

 <p>pennsylvania DEPARTMENT OF PUBLIC WELFARE</p>	<p>Department of Public Welfare Accident and Illness Prevention Program (AIPP) Manual</p>
<p>G. Occupational Health Services</p>	
<p>By Direction of:</p> <p style="text-align: center;">Jay Bausch, Director  Bureau of Human Resources</p>	
<p>Issue Date: August 23, 2012</p>	<p>Effective Date: <i>Immediately</i></p>

Implementing Instructions:

This updated version of DPW Manual Section G. Occupational Health Services, replaces the previous version, issued August 2, 2011, in its entirety. Please share this information with your local Safety Manager/Coordinator, Infection Control Manager, and other local supervisors, managers, and employees as appropriate.

Comments and Questions Regarding This Manual Section Should Be Directed To:

The Bureau of Human Resources, Division of Employee Relations and Workplace Support, Workplace Support Section, Employee Safety Coordinator at (717) 783-9916.

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A. Policy

The Pennsylvania Department of Public Welfare (DPW) is dedicated to keeping the safety, health, and well-being of its employees a top priority. The DPW provides constant communications and various health services to all employees. The purpose of this policy is to emphasize the importance of Occupational Health Services as a means of addressing the behavioral health of employees in relation to the job and work environment. These services are offered depending on the service needed and/or the time the service is offered. The breakdown for each service is available in Section E of this policy, Occupational Health Service Programs.

B. Scope

The Safety Coordinator has access to all necessary information and records to ensure that Element G. Occupational Health Services programs are being communicated and maintained. Contact the DPW Safety Coordinator for information regarding the availability of these services.

C. Recognition Methods

DPW uses the following methods in determining the need for and types of agency-provided industrial health services:

- State and Federal Regulations
- Industrial Health Services
- Recommendations by Safety Professionals
- Safety Committee Recommendations
- Employee Suggestion
- External and Internal Program Assessments
- Hazard Identification through Inspections

D. Communication

DPW follows regular distribution methods to communicate the types, times, and locations of all programs available. These reminders are sent out via email and are regularly posted on bulletin boards or information centers in each office and facility. Although not exhaustive, below are examples of DPW's communication practices:

- Distribution of Available Brochures and/or Pamphlets
- Periodic/Annual Agency-wide Memos or Emails
- Periodic/Annual Newsletters
- Monthly Safety Tips Emails
- New Employee Orientations
- Discussions at Staff Meetings
- Instructor-led and Electronic Learning Management System (E-LMS) Trainings

Please refer to Attachment 1, Process/Protocol: IAQ Environmental Concerns Appendix for more on the communication of information between divisions/sections within DPW.

E. Occupational Health Service Programs

Preventative Services:

Preventative services address the physical, emotional, and mental well-being of agency employees. Most of the services listed are available annually and are completely voluntary.

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- State Employee Assistance Program (SEAP) – Available Anytime.
- Flu Vaccinations – Annually for 24-Hour Facilities
- Hepatitis B Vaccinations – Post Incident Exposure at All Facilities and Offices, Upon Hire at 24-hour Facilities
- Substance Abuse Awareness and Prevention Training – Offered Annually
- First Aid/CPR/AED Services – Annual Certification at 24-hour Facilities

Individual facilities and/or offices may offer but are not required to offer additional services, such as:

- Ergonomic Evaluations
- Industrial Hygiene Evaluations
- Safety Consultant/Contractor Services
- Health and Wellness Fairs and Workshops
- Smoking Cessation Classes
- Weight Loss Classes

For more information on any of the above topics, employees should contact their supervisors, local safety coordinators or managers, local SEAP coordinators, or human resource officers.

Medical Management Services: The medical management services are designed to inform agency employees of services available to treat conditions in relation to their physical, emotional, and mental health.

State Employee Assistance Program (SEAP): SEAP is designed to provide a variety of services to employees with workplace or personal issues. Following are examples of issues for which SEAP is available:

- Physical Abuse
- Gambling Problems
- Alcohol or Drug Problems
- Parenting and Family Concerns
- Marital or Relationship Problems
- Managing Stress
- Anxiety Issues
- Debt Problems
- Depression
- Eating Disorders
- Aging Parents

- SEAP offers employees and their families free confidential assessment and referral services for behavioral and/or substance abuse problem.

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SEAP also offers: Referrals for behavioral health and substance abuse treatment

- Legal assistance, including free phone consultations and referrals for discounted legal services
- Financial counseling for debt management and budget planning
- www.liveandworkwell.com, an on-line resource tool

SEAP services can be accessed 24 hours a day, seven days a week by calling the toll-free number 1-800-692-7459 or 1-800-824-4306 (TT). SEAP also offers performance-based intervention tools:

- Employer-based Referrals (EBRs) to SEAP
- Critical Incident Stress Debriefings (CISDs)
- Management/Union Consultation Line – 1-800-662-9206

Questions regarding SEAP should be directed to the DPW SEAP Coordinator and/or backup SEAP Coordinators. **Attachment 2** shows the complete listing of SEAP Coordinators and their contact information.

Post Accident & Illness Services: Offered to assist an employee and their families after a work-related injury occurs. The intent is to get the injured employee back to work as healthy before the injury. DPW has contracts with many expert medical providers all over the state of Pennsylvania, to assist all employees with the diagnosis, treatment, and rehabilitation of workplace injuries or illnesses.

Each DPW location should have a Panel of Physicians posted within their facility. The Panel of Physicians must have a complete list of local treatment options for all types of injuries and illnesses. The panel is also available online where it organizes the physicians by county. The website can be found at www.homsinc.net/fsodata.aspx.

Modified Work Duty Program: This program provides modified work to accompany the capabilities of the injured employee. The Modified Duties can be a permanent position but they are mostly designed for the short term until the employee can return to their original job without limitations.

Medical Surveillance Programs: This program evaluates and monitors the health of employees required to work in areas that may result in hazardous exposures. Medical Surveillance programs include, but are not limited to the following:

- Respirator Fit Testing (AIPP policy P.12.k)
- Medical Questionnaires
- Baseline and Annual Audiometric Testing (AIPP policy P.3)
- Blood and TB Testing (AIPP policy P.10)
- Asbestos and Lead Testing (AIPP policy P.12.f & P.12.g)

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F. Program Review

The Safety Coordinator is responsible for annually reviewing this element and each of the associated health service programs to determine effectiveness. Any additions, deletions, and/or modifications must be reviewed with management and/or unions prior to application. The following methods are used to assist in the determination of appropriateness and effectiveness of the available industrial health related service.

- Loss Data and Trend Analysis
- Independent Program Assessments
- Program Participation and Attendance
- Employee Suggestions and Surveys

G. Recordkeeping

Records pertaining to services provided under this policy are kept by the local facility's safety coordinator/manager. They are also sent to the DPW Safety Coordinator and/or BHR. Records that are maintained include the following:

- Training and Attendance Records
- Copies of Communications Including Memos, Emails, and Newsletters
- Copies of Release and/or Declination Forms
- Inspections and/or Assessment Reports Used to Evaluate the Program and Program Needs
- List of Recommendations Offered by Employees Regarding the Program

H. References

1. Management Directive M505.3, SEAP Supervisors Guide
2. Management Directive M505.22, State Employees Assistance Program
3. DPW HR Bulletin 05-03, Confidentiality and SEAP-Related Guidelines

I. Attachments

1. Process/Protocol: IAQ Environmental Concerns
2. Occupational Health Services Contact List

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ATTACHMENT 1

PROCESS/PROTOCOL: Indoor Air Quality (IAQ) Environmental Concerns
(3/2011)

Protocol within Bureau of Human Resources (BHR) - includes Workplace Support Services (WSS) and Labor Relations Section (LRS), if aware of IAQ issue will share with Bureau of Administrative Services (BAS) as indicated below:

- When WSS safety staff receives information on unresolved IAQ concerns, WSS safety staff will obtain more specific information on location, staff affected, main complaints/issues then provide that information to BAS, Division of Facilities and Property Management (DFPM) and Division of Emergency Planning & Safety Operations (DEPSO) of the IAQ environmental concern for appropriate actions and follow-up. (Note: WSS staff may receive information on IAQ concerns when unresolved at local work sites from a variety of ways, such as; calls from employees or managers from work sites on ongoing unresolved IAQ concerns, from Pennsylvania Social Services Union (PSSU) statewide health and safety meetings and/or agenda issues, from LRS with grievances or from employee benefits on work related injury (WRI) claims.)
- If Labor Relations Section (LRS) staff are made aware of IAQ issue through contact with union representatives, local managers or others, or upon receipt of a grievance, LRS staff notifies WSS (Employee Safety Coordinator). WSS will then collect basic information to facilitate process and consult with DFPM/DEPSO for handling and resolution for IAQ concerns.
- If Worker's Comp (WC)/Employee Benefits in BHR receive notice of WC claim for medical only no lost time, notify DFPM/DEPSO of air quality issue. If WC staff receives notice of WC claim that involves lost time – claim accepted by 3rd party administrator as indemnity claim, will notify DFPM/DEPSO and WSS of lost time illness due to IAQ issue.

Protocol within BAS, BAS, DFPM/DEPSO is made aware of IAQ concerns (includes Safety and Environmental Section, Leasing Section, and Engineering and Architecture Section).

(Note: DFPM may also become aware of IAQ issues through leasing and safety and environmental and may at times need to reverse notification to BHR as appropriate with HR related issues that may include LRS and WRI with injury/disability claims.) In general, DFPM/DEPSO would handle the technical and operational aspects of IAQ investigations. This would include conducting or coordinating testing, diagnostics, as well as design and implementation of corrective actions.

- Receive complaints/reports of problems from appropriate managers from facilities and offices including County Assistance Offices (CAOs).

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- Depending on circumstances, may conduct follow-up w/appropriate staff (managers, supervisors, tradespersons, or individual staff) regarding the nature of the problem, building conditions, equipment, symptoms/complaints in order to define problem.

- Assess the nature and scope of the problem and determine appropriate response action(s). Mobilize appropriate resources to conduct inspections, perform testing, conduct assessment, and provide consults; include:
 - DFPM contract HVAC/mechanical consultants (Bill Engle), Engineering, leasing
 - DEPSO technical staff (Safety, Environmental)
 - Governor's Office of Administration (GOA) IAQ/Certified Industrial Hygienist CIH consultant (ex. 1Source coordinated from GOA Safety Contracts)

- Review findings of above and determine the need for further testing.
- Implement and monitor corrective actions
 - In accordance to recommendations of above
 - Develop specs for project (In-house or bid – DPW owned only)
 - Clean-up
 - Bio-remediation
 - Coordinate w/ landlord

- Coordination of information w/ appropriate offices (directly or via referral of area manager)
 - Respective Program Offices
 - BHR
 - Employee Safety
 - Labor Relations
 - Benefits/Disability (WRI)
 - Legal Counsel (if needed)

IAQ Concerns Contact Number:

BAS, DFPM, (717) 787-4064
BAS, DEPSO (717) 772-2082

Attachment 2

Occupational Health Services Contact List

SEAP

Title	Name	Phone Number	Email Address
Coordinator	Debi Johnson	717-705-6076	dejohanson@pa.gov
Back-up Coordinator	Carrie Stoner	717-783-9916	cstoner@pa.gov
Back-up Coordinator	Carol Moyer	717-783-1878	caromoyer@pa.gov
Back-up Coordinator	Vivian Donlevy	717-787-8240	vdonlevy@pa.gov

Workplace Violence

Title	Name	Phone Number	Email Address
Coordinator	Carrie Stoner	717-783-9916	cstoner@pa.gov
Back-up Coordinator	Debi Johnson	717-705-6076	dejohanson@pa.gov
Back-up Coordinator	Vivian Donlevy	717-787-8240	vdonlevy@pa.gov

Safety

Title	Name	Phone Number	Email Address
Coordinator	Carrie Stoner	717-783-9916	cstoner@pa.gov
Back-up Coordinator	Vivian Donlevy	717-787-8240	vdonlevy@pa.gov

Worker's Compensation

Title	Name	Phone Number	Email Address
Coordinator	Roseann Fries	717-787-8827	rfries@pa.gov
Back-up Coordinator	Vivian Donlevy	717-787-8240	vdonlevy@pa.gov