

G. INDUSTRIAL HEALTH SERVICES

DGS takes the health and well-being of employees seriously and provides an array of health services in order to address various health needs.

These services address the physical, mental and social well-being of employees in relation to the job and working environment. They are available regardless of whether an accident or injury has occurred.

These services are administered by more than one individual or program area of the agency. For purposes of compliance, the Safety Coordinator is provided with or has access to the information and records needed to ensure the adequacy of the Industrial Health Services Program. All personal information is confidential and accessible only to those who need it to provide services requested by an employee.

Procedure

Methods of Recognition: The following methods are used to determine the need for agency-provided industrial health related services:

- Hazard identification and workplace inspections
- Industrial Hygiene Surveys
- Independent Program Assessments
- Safety Committee Recommendations
- Employee Suggestion Program
- State and Federal Regulations

Methods of Program Communication: The following methods are used to communicate information about industrial health services:

- New Employee Orientation Packet
- Periodic agency-wide emails
- Periodic newsletters or intranet postings
- Brochures
- Training programs or workshops
- Safety and health fair notifications

Methods of Evaluation: The Industrial Health Services Program is reviewed annually by the Safety Coordinator to determine effectiveness. Additions and modifications to the program will be approved by senior management before enactment.

The following methods are used to assist in the determination of appropriateness and effectiveness of the available industrial health related services:

- Loss and trend analysis
- Independent program assessments
- Program participation/attendance

- Employee surveys
- Employee suggestions
- Comparison to state and federal regulations

Recordkeeping:

Records pertaining to services provided under this policy are maintained by the Safety Coordinator. The records that are maintained may include the following:

- Training and attendance records
- Medical surveillance 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

Industrial Health Service Programs

The following list of services and programs are provided or made available to employees.

Medical Surveillance Programs: A medical surveillance program evaluates and monitors the health of employees required to work in areas that may result in hazardous exposures.

- Respirator Fit Testing
- Medical Questionnaires
- Pulmonary Function Tests
- Blood Testing
- Tuberculosis Testing

Preventive Services: Preventive services are offered in response to an identified need or benefit and can be occupation-specific. Preventive services address the physical, emotional and mental well-being of employees. The majority of the services listed are voluntary, but can be made mandatory if management deems them essential for duty.

The following list provides examples of preventive health related services:

- Hepatitis B Vaccinations
- Flu Vaccinations
- First Aid/CPR/AED Services
- Industrial Hygiene Investigations and Monitoring
- Ergonomic Evaluations
- Substance Abuse Awareness and Prevention Training
- State Employee Assistance Program
- Back Injury Prevention Program
- Workplace Violence Training
- Smoking Cessation Classes

- Health Screenings
- Health and Wellness Fairs and Workshops

Medical Management Services: These services are designed to inform agency employees of services available to treat conditions related to their physical, emotional, and mental health.

Work-related Accident and Illness Services: A work-related injury can cause concern for injured employees, their families and other employees. The Commonwealth's workers' compensation program includes medical providers who will diagnose and treat employees who have suffered work-related injuries or illnesses and guide them through the rehabilitation process. All work-related services are governed by Pennsylvania's Workers Compensation laws and judicial procedures.

Medical Provider Panels are posted in each work location and on the Internet. Employees suffering work-related injuries or illnesses must choose a Panel Provider for treatment, except in emergency situations.

Modified Duty Program: This program is designed to provide employment for injured employees. Its purpose is to keep injured employees engaged with the agency and returned to regular duty as soon as possible. This service may not be available to every employee and is dependent in some cases upon union agreements. DGS' Workers Compensation Coordinator will have the most current information about the any Modified Duty Program that might apply.

State Employee Assistance Program (SEAP): This program is designed to provide services that will be valuable for employees in a variety of situations. Among the services provided are counseling for issues arising from substance abuse, anxiety, gambling, stress, parenting, family relations, aging parents, financial or legal issues, work-related problems, eating disorders, depression, physical abuse, coping with grief and loss and marital or relationship problems.

For workplace accidents, events or illnesses that cause serious concern, SEAP offers critical incident stress debriefings. These services can be obtained by calling SEAP at 1-800-692-7459.

Contact Details: If you have questions or need help accessing any of the services described in this Element G, please contact the appropriate individual in these positions:

DGS' SEAP Coordinators

DGS' Workplace Violence Coordinator

DGS' Human Resources Training Officer

DGS' Workers Compensation Coordinator

DGS' Safety Coordinator: Tim Burke

DGS' SEAP Provider: OPTUM 1-800-692-7459