



INTOXICATING SUBSTANCE POLICY

Policy Summary	This policy is developed to ensure client safety during transport.
Policy	Impaq Transportation and Community Services has zero-tolerance for the use of alcohol or drugs prior to or during the transport of clients. All staff, drivers and contractors are required to complete a drug screening prior to employment and are subject to periodic drug screens at the company's discretion. This policy will be posted on the company's website.
Procedure	<ol style="list-style-type: none"> 1. Clients are directed to contact the administrator/Critical Response Team via telephone or email immediately if they suspect a driver is under the influence of alcohol/drugs. Clients are also encouraged to contact the Transportation Network Companies complaint hotline at https://www.tdlr.texas.gov/complaints 2. The critical response team will initiate an investigation immediately following the receipt of a complaint to ensure the safety of our clients. 3. Staff will be escorted to a contract facility for an immediate alcohol/drug screening. 4. Staff are placed on none client contact until the investigation has concluded. 5. This offense is subject to immediate termination if alcohol/drug screen confirms consumption at any level.
Implementation Date	07-20-2020