

## Monitor/Trainer Instructions for completing mock collections (proficiency demonstration) with Collector Students

- **Recommendations for the Monitor: Preparation**
  - Ensure that you are fully prepared for your class.
  - All materials should be ready and set up before you begin your session with the student(s).
  - Ensure that you have communicated with the student(s) in advance as to expectations and prerequisites.
- ➔ Students should have completed the qualification training & basic information training within the 30 days prior to the proficiency demonstration.
- ➔ Collector Trainer Students that have completed our course qualify for a reduced rate for purchasing the online Collector Training courses (at least \$20.00 off).
- ➔ Each student should have completed Certified Training Solutions' online Collector Training Course within the past 30 days. This will ensure that each student has the appropriate knowledge and training in procedures and rules & regulations to properly complete DOT collections.
  - ✓ Contact us at 213-308-7630 or Email: [Admin@CertifiedTrainingSolutions.com](mailto:Admin@CertifiedTrainingSolutions.com) to purchase discount Collector Procedures online training courses in advance.

### Preparation - Materials

#### You should have:

1. A class ***sign-in sheet***.
2. A ***Collector Student Information Sheet and Acknowledgement*** form for every student.
3. **Mock Collections Documentation Form**.
4. A **Water Log form** for each student.
5. **Collection Procedures Checklist** for each student.
6. A blank Certificate for each student.
  - All of the above are provided in this course.

## **Preparation - Supplies**

- At least six (6) Custody and Control Forms [CCFs] for each student.
  - At least six (6) DOT split specimen collection kits for each student.
    - The above items are typically free from labs.
- ➔ It is suggested that you have at least twice as many collection kits and forms as you may use. Extras may be needed for the shy bladder mock collection and if a collector student has to start over.
- Gloves (it is best for students to practice at least one or more of their collections with gloves on).
  - Ball point pens and Sharpies.
  - Synthetic urine and a way to heat it (covered next).

## **How do I make Synthetic Urine?**

- Although it is recommended that you have students complete one or more of their mock collections with real urine on a real person, this is not required.
- “Urine” for mock collections may be created using simply water and yellow food coloring (or a splash of coffee for coloring).
- Ensure that you have a way to heat the “urine” to give students temperature readings for the mock collections (such as a microwave close by).

## **Training Location**

- Choose a quiet place without interruptions for conducting the proficiency training (mock collections) with your collector student(s).
- Ensure that the environment is one where students can focus and concentrate.

## **Beginning your class**

- Start by introducing yourself and your qualifications.
- Have student(s) introduce themselves.

**Students should:**

1. Complete the Collector Student Information Sheet and Acknowledgement
2. Sign in on the Sign-in Sheet

**You (the monitor) should:**

3. Verify that each student has completed the required Qualification Training within the past 30 days; then sign the Instructor Acknowledgement.

**It is suggested . . .**

- ... that you then begin by doing a brief review of the proper way to complete the Custody and Control Form (CCF).
- Next, the Monitor/Instructor should perform a “mock” mock collection in front of the student(s).
  - You can use a student as a volunteer donor for this exercise.
- This will demonstrate for the student(s) how you expect them to complete their mock collections.

**Completing the Mock Collections with Collector Students**

- Follow the instructions beginning on Page 4 of this document to complete each of the five (5) required Mock Collections.
- Watch the student(s) closely during their mock collections to ensure that all steps are followed precisely and according to DOT procedures.

**Suggestions for the Monitor: Mock Collections**

- The students can either use their real ID (such as their driver’s license) or just ‘pretend’ to show a proper ID.
- Students should not use their real Social Security Number (SSN) on CCFs for mock collections.
  - (Hint: Assign a fake ID number to each student.)

## **Mock Collection #1: Uneventful Collection Scenario**

1. Assign each student to a partner who will act as the donor (or if training only one student, you will act as the donor).
  - a. [The donor will cooperate and follow all instructions, since this is an Uneventful scenario.]
2. Instruct collector students to follow the ***Collection Procedures Checklist*** (step-by-step) and role-play the entire collection with their partner. This includes completion of the paperwork, preparation of the specimen, etc.
3. Watch each student closely to ensure that they do not miss any steps, complete anything out of order, or jump ahead. If they make an error, they must start over.
4. At the appropriate time in each “collection” you should provide the donor with a suitable sample to use (ensure it is within correct temperature range and of sufficient volume). The donor will then give the specimen to the Collector, and the mock collection will continue.
5. Before each Collector student removes Copy 1 of the CCF to place in the tamper-resistant bag, you/The Monitor should thoroughly check over the CCF to ensure it is accurate, complete, and error-free.
6. Once you have verified the mock collection is error-free and that the paperwork is correct, the collector should bag and seal the specimen and Copy 1 appropriately; and provide the ‘donor’ with Copy 5 of the CCF.
7. Monitor: Then you and the Collector student may sign the Mock Collections Documentation Form for the collection just completed.

If a mock collection is not error-free, you must ensure that the Collector student starts over from the beginning – with Mock Collection #1. The DOT rules require that Collector students complete five consecutive, error-free mock collections.

## **Mock Collection #2: Uneventful Collection Scenario**

1. Assign each student to a partner who will act as the donor (or if training only one student, you will act as the donor).
  - a. [The donor will cooperate and follow all instructions, since this is an Uneventful scenario.]
2. Instruct collector students to follow the **Collection Procedures Checklist** (step-by-step) and role-play the entire collection with their partner. This includes completion of the paperwork, preparation of the specimen, etc.
3. Watch each student closely to ensure that they do not miss any steps, complete anything out of order, or jump ahead. If they make an error, they must start over.
4. At the appropriate time in each “collection” you should provide the donor with a suitable sample to use (ensure it is within correct temperature range and of sufficient volume). The donor will then give the specimen to the Collector, and the mock collection will continue.
5. Before each Collector student removes Copy 1 of the CCF to place in the tamper-resistant bag, you/The Monitor should thoroughly check over the CCF to ensure it is accurate, complete, and error-free.
6. Once you have verified the mock collection is error-free and that the paperwork is correct, the collector should bag and seal the specimen and Copy 1 appropriately; and provide the ‘donor’ with Copy 5 of the CCF.
7. Monitor: Then you and the Collector student may sign the Mock Collections Documentation Form for the collection just completed.

If a mock collection is not error-free, you must ensure that the Collector student starts over from the beginning – with Mock Collection #1. The DOT rules require that Collector students complete five consecutive, error-free mock collections.

### **Mock Collection #3: Insufficient Quantity of Urine**

1. Assign each student to a partner who will act as the donor (or if training only one student, you will act as the donor).
2. Instruct collector students to follow the ***Collection Procedures Checklist*** (step-by-step) and role-play the entire collection with their partner. This includes completion of the paperwork, documentation, etc.
3. Watch each student closely to ensure that they do not miss any steps, complete anything out of order, or jump ahead. If they make an error, they must start over.
4. At the appropriate time in this “collection” you should provide the donor with an insufficient amount of urine (approx. 15 mL).
  - a. Ensure that the collector documents in Remarks the time (this begins the ‘mock’ 3 hours for Shy Bladder).
    - i. The collector give appropriate instructions to the donor -> This may take up to 3 hours, I will give you some fluids (up to 40 ounces over the 3-hour period, etc.).
  - b. Collector should begin Water Log form (mock/pretend the collector is providing fluids to the donor, and document them).
  - c. Pretend another hour passed, and provide another insufficient specimen to the donor to give to the collector (Prior, each time the Collector should be re-instructing the donor on the restroom rules and providing a new collection kit – you can pretend, rather than opening new kits each time).
  - d. The collector will again note in Remarks the insufficient specimen (it’s okay to abbreviate “QNS” —for quantity not sufficient; or “ins. spec.”).
  - e. Do one or two more insufficient specimens with the Collector student, ensuring that each is documented appropriately, and that the Collector student is offering and documenting fluids given to the during the 3-hour mock collection.
  - f. The last attempt should be close to the end of the (pretend) 3 hours, and then the collection is ended, with the collector documenting appropriately – such as recording the total amount of fluids given during the “mock 3 hours”, the fact that no specimen was obtained, etc.
  - g. The collector prints the donor’s name in Step 5, Copy 2; the collector signs, prints their name, and writes the date in Step 4 of Copy 1 [Nothing is checked in temperature in Step 2, and no time of collection is noted in Step 4. Also, nothing is written or marked in ‘Specimen bottles released to’.]
  - h. Copy 1 (Lab’s copy) of the CCF is torn off and destroyed, but mention that all other copies are distributed and that the DER must be notified immediately.
5. The Monitor should thoroughly check over the CCF to ensure it is accurate, complete, and error-free, before signing off on the Mock Collection Documentation Form.

## **Mock Collection #4: Scenario in which the employee refuses to sign the CCF and initial the specimen bottle tamper-evident seal.**

1. Assign each student to a partner who will act as the donor (or if training only one student, you will act as the donor).
  - a. Instruct “donors” that (when the time comes) they will **decline** to initial the specimen bottles and thereafter they will also **decline** to fill out any part of Step 5, Copy 2.
  - b. Instruct Collector students that (when this happens), the Collector will simply inform the donor something like, “That’s fine, but your specimen is still going to be sent to the lab. I just need to make a note that you would not initial the bottles...” “...or sign the form.”
2. Instruct collector students to follow the **Collection Procedures Checklist** (step-by-step) and role-play the entire collection with their partner. This includes completion of the paperwork, preparation of the specimen, etc.
3. At the appropriate time in this “collection” you should provide the donor with a suitable sample to use (ensure it is within correct temperature range and of sufficient volume). The donor will then give the specimen to the Collector, and the mock collection will continue.
  - a. Ensure that donors do as instructed and do not initial bottles or complete Step 5, Copy 2; and ensure that the collector students document appropriately in the Remarks.
  - b. At the point where the donor will not fill out Step 5, the Collector must PRINT the donor’s name on Copy 2, Step 5 (this is record whose paperwork/collection we are sending to the lab – the employer and the MRO must have this information).
  - c. All other steps in this mock collection should take place in order and as usual.
4. Before each Collector student removes Copy 1 of the CCF to place in the tamper-resistant bag, you/The Monitor should thoroughly check over the CCF to ensure it is accurate, complete, and error-free.
5. Once you have verified the mock collection is error-free and that the paperwork is correct, the collector should bag and seal the specimen and Copy 1 appropriately; and provide the ‘donor’ with Copy 5 of the CCF.
6. Monitor: Then you and the Collector student may sign the Mock Collections Documentation Form for the collection just completed.

If a mock collection is not error-free, you must ensure that the Collector student starts over from the beginning – with Mock Collection #1. The DOT rules require that Collector students complete five consecutive, error-free mock collections.

## **Mock Collection #5: Temperature Out of Range Scenario (and 2<sup>nd</sup> is collected using Direct Observation Procedures)**

1. Assign each student to a partner who will act as the donor (or if training only one student, you will act as the donor). Explain to the students that this will be a Temperature Out of Range specimen and that a 2<sup>nd</sup> collection will be conducted using direct observation procedures (mock).
  - a. Explain the proper procedure and how to correctly document this situation on both CCFs (two CCFs are needed by each student for this mock collection). Suggested: Provide each student with a copy of a sample CCF that illustrates proper documentation of this situation.
  - b. In advance, prepare a cool/cold specimen (such as putting it in the fridge for a bit or leaving it at room temperature).
2. Instruct collector students to follow the **Collection Procedures Checklist** (step-by-step) and role-play the entire collection with their partner. This includes completion of the paperwork, preparation of the specimen, etc.
3. Watch each student closely to ensure that they do not miss any steps, complete anything out of order, or jump ahead. If they make an error, they must start over.
4. At the appropriate point, provide each student with a specimen that is out of temp range (such as cold); and ensure that each Collector student documents appropriately on the 1<sup>st</sup> CCF. Such as: *“Temp cold. Will attempt 2<sup>nd</sup> collection under direct obs. Specimen 1 of 2. 2<sup>nd</sup> Specimen ID# XXXXXXXXXX”* → of course, ensure they use the correct 2<sup>nd</sup> specimen ID number on their form.
5. Each student should complete each remaining step and package the first specimen properly (after you have checked their paperwork to ensure it is correct and error-free).
6. Collector student(s) should begin the 2<sup>nd</sup> collection using direct observation procedures (pretend).
  - a. All Step 1 info is transferred onto the 2<sup>nd</sup> CCF from the 1<sup>st</sup> CCF; and a new kit is used for this.
  - b. Hint: To accomplish this mock test, you could have each collector and “donor” stand up and the collector student gives proper instructions to their donor – such as, *“This is what the DOT rules require -- You must pull down your pants and underpants to mid-thigh, then pull your shirt above your navel; now you are required to turn around to show me that you are not hiding any prohibited devices or items on your body ....* (donor pretends to do this and then collector will hand the donor the collection cup) *“...Now you may return your clothing to its proper position; however, I must physically watch you urinate into this container.”*



7. And this time, you will provide collectors with a specimen that is in the correct temperature range.
  - a. Collectors check Observed box in Step 2.
  - b. The collector will then document appropriately on the 2<sup>nd</sup> CCF in Remarks. Such as: *“2<sup>nd</sup> of two collections. Direct observation due to 1<sup>st</sup> specimen cold. 1<sup>st</sup> Specimen ID# XXXXXXXXXX”* → ensure that the Collector writes the correct ID from their 1<sup>st</sup> specimen/collection.
  - c. All remaining steps are completed appropriately.
8. Before each Collector student removes Copy 1 of the CCF to place in the tamper-resistant bag, you/The Monitor should thoroughly check over the CCF to ensure it is accurate, complete, and error-free.
9. Once you have verified the mock collection is error-free and that the paperwork is correct, the collector should bag and seal the specimen and Copy 1 appropriately; and provide the ‘donor’ with Copy 5 of the CCF (from both CCFs, in this situation).
10. Monitor: Then you and the Collector student may sign the Mock Collections Documentation Form for the collection just completed.

## Completing the Monitored Collections

After all students have completed the five (5) specific mock collections, ensure that all paperwork is complete and collect the paperwork. This includes:

- Sign in sheet for the class
  - Information Sheet/Acknowledgement Form
  - Mock Collections Documentation Form
- **Student Certificates**
    - You may either fill in student certificates by hand (Provided in this course → “Collector Mocks Completion Certificate”), or print your own certificates from a computer (if available) with student names using the certificate provided in this course as an outline/example.

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### Quick Class Checklist

Prepare – materials, forms, everything ready.

Begin class:

- Each student signs in on Sign In Sheet
- Have each student sign the **Collector Student Information Sheet and Acknowledgement** and (optional) verify or collect a copy of each student(s) proof of completion of training.
- Demonstrate an example mock collection for student(s).
- Provide instructions for students to complete each mock collection one at a time.
- Proceed with the mock collections using the instructions provided in this document.
- After all mock collections are completed; ensure you have signed off on each one for each student on the **Mock Collections Documentation Form**.
- Distribute completed Certificates for Proficiency Demonstration to each student.