

# inside scoop

a supplement to the castle branch news, published monthly

ATTENTION HR MANAGER

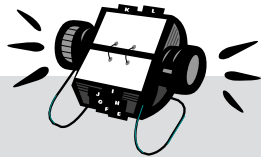
EMPLOYMENT SCREENING

July 2009



## HOLIDAY SCHEDULE

SATURDAY, JULY 4TH  
**INDEPENDENCE DAY**  
CASTLE BRANCH WILL BE CLOSED  
FRIDAY, JULY 3RD.



FOR FURTHER  
INFORMATION,  
CALL 888 - 723 - 4263

### Customer Service

Select **OPTION 1** for general questions regarding results, turnaround times, and requests. Customer Service can also direct you to the appropriate individual or department for any additional employment screening needs.

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## CASTLE BRANCH HAS MOVED!

On April 24th, Castle Branch moved to our new, expanded headquarters at 1845 Sir Tyler Drive Wilmington, NC 28405. Please remember to update your records with our new address.

## CASTLE BRANCH'S NEW & IMPROVED ONLINE ORDERING

On June 6, 2009, Castle Branch launched its new online ordering system. Improvements have been made to better streamline the process – increasing clarity and decreasing data entry time. You can review these changes by viewing an online tutorial. Simply go to [www.castlebranch.com](http://www.castlebranch.com) and upon log in, visit the client resources section. There you will find “New – Castle Branch Online Improvements Demo.”

### MAIN FEATURES OF THE NEW ORDERING SYSTEM:

- **Improved Transitions**  
Navigate easily from page to page. View your order's progress and easily return to an earlier page to review or make edits.
- **Fewer Screens**  
Condensed field requirements and pre-populated data make for easier and faster order completion.
- **New Menu Options**  
Clearer menu options allow you easy access to the resources you need.

### SPECIFIC ITEMS TO NOTE:

- **Central Log-In Location**  
All functions, such as placing an order and viewing results, now take place after you log into one central portal
- **Order Package and Additional Searches Together**  
The ability to order both a package and specific additional searches greatly streamlines and shortens the entire order process
- **Ability to add Maiden/Alias Names at the Beginning of the Order Process**

## Billing

Select **OPTION 3** for any questions concerning your invoice.

## Drug Testing

Select **OPTION 1** for all questions concerning drug testing, alcohol and drug background checks, and substance abuse policies.

## Keep in Touch

Has your email, mailing address or other contact information changed since you signed on with Castle Branch? Please be sure to let us know!

Contact Customer Service with the new information at your earliest convenience.



## DRUG USE DOES HAVE AN IMPACT ON YOUR BUSINESS

Many companies that do not conduct drug testing believe that drug use is either not an issue, or does not impact their business.

*However, consider this:*

- Seven of 10 people who use drugs are employed.
- Small business is the largest employer of substance abusers, a direct result of the fact that most large companies have anti-drug programs in place.
- Most substance abusers in the workplace are “regular” users.
- Drug users have twice the absentee rate.
- Drug users have three times as many accidents involving injuries, fatalities and property damage.
- Drug users’ health care costs are higher.
- Productivity is reduced by 33 percent among drug users.
- Theft and embezzlement are issues, as well as inferior work and customer service.

*What can an employer do to combat drug use in the workplace and its consequences?*

- Adopt a drug-free workplace policy.
- Communicate those policies to employees and applicants, then enforce them.
- Implement a drug testing program.
- Set up drug education and awareness programs, including the signs and dangers of drug use.
- Offer assistance, counseling and a second chance to an employee who is willing to change behavior.

## Castle Branch FREE Webinars:

### *What is a webinar?*

A webinar is a live presentation transmitted over the Internet. Simply log on to the web and dial a toll free number for the audio portion.

*Castle Branch Inc is pleased to offer the following free webinars:*

- **Castle Branch, Inc: The Employment Screening Solution** – Discusses Castle Branch services and can assist you in establishing a thorough employment screening and drug testing program
- **Castle Branch Skills Testing** – Using Internet-based skills testing to maximize your hiring potential

- **Drug Testing Your Employees** – How to implement an effective drug testing program
- **Castle Branch Online Services** – Why ordering online increases security and accuracy
- **Oral Fluids Drug Testing** – An alternative to urinalysis
- **The Complete Criminal Background Solution** – How to ensure you are ordering a complete and thorough background check

To find out upcoming live dates or to view a recorded version of a webinar, visit [http://www.castlebranch.com/content/services/06\\_news\\_and\\_tutorials](http://www.castlebranch.com/content/services/06_news_and_tutorials)