

## DONOR INSTRUCTIONS: Drug & Alcohol Testing Urine Specimen Collections

**Toll-free Donor Complaint Line: (858) 716-8024. This phone number is ONLY for reporting service issues at our collection sites. All other inquiries should be directed to your County Worker.**

**1) You Must Have A Referral:** An official “Referral” is required for a test. Collection Site personnel are forbidden to perform a specimen collection without either an electronic referral (your name and details pre-loaded into the computer system) or a signed hard copy signed and dated less than 24 hours old by your County Worker. If you have a signed hard copy, present it to the collection site upon arrival.

**2) You Must Bring Valid Identification:** Donor must present a Valid Photo ID: State Driver’s License, State Photo ID, U.S. Passport, Military ID, or Certificate of Naturalization of Certificate of Citizenship. In case of no ID, you may present the collection site with a temporary ID Drug Test Letter provided and signed by your County Worker.

**3) All Urine Specimen Collections Are “Observed.”:** This means that a same-gender Collector or Observer will accompany you into the restroom and is required to observe urine go directly from body to the cup. It is considered a “Refusal to Test” if you do not allow the Collector or Observer to observe the urine leave the body and enter the cup.

All Collection Sites shall perform urine sample collection witnessed by a person of the same sex as the client giving the sample. No collection site shall decline to provide a witnessed collection because the client's gender identity differs from what is on their identification.

**4) Follow Specimen Collector’s Instructions:** Your specimen collector is a trained professional and is required to follow strict and specific procedures. Please follow instructions and cooperate fully.

**5) Get A Receipt:** The Specimen Collector will provide you with paperwork when the process is complete. Keep in a safe place as proof of your compliance with the drug testing program.

**5) Minimum Urine Specimen Required Is 30ml (markings on the cup).** Deposit the required amount of urine into the cup. If you produce less than required, the Collector must dump it out and require a re-test. If you refuse, it is considered a **Refusal to Test**. It is not permitted to combine urine specimens collected at different times to fulfill the 30ml minimum allowable specimen volume.

### 6) Insufficient Specimen (Conditions and Procedures)

- If you the donor need more time to produce the required amount of urine, a reasonable amount of fluid to drink will be provided, distributed reasonably through a period of up to 3 hours.
- If after three hours, you are still unable to provide a sufficient volume of urine, the phrase “none provided” will be indicated on the chain-of-custody (testing) form.
- You will be provided with a form to present to your County Social Worker (CSW), and you may leave the collection site.
- If you the donor refuse to attempt to provide a specimen or leaves the collection site before the collection process is completed, this is considered a Refusal to Test.

### 7) Refusal to Test (If any of the following apply to your specimen collection, it will be classified as “Refusal to Test” and reported as such to your County Social Worker (CSW)).

1. Donor fails to cooperate with any part of the testing process.
2. Donor declines to allow a direct observed collection when required.
3. Donor declines to continue the collection process when their first specimen has insufficient volume.
4. Donor leaves the collection site before completion of the collection.
5. Donor possesses or wears a non-medical prosthetic device is meant to interfere with the drug test.