



# Employee Care & Resilience Guide

If a traumatic event occurs, the following areas may need to be notified so they can work through immediate needs: Worker's Compensation, Employee Relations (Approve Critical Incidents), Benefits (SupportLinc EAP Resources, Time Off and Benefits Payments if on Worker's Compensation), Absence Management, Chaplain (if applicable)

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## Worker's Compensation Process

### Penn State Health - Workers' Compensation Plan for Employees Involved in a Workplace Violence or Traumatic Incident

**Introduction:** Workplace violence is a serious concern that can affect the health, safety, and well-being of employees. In the event that an employee is involved in a workplace violence situation, Penn State Health is committed to providing support, care, and appropriately deemed compensation where applicable. This plan outlines the benefits and timeline for employees who experience or witness workplace violence and the steps taken to address their physical and emotional needs.

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#### 1. Immediate Response:

- **Emergency Care and Medical Attention:**
    - **Action:** If an employee is physically injured during a workplace violence incident, they should immediately seek medical attention at the closest medical facility. Panel provider not required for workplace violence emergency care. The employer will provide assistance for transportation to medical facilities if necessary.
    - **Timeframe:** As soon as possible after the incident.
    - **Benefit:** All medical costs related to the injury will be covered if deemed compensable under workers' compensation regulation, including hospital visits, treatments, medications, and follow-up appointments. If the employee cannot immediately access a healthcare provider, emergency medical personnel will be called to the scene.
  - **Emotional Support: (Defer to EAP)**
    - **Action:** Employees affected by the incident will have access to immediate emotional support, including counseling services or crisis intervention.
    - **Timeframe:** Within the first 24-48 hours following the incident.
    - **Benefit:** Confidential access to mental health professionals for emotional support, including therapy or trauma counseling. This may include both one-time counseling or ongoing sessions as needed.
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#### 2. Reporting and Documentation:

- **Reporting the Incident:**
  - **Action:** The employee should report the incident to their direct manager or supervisor within 24 hours and complete the online incident Safety Observation report in GHR. The report should include a detailed description of the event, parties involved, and any injuries sustained. In the event of a traumatic or mass

casualty incident, HR Absence Management will deploy Specialists on scene to gather employees impacted and assist with intake reporting actions to file appropriate claims. (Feel it vital to have HR presence to obtain what is needed and possibly meet with employees to aid in the claim filing process rather than issue blanket emails. Providing that personalized customer service experience to ease in the traumatic event and provide guidance and expectations. Depending on amount of employees impacted would most likely be the Lead Specialist accompanied by another Specialist)

- **If incapacitated (mental & physical)– The incident report gets filed to submit the claim for workers' compensation benefit consideration.**
  - **Timeframe:** Within 24 hours of the incident.
  - **Benefit:** The company will maintain a confidential record of the incident for workers' compensation claims and future reference.
  - **Incident Investigation:**
    - **Action:** HR Absence Management Manager and Lead Specialist will conduct an internal investigation into the incident to supply Safety with all necessary information for OSHA filings and prevention.
    - **Timeframe:** Investigation initiated within 48 hours of the incident.
    - **Benefit:** Employees involved will receive updates on the progress of the investigation, including all claim information for benefit determination.
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### 3. Workers' Compensation Claims Process:

- **Filing for Workers' Compensation:**
    - **Action:** If the employee sustains injuries or emotional trauma due to workplace violence, they are entitled to file a workers' compensation claim. If deemed compensable by the Third Party Administrator, benefits will cover medical expenses, lost wages, and rehabilitation.
    - **Timeframe:** Within 7-14 days of the incident but no later than 21 calendar days.
    - **Benefit:** Coverage will include all relevant medical expenses (physical or emotional), including physical therapy, psychiatric care, medications, and other treatment required for recovery. If an employee is unable to work, lost wages will be compensated according to the terms of the Pennsylvania Workers' Compensation Act.
  - **Follow-Up Medical Care:**
    - **Action:** The company will facilitate follow-up care with medical professionals and assist in any rehabilitation or recovery process, including any necessary treatment for both physical injuries and emotional trauma.
    - **Timeframe:** Ongoing as needed until full recovery or treatment goals are met.
    - **Benefit:** Continued workers' compensation benefits for ongoing treatment and rehabilitation.
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## 4. Return to Work:

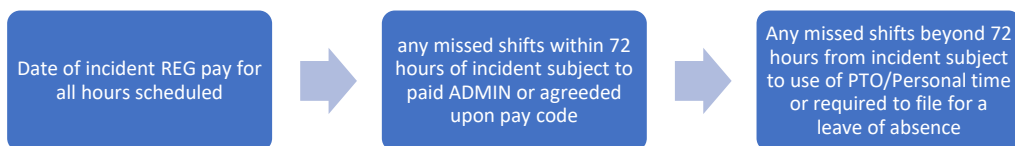
- **Modified Work Duty:**
    - **Action:** If the employee is physically or emotionally unable to return to full-duty work, the employer will provide accommodations such as light-duty or modified tasks to facilitate a safe return. Absence Management team will work closely with employee's manager to ensure appropriate and safe time to work.
    - **Timeframe:** As soon as the employee is able to return to the workplace, but only to the extent that their physical or mental condition allows.
    - **Benefit:** Protection against retaliation and full support for a safe and gradual return to work. The employee will not be expected to perform tasks that would exacerbate their injuries or trauma.
  - **Gradual Return to Full Duty:**
    - **Action:** Employees returning from leave due to workplace violence injuries may be provided with a gradual return-to-work plan based on their recovery progress and medical recommendations. Absence Management team will work closely with employee's manager to ensure appropriate and safe time to work.
    - **Timeframe:** The timeline for a full return to work will depend on the employee's recovery, but the plan should begin within 4-6 weeks following the incident.
    - **Benefit:** Employees will not be required to resume regular work duties until they are medically cleared to do so. Regular check-ins with HR will be conducted to monitor the employee's return-to-work progress.
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## 5. Indirectly Impacted Employees:

For example, coworkers on the same floor or close to incident without direct involvement, or a manager who may have to address employee incident and support team, again not directly part of the incident or recipient of the violent act leading to the physical or mental trauma.

- **Compensation:**
  - **Action:** If the employee is indirectly impacted by the event, the employer can offer a grief period of ADMIN compensation not to exceed 3 consecutive days off paid. The employee also has the right to file for workers' compensation benefits and is subject to the same conditions as those directly affected for proof of loss for benefit consideration.
  - **Timeframe:** Missed shifts immediately following the incident or event or within 24 hours.
  - **Benefit:** Protection against retaliation and full support for those not sustaining any injury or immediate emotional trauma. The employee will be given a grief period to allow for a successful return to work under safe working conditions.

## 6. Payment:



- **WC benefits payment information:** Only applicable if the employee files a claim for workers' compensation benefits and is awarded. Historically, indirectly involved employees are denied workers' compensation benefits therefore other forms of internal compensation would be determined if applicable.

Subject to the date of injury and gross wages of the employee going back one year to get an average of the 3 highest grossing 13-week periods to determine an Average Weekly Wage. Compensation benefits are then determined based on the Rate Schedule set by the Pennsylvania Department of Labor & Industry. Depending on where the AWW (Average Weekly Wage) falls on the rate schedule, which changes every year, is how a compensation rate is determined and will vary employee to employee.

Example for 2023 – 2024 – 2025

### Commonwealth of PA – Statewide Average Weekly Wage

January 1, 2023 Maximum: \$1,273.00	January 1, 2024 Maximum: \$1,325.00	January 1, 2025 Maximum: \$1,347.00
\$1,909.50  \$954.76	\$1,987.50  \$993.76	\$2,020.50  \$1,010.26
\$954.75  \$707.22	\$993.75  \$736.11	\$1,010.25  \$748.33
\$707.21  or Less	\$736.10  or Less	\$748.32  or Less
5.7%	4.0%	1.7%

## 7. Ongoing Support:

- **Employee Assistance Program (EAP):**
    - **Action:** In addition to immediate crisis intervention, employees involved in workplace violence situations will have access to an EAP, which offers long-term counseling, support groups, and other resources.
    - **Timeframe:** Ongoing, available as needed.
    - **Benefit:** Free and confidential access to support services, including legal, emotional, and financial counseling, for up to one year following the incident.
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## 8. Final Evaluation and Conclusion:

- **Review of Incident and Compensation:**
    - **Action:** HR will conduct a final review with the Worker's Compensation carrier of the affected employee(s) claim to ensure that all workers' compensation benefits have been fully provided and that the employee's needs have been met.
    - **Timeframe:** 4 months after the incident, or sooner if the employee reaches a point of full recovery.
    - **Benefit:** Confirmation of appropriate closure and compensation, ensuring no ongoing unmet needs.
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**Conclusion:** This workers' compensation plan provides a structured approach to ensure employees who experience workplace violence or traumatic incidents receive the appropriate medical, emotional, and financial support during their recovery. Penn State Health is committed to supporting employees throughout this process and ensuring a safe and respectful work environment for all.

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**Note:** This plan should be reviewed periodically and updated as necessary to reflect any changes in workers' compensation laws or internal company policies.

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## Emotional Support

Whether you or someone you know has been affected by this devastating, traumatic event, the aftermath is never easy. Collective trauma is a shared emotional reaction to an event with difficult circumstances and devastating outcomes. People often feel powerless when traumatic events occur. You may be experiencing a wide range of emotions, including anger, despair, grief and. We want you to know you are not alone in navigating these challenging circumstances. Your SupportLinc Employee Assistance Program (EAP) is here to offer care, help build coping skills and support you during this tragic time. The EAP is available to you and anyone who lives in your home. The SupportLinc EAP provides no cost and confidential resources that you can immediately access for assistance:

### 1. Immediate Response: SupportLinc EAP

- **In-the-moment support** from a licensed clinician at **888-881-5462**. Our Care Advocates are available by phone 24/7/365.
- **[Deploying the Critical Incident Process](#)**  
SupportLinc is available to provide immediate support, guidance, and consultation. A traumatic event, also referred to as a critical incident (CI), may include any of the following types of events: Unexpected Employee Death, Workplace Accident, Workplace Violence, National Disaster, Robbery, etc.

#### How to Request Critical Incident Services:

All requests for Critical Incident Services should be sent to the Director of Employee & Labor Relations and/or Manager of Employee Relations at the contact information below and mark urgent:

Director of Employee & Labor Relations

Phone- 717-531-4737

Email- [tcase@pennstatehealth.psu.edu](mailto:tcase@pennstatehealth.psu.edu)

Supervisor of Employee Relations

Phone- 717-500-1462

Email- [kgaumer1@pennstatehealth.psu.edu](mailto:kgaumer1@pennstatehealth.psu.edu)

Employee Relations will initiate and assist in coordinating Critical Incident Services by contacting our EAP Provider (SupportLinc).

SupportLinc will assess the information provided and determine the appropriate course of action (distribute communication, conduct outreach calls, develop a plan for onsite services, etc.) and respond back to Employee & Labor Relations with the plan of action. Upon determination, Employee & Labor Relations will notify the Human Resources Operations leader of the support area and the Director of Benefits & Absence Management with the course of action as well as timeline for implementation.

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- **Chaplain Support** – Phone and text support available – TigerConnect “PSH Staff Support Hotline”
  - **National Mental Health Crisis Line:** 988
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## 2. Ongoing Support: SupportLinc EAP

- **Access the Critical Incidents toolkit:** <https://www.criticalincidents.tools/> Find tip sheets, videos, flash courses and more. Specific information on coping with a traumatic event; coping with the aftermath of a shooting; common reactions to crisis, workplace violence; how to help defuse potentially violent situations; understanding anxiety; understand depression; and so much more.
- Program offers **short-term counseling services** with up to 10-sessions per concern at no cost should you feel you or your loved ones need to discuss these recent events with a licensed professional counselor. If you feel you could benefit from this, please call **SupportLinc** directly and consult with one of our care advocates to get started.
- Also resources including **Mindstream™** (A fitness studio for your mind with live and on-demand sessions to help you strengthen your emotional health); **Text Therapy**; **Digital Group Support**; **Mental Health Navigator**

**1-888-881-5462 | supportlinc.com group code:psh**



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## Time Off

Employees cannot receive STD benefits if receiving workers' compensation lost wage benefits under a compensable claim. They are entitled to LTD benefits once they have exhausted the 6-month waiting period.

Employees may file for FMLA by reaching out directly to AbsenceOne at 866-296-7860. If an employee does not qualify for FMLA, PSH offers additional leave programs through HR19 – Personal leave of absence. For a personal medical leave, employees should request this leave from AbsenceOne, as well as their manager. A personal leave – other is available for leave options outside of medical reason. Employees are encouraged to speak with their manager directly regarding their leave of absence options.

Benefits will continue while an employee is on a leave of absence. \*Please reference attached resource, “Benefit during Leave of Absence” for benefit billing process.



Penn State Health offers time off plans for employees to assist with their work life balance.

- Paid Time Off, HR13
  - Extended Illness Bank, HR98
  - Personal Time, HR80
  - Holidays, HR24
  - Bereavement, HR17
  - PTO Donations, HR14
    - Eligible employees may donate a portion of their primary paid time off (PTO) to another employee who is suffering a personal or family emergency medical situation that results in the depletion of the employee's time off balances thereby creating a financial hardship for the employee
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## Additional Resources

### May Apply – Depending on Specific Circumstance:

- **Employee Special Assistance Fund (ESAF), HR84** – If behind on bills
- **PTO Donations, HR14** – If off on leave and out of paid time
- **BeWell Employee Well-being Resources:** Penn State Health's mission is to continually improve the health and well-being of the people of Pennsylvania, and beyond. To achieve this mission, we must support and empower our employees to be well by offering inclusive and engaging benefits. The Penn State Health BeWell program aims to foster a culture of well-being across the health system that supports and empowers employees, in all dimensions, to improve their quality of life. You will find more information on Penn State Health's well-being resources at <https://bewell.pennstatehealth.org>.
- **PA 211** Residents of Pennsylvania have access to free and confidential crisis and emergency counseling, disaster assistance, food, health care and insurance assistance, stable housing and utilities payment assistance, employment services, veteran services and childcare and family services through PA 211 - <https://www.pa211.org>. Text 898-211 for support.
- **Community Support Program:** Highmark has a website that provides community resources. Please visit [highmark.findhelp.com](http://highmark.findhelp.com) and enter your zip code and find free or reduced-cost services in your community. For example, in the Hershey area, there are over 2,000 community resources available such as food, housing, transportation, baby supplies, and so much more.