling what could be a touchy situation could make the difference in keeping a potentially impaired driver off the road.

➢ Emphasize the important role your supervisors have in keeping impaired drivers off the road.

➢ Remind participants that their liability is greater when they neglect an obvious problem that may result in a serious accident. It is always better to proceed with caution, and send a driver for evaluation.

DISTRIBUTE SUPERVISOR WORKBOOKS

Training Goals

After completing reasonable suspicion training, participants will:

✓ Understand the regulations that apply to reasonable suspicion testing.
✓ Recognize the signs and symptoms of alcohol abuse and controlled substance use.
✓ Know how to approach drivers in a professional and respectful manner.
✓ Understand how to initiate the reasonable suspicion process.
✓ Be able to effectively complete required documentation.
✓ Have a high level of confidence in relation to reasonable suspicion testing responsibilities.

NOTES:

_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

Reasonable Suspicion Pre-Test Answer Key

1. Section 382.201 of the Federal Motor Carrier Safety Regulations (FMCSRs) states that a driver may not operate a commercial motor vehicle (CMV) if he or she has an alcohol concentration of ________________.

   Answer: 0.04 or more

2. True or False? A driver may not use alcohol while performing safety-sensitive functions.

   Answer: True

3. True or False? A driver may not perform any safety-sensitive functions for at least 24 hours if he or she has an alcohol concentration of 0.02 or greater but less than 0.04.

   Answer: True
4. What is the acceptable amount of controlled substances (drugs) that a driver may use or consume while on the job?

   *Answer:* None

5. List three signs or symptoms a person would exhibit if he or she were abusing alcohol.

   *Answers:* Poor balance, poor coordination, slurred speech, bloodshot/watery eyes, constricted pupils, slowed reactions, sleepy/stuporous condition

6. List three signs or symptoms a person would exhibit if he or she were using drugs.

   *Answers:* Short attention span, excitable behavior, constricted or dilated pupils, impaired memory or attention, hallucinations, talkativeness

7. True or False? You may order a reasonable suspicion test based on the observations of a customer or consignee.

   *Answer:* False

8. When can you order a reasonable suspicion test for alcohol?

   *Answer:* You may direct a driver to undergo reasonable suspicion testing for alcohol just before, during, or just after performing safety-sensitive functions.

9. In what amount of time must reasonable suspicion alcohol testing take place?

   *Answer:* If the test is not administered within two hours of the observation, a written record must be prepared and maintained explaining why the test was not promptly administered. If the test is not administered within eight hours, all attempts to test should be stopped and a written record must be prepared and maintained explaining why the test was not promptly administered.

10. When can you order a reasonable suspicion test for drugs?

    *Answer:* At any time the driver is on duty.

11. True or False? Health problems can mimic the symptoms of alcohol abuse or drug use.

    *Answer:* True
12. As the supervisor or company official making the reasonable suspicion observation of a driver, you must make a written record of your observations within ______.

   Answer: 24 hours of the observed behavior or before the results of the test are released (whichever is earlier).

13. True or False? If you make the determination that a driver must submit to a reasonable suspicion alcohol test, you may administer the test.

   Answer: False

14. True or False? The regulations allow you to terminate a driver for failing an alcohol test or testing positive for drugs.

   Answer: False

   *(The regulations do not address employment status. That is determined by company policy.)*

15. True or False? All persons designated to supervise drivers must receive at least 60 minutes of training on alcohol abuse and an additional 60 minutes of training on controlled substances use.

   Answer: True

**INTRODUCE THE VIDEO**

This is a good place to introduce and present the video “*A Supervisor’s Guide to Reasonable Suspicion Testing.*”

Be sure to preview the video at least once before showing it to the group.

➢ Take notes about specific scenes in the video that you would like to emphasize in the discussion afterwards.

➢ Prepare a formal introduction for the video. Studies show that trainees learn and retain more if the video includes a solid introduction that includes asking trainees to watch for specific details.

➢ Cue up the video and check the volume before showing the video.

➢ Introduce the video with enthusiasm.

➢ Ask participants to be prepared to discuss the video afterwards.

**Reasonable Suspicion Requirements**

➢ Go over these requirements and the summary presented below with the group, and offer to answer any questions participants may have.
Regulatory Requirements

A driver must submit to an alcohol and/or drug test when his or her employer or supervisor has reasonable suspicion to believe the driver is using alcohol and/or drugs on the job.

Only one supervisor is required to make the reasonable suspicion determination. The supervisor making the determination must have received the required training.

The supervisor’s determination of reasonable suspicion must be based on specific, clearly stated observations of the driver’s appearance, behavior, speech, and body odors. Indications of the chronic and withdrawal effects of drugs may also be considered when determining reasonable suspicion for drug testing.

The supervisor must prepare documentation of the driver’s conduct leading to the sending of the driver for reasonable suspicion testing. This documentation must be prepared and signed by the supervisor who witnessed and made the reasonable suspicion testing determination within 24 hours of the observed behavior, or before the results of the alcohol and/or drug test are released, whichever is earlier.

Alcohol Testing

Alcohol testing is authorized only if the observations are made during, just before, or just after the driver performs safety-sensitive functions. The person who makes the determination that reasonable suspicion exists may not conduct the alcohol test.

If a reasonable suspicion alcohol test is not given within two hours following the observations, the supervisor must make a record stating the reasons the alcohol test was not given. If the test was not given within eight hours, the supervisor must stop all attempts to give the test, and must make a record stating the reasons the alcohol test was not given.

If reasonable suspicion is observed but a reasonable suspicion test has not yet been given, the driver cannot perform safety-sensitive functions until an alcohol test is given and the driver’s alcohol concentration measures less than 0.02 or 24 hours have passed following the determination of reasonable suspicion.

Drug Testing

A drug test may be required any time reasonable suspicion exists while the driver is on duty.

Additional Info

The regulations do not give your company authority to take any action, other than stated above, against the driver based solely on his or her behavior and appearance with no test result. However, the supervisor/company may take other action separate from the regulations.

A trained supervisor for a consignee, consignor, or other party:

- may not order a reasonable suspicion test of a driver he or she does not supervise. Your company may not conduct reasonable suspicion testing based on reports of a third party (consignee, consignor, etc.) who has made the observations.
may choose to do things not required by regulation, but encouraged by Federal Motor Carrier Safety Administration (FMCSA). This includes informing the driver that he or she believes the driver may have violated federal, state, or local regulations and advising the driver not to perform additional safety-sensitive work.

may contact the driver’s employing/using motor carrier employer to alert the carrier of his or her reasonable suspicion and request the employing/using motor carrier employer take appropriate action. In addition, supervisor for the consignee, consignor, or other party may contact law enforcement to request appropriate action.

**Reasonable Suspicion Process**

The reasonable suspicion testing requirements are intended to keep impaired drivers off the road. Being well versed in the steps that should be taken when determining reasonable suspicion can help in making a difficult job a bit easier. The supervisor is also less likely to forget an important step in the process.

1. **Observe** — The supervisor personally witnesses unusual/uncharacteristic behavior exhibited by a driver he or she supervises.

2. **Confirm** — Confirm that the driver’s appearance, behavior, speech, and/or body odors are consistent with the signs and symptoms of alcohol and/or drug misuse. The supervisor should enlist in the assistance of another trained supervisor within the company if he or she is unsure he or she can confirm the observations.

3. **Document** — Specifically and clearly state, in writing, observations of the driver’s appearance, behavior, speech, and/or body odors.

4. **Confront** — The supervisor should discuss with the driver, in a confidential setting, his or her suspicion. Describe exactly what he or she observed and why it has prompted the ordering of a alcohol and drug test. The supervisor should immediately remove the driver from all safety-sensitive functions.

5. **Test** — The supervisor should direct the driver to undergo testing. Though not required by the regulations, if the test is conducted off-site, the driver should be transported to the testing facility by a company official of the same gender. Never allow a driver who reasonably suspected of alcohol or drug misuse to transport himself or herself to the testing facility.

**How to Approach a Driver**

Approaching a driver when the supervisor reasonably suspects that the driver has used alcohol or drugs is not easy. As a matter of fact, it’s one of the most difficult things a supervisor may have to do.

Though this task is a difficult one, it is the supervisor’s responsibility, both from a regulatory and safety standpoint. His or her actions could potentially save a life.

The following are a few techniques that a supervisor can use to ease what can be a tense situation.

- The supervisor should approach the driver in a private setting. This preserves confidentiality and avoids a public scene.
✓ Stick to the facts and be specific. The supervisor should communicate to the driver exactly what he or she observed (slurred speech, disheveled appearance, odor, etc.).

✓ Use the word “evaluation” instead of the word “test.”

✓ Ask a non-threatening question once he or she communicates his or her observations (for example, “Is there anything you would like to say?”).

✓ Maintain composure, avoid conflict, and speak in a calm voice. The supervisor should ignore inflammatory remarks or combative acts on the part of the driver. Maintaining composure keeps the supervisor in control of the situation.

✓ The supervisor should state that he/she is not blaming the driver for anything, and that he/she is following the regulations.

✓ Show concern for the driver. Some medical conditions can mimic the symptoms of drug or alcohol use. The supervisor should explain to the driver that in addition to being tested for drugs and alcohol a short health assessment will be done to rule out any potential medical problems.

✓ Listen respectfully. If a driver becomes defensive or denies suspicion, the supervisor should listen to the driver’s concerns, then repeat the observations.

For Discussion

➢ Discuss what a supervisor should do if a consignee, coworker or other third party reports their suspicion about a driver.

➢ Discuss drug and alcohol testing procedures.

➢ Ask trainees to share any experiences they may have already had with ordering reasonable suspicion testing.

➢ Ask trainees to share any specific concerns they have about their responsibilities.

Handling Difficult Situations

➢ Go over the examples in the Supervisor Workbook with the group, and then encourage trainees to record their own responses in the space provided. Sample answers are provided in this guide to use as a springboard for discussion or to help trainees get started.

➢ Trainees are prompted in the Supervisor Workbook to write down something they could say to a driver under this situation.

➢ Ask for volunteers to read their answers and discuss how effective they would be. Allow the group to comment and use any interesting comments as a springboard for more discussion.

➢ The more involved trainees get in discussing and role-playing the situations, the more effective the training will be. Any practice they get in saying the words aloud will only help them when the time comes to make these kinds of statements to drivers.
➢ Since some medical emergencies such as a heart attack, stroke or diabetic crises may cause the same symptoms as alcohol or drug use, it is strongly recommended that a blood pressure reading and pulse and respiratory rate be checked at the testing site.

➢ Stress that the use of the term “evaluated” can be less threatening than “tested” when talking to a driver.

When a driver is defensive or denies your comments:

Sample answer:
“I know this is upsetting, Joe, but based on the way you are acting and my specific observations, I am obligated by the drug and alcohol regulations to have you evaluated. I need you to understand that until I know there is some other reason for your behavior I can’t let you drive your truck.”

When a driver talks non-stop:

Sample answer:
“Joe, I really need you to listen to me. I am taking you off of your run until you take a drug and alcohol test. Do you understand what I’m saying?”

When a driver cries:

Sample answer:
“This is difficult for me, too, Pete. I hate to have to do this, but I’m really worried about you. In fact, there are some health screenings the medical review officer will do in addition to the drug and alcohol evaluation. And Pete, I hope I’m wrong, but I can’t just ignore what I’ve seen, okay?”

When a driver remains silent:

Sample answer:
“Patty, I have to take you to the testing facility. Is there anything you need to tell me before we go?”

When a driver is aggressive or belligerent:

Sample answer:
“I can see that you are upset and discussing this is not going to help matters. It’s my job to act on what I’ve observed—the slurred speech and the smell of liquor has me concerned so I have no choice. Tom is going to give you the breath alcohol test so you don’t have to worry about me being involved and we can discuss this further when the test results come back.”
When a driver is uncooperative:

Sample answer:
“Bill, I know you are upset and you don’t want to do this. I’m just following regulations and perhaps you should know that if you refuse to take this test, it’s the same as testing positive and you will not be able to drive. If you really aren’t using anything you don’t have anything to worry about. And if you are, I can’t allow you to get behind the wheel and drive. Tom will be doing the test so you don’t have to worry about me being involved. We can discuss the results later if you want.”

Documenting Observed Behavior

The reasonable suspicion record serves to document a supervisor’s observations prior to ordering a test. This record will remain in the driver’s confidential file and could be summoned by a court of law if the employee seeks litigation believing his rights were violated at any time.

➢ Provide trainees with the company’s form for documenting observable behavior (a sample of this type of form is provided here), and go over the form completely so everyone knows how to properly fill it out. Make sure trainees know where this form must be filed at their company.

Exercises
➢ Read the scenarios from the Supervisor Workbook and instruct trainees to circle the best response. Go over the correct answers and discuss each answer.

Scenario #1
Sample Answer:
C. This is an example of someone who is not behaving as she usually does. Deterioration in personal grooming, bloodshot eyes, difficulty focusing, and drowsiness are all observable, articulable, signs or symptoms of drug use and/or alcohol abuse. Sending Jane in for testing may reveal drug use and/or alcohol abuse or perhaps could uncover another serious health condition that needs professional attention.
Exercise

In the Supervisor Workbook, trainees are asked to consider each scenario, and for the one(s) after which they selected answer “C. Order a reasonable suspicion test,” describe the exact wording they would use on the observed behavior reasonable suspicion record.

➢ After trainees have written their responses in the space provided, encourage them to share their written responses with the group.
Remind trainees that they are never asked to diagnose a driver’s condition. It is only their duty to determine if a driver appears to be under the influence of alcohol or drugs and to prevent them from performing safety-sensitive functions until the person is evaluated through reasonable suspicion testing.

For Discussion
Have trainees read the scenarios in their workbooks. Discuss the questions that follow as a group.

**Scenario #1 Sample Answers:**
*Can Maggie’s supervisor order a reasonable suspicion test based on the above scenario? Why or why not?*

Yes. Maggie displays several of the signs/symptoms of potential substance abuse. She displays highly excitable and edgy behavior. Appearance-wise she looks disheveled, her eyes are blood shot, and she appears to be tired.

*How should the supervisor address Maggie? What should he say?*

The supervisor should discuss Maggie’s changed behavior in a private setting. The supervisor should specifically share with Maggie what he or she has observed and explain to Maggie that she must be removed from all safety-sensitive functions and be evaluated, including undergoing reasonable suspicion alcohol and drug testing per the regulations.

*What other factors may be contributing to Maggie’s behavior?*

As mentioned in the introduction to this scenario, Maggie has been staying up late, studying for her mid-term exams. Fatigue and consumption of large amounts of caffeine play a part in her changed behavior and appearance. Without knowing Maggie’s situation, one could surmise that Maggie may be dealing with a personal problem or possibly an undiagnosed medical condition.

**Scenario #2 Sample Answers**
*Can the supervisor order a reasonable suspicion test? What type of information must he gather?*

Yes. Tim displays several of the signs/symptoms of potential substance abuse. As well as sleeping in his truck, he is argumentative when approached by his supervisor. The supervisor should document his observations. His documentation should be clear, concise, and specific. For example “The driver was asleep at the wheel of his truck.” “The driver’s breath smells like he has been drinking beer.” “Driver was belligerent/hostile when questioned about sleeping in the truck.”

*What should the supervisor do if Tim continues to refuse to go inside?*

The supervisor should maintain his composure. He should continue to use a calm voice and avoid yelling. He needs to stick to the facts and repeat them if necessary. He should then again tell the driver that they should continue this conversation in a private setting for the benefit of the driver.

*How can the supervisor help Tim?*

First and foremost the supervisor must send Tim for evaluation and reasonable suspicion testing. Any additional actions will be based on the results of the evaluation and reasonable suspicion testing. Company policy will also play a part in how this supervisor addresses the situation.
The Company’s Alcohol and Drug Policy
➢ Distribute copies of the company policy on alcohol and drugs and review it with the group. Invite questions from trainees and provide as thorough and complete answers as possible. If you do not know the answer to a question, make sure to let trainees know that you will find the answer and provide it to them as soon as possible. Then make sure you do!
➢ Refer to the company’s alcohol and drug policy.

Who is the person responsible for carrying out the program? ________________________________
How can you reach that person? ___________________________________________________
➢ If the person is present in the room during the training session, have that person stand up, introduce him or her (and spell his or her name correctly). Provide their contact number and make sure trainees write this information down in their workbooks.

List the safety-sensitive positions covered by your company policy.
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

List the positions of the employees over which trainees will have supervisory responsibilities.
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

Now have trainees consider those employees and think about any unusual behaviors or problems that could be linked to what they now know about alcohol abuse or drug use. Suggest that they make a mental note to pay special attention to them when they are working, as a preventive measure. If they make any observations that are consistent with alcohol abuse or drug use, they may be obligated to order a reasonable suspicion test. Having done so, they may be able to discount their concerns and attribute the past behaviors to something else.

ENDING THE TRAINING SESSION
➢ Before you dismiss the trainees, make certain there are no further questions. Encourage trainees to come to you after training has been completed if they have any concerns they would like to discuss privately. Thank them for their participation and remind them to take their responsibility seriously. Lives depend on it!
➢ Conduct the post-test, review the results and compare the results with the pre-test. If any questions remain incorrect, go over the correct answers as a review.
Reasonable Suspicion Post-Test Answer Key

1. What is the acceptable amount of controlled substances (drugs) that a driver may use or con- sume while on the job?

   Answer: None

2. True or False? A driver may not perform any safety-sensitive functions for at least 24 hours if he or she has an alcohol concentration of 0.02 or greater but less than 0.04.

   Answer: True

3. List three signs or symptoms a person would exhibit if he or she were abusing alcohol.

   Possible Answers: Poor balance, poor coordination, slurred speech, bloodshot/watery eyes, constricted pupils, slowed reactions, sleepy/stuporous condition

4. True or False? A driver may not use alcohol while performing safety-sensitive functions.

   Answer: True

5. True or False? You may order a reasonable suspicion test based on the observations of a customer or consignee.

   Answer: False

6. When can you order a reasonable suspicion test for drugs?

   Answer: At any time the driver is on duty.

7. When can you order a reasonable suspicion test for alcohol?

   Answer: You may direct a driver to undergo reasonable suspicion testing for alcohol just before, during or just after performing safety-sensitive functions.

8. Section 382.201 of the Federal Motor Carrier Safety Regulations (FMCSRs) states that a driver may not operate a commercial motor vehicle (CMV) if he or she has an alcohol concentration of ________________.

   Answer: 0.04 or more
9. In what amount of time must reasonable suspicion alcohol testing take place?

*Answer:* If the test is not administered within two hours of the observation, a written record must be prepared and maintained explaining why the test was not promptly administered. If the test is not administered within eight hours, all attempts to test should be stopped and a written record must be prepared and maintained explaining why the test was not promptly administered.

10. True or False? Health problems can mimic the symptoms of alcohol abuse or drug use.

*Answer:* True

11. As the supervisor or company official making the reasonable suspicion observation of a driver, you must make a written record of your observations within ______.

*Answer:* 24 hours of the observed behavior or before the results of the test are released ( whichever is earlier).

12. List three signs or symptoms a person would exhibit if he or she were using drugs.

*Possible Answers:* Short attention span, excitable behavior, constricted or dilated pupils, impaired memory or attention, hallucinations, talkativeness

13. True or False? The regulations allow you to terminate a driver for failing an alcohol test or testing positive for drugs.

*Answer:* False

*(The regulations do not address employment status. That is determined by company policy.)*

14. True or False? If you make the determination that a driver must submit to a reasonable suspicion alcohol test, you may administer the test.

*Answer:* False

15. True or False? All persons designated to supervise drivers must receive at least 60 minutes of training on alcohol abuse and an additional 60 minutes of training on controlled substances use.

*Answer:* True
Need to train more than 6 supervisors? Order extra components to supplement your A SUPERVISOR’S GUIDE TO REASONABLE SUSPICION TESTING program:

- Certificates of Completion (146-FS-A 2)
- Observed Behavior Reasonable Suspicion Record Forms (862-FS-C 3)

You may also be interested in these other training products:

- **ALCOHOL & DRUG TESTING: DRIVER AWARENESS TRAINING** (280-DVD/280-DVD-S) – Explains the critical information drivers must know about alcohol and drug testing requirements and the dangers of alcohol and drug misuse. Covers specific concerns drivers may have about testing procedures, including employer obligations, the alcohol and drug testing process and the consequences of refusing to be tested. Also helps trainers meet alcohol and controlled substances training requirements under 49 CFR 382.602(b).

- **DRIVERS, DRUGS & DRINKING** (184-DVD) – Delivers a strong precautionary message to drivers about the dangers of using alcohol and/or drugs to deal with the pressures of their profession. Grabs and holds drivers’ attention using on-camera interviews with recovered drivers. May be used to help satisfy the employee/driver awareness and reasonable suspicion supervisor training requirements.

- **ALCOHOL & DRUGS: DOT COMPLIANCE MANUAL** (135-M) – Easy to use manual helps you understand and comply with DOT’s Alcohol & Drug Testing requirements, including 49 CFR Parts 382 and 40. Use the manual’s word-for-word requirements and how-to explanations to help develop written policies, manage training, comply with recordkeeping guidelines and more. Includes sample forms and policy guidelines to help make compliance easier.

- **CMV DRIVER BASICS** (386-DVD) – Comprehensive, 40-minute video-based program addresses the four required areas of entry-level driver training: driver qualification, driver wellness, hours of service (general information only) and whistleblower protection. Reinforces that safety is a driver’s first priority!

*Be sure to mention Action Code HB-96396 when ordering*

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