

Referring Officer Process

As Referring Officer, it is important that you have read and understood the With Cause Drug and Alcohol Testing Process within the [Workplace Drug and Alcohol Support Guidance](#).

Arranging a With Cause Drug and Alcohol Test:

To initiate the With-Cause Testing process the Referring Officer will need to telephone the PAM 24-hour call centre to request the attendance of a Test Collector to undertake testing.

PAM's dedicated number: **0845 643 6446**

The call handler will request the client's name and pin code:

Client Name: **The Highland Council**

Pin Code: **79154**

On receipt of valid client pin code, the call handler will advise the Referring Officer that the employee to be tested must be on the OHIO System within 24 hours of the callout (if not already on).

If the employee is **not** on OHIO, the Referring Officer should request the employee is added by contacting healthsafety.andwellbeing@highland.gov.uk

The call handler will request the following information to process the callout request, please have this ready prior to the call:

- Referring Officer's name and job title
- Referring Officer's contact telephone number
- Reason for call: *'With Cause test' to attend within 2 hours*
- Full location address of where the test should be undertaken (including post code)
- Name and Job Title of the employee to be tested
- Name of contact at location (Safeguarding Officer)
- Contact telephone number for Safeguarding Officer

Following testing:

Once testing is complete, the result will be uploaded to OHIO and the Referring Officer will receive an email notification. The Referring Officer is responsible for informing the Safeguarding Officer of the result.