

# Not all victims of worksite trauma sustain physical injuries

**coventry**  
returning people  
to work, to play, to life

Coventry's Crisis Response Solution helps employers and payers support the victims and witnesses of traumatic workplace incidents

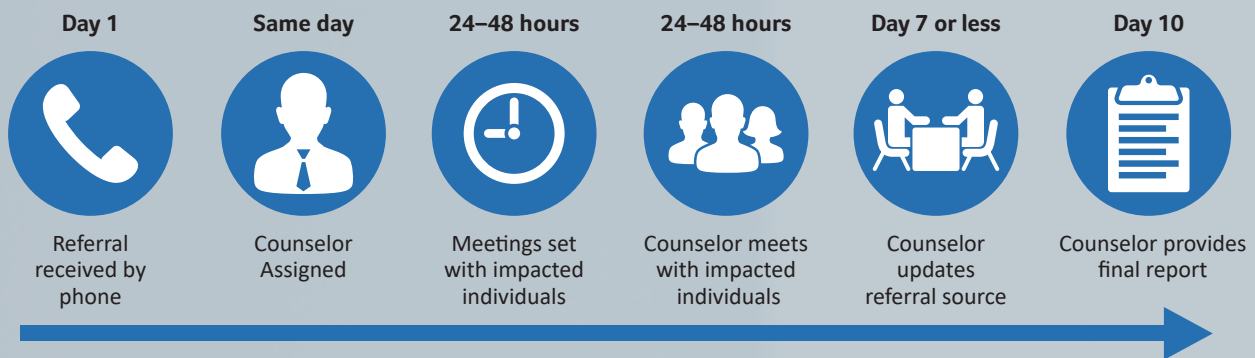
## Trust Coventry when you need us most

Thousands of workers experience violence in their workplaces. In fact, workplace violence is the second-leading cause of occupational injury each year.<sup>1</sup>

Coventry's Crisis Response Team, which includes both nurses and Masters-level counselors, provides "psychological first aid" to normalize the event and to identify individuals who may be at risk for psychological conditions. Counseling sessions usually take place face-to-face. When necessary, our counselors will coordinate referrals for appropriate services to prevent the development of more chronic conditions.

**Over 140**  
specially  
trained Crisis  
Counselors  
available  
nationwide

### Continuous communication with referral source throughout entire process



1. National Center for Victims of Crime (2013). 2013 NCVRW Crime Review. [www.victimsofcrime.org/docs/ncvrw2013/2013ncvrw\\_6\\_statisticaloverviews.pdf](http://www.victimsofcrime.org/docs/ncvrw2013/2013ncvrw_6_statisticaloverviews.pdf)

## Crisis Response in Action

The goal of crisis intervention is to mitigate the harmful effects of traumatic stress, provide support, and offer encouragement to accelerate recovery. Doing so is not only the right thing to do, but it can also prevent losses to productivity at both an individual and organizational level.

### 5,190 total occupational fatal injuries



U.S. Department of Labor, Bureau of Labor Statistics, Census of Fatal Occupational Injuries, December 19, 2017

# You don't have to be physically injured to suffer a mental blow

Addressing bystander trauma through crisis intervention can be good for workers and for the workplace. Nine in 10 people in the U.S. will be exposed to at least one traumatic event in their lifetimes.<sup>2</sup> For some, the events will carry lasting consequences.

Nearly two million American workers report having been victims of workplace violence each year.<sup>3</sup> Even that large number understates the problem because many cases go unreported. Research has identified factors that might increase the risk of violence for workers in some situations. These include:

The estimated lifetime prevalence of PTSD in the U.S. is 8.7%<sup>1</sup>



Working alone, in isolated areas, or in small groups



Working where alcohol is served



Working late at night



Working in areas with high crime rates



Exchanging money with the public

Workplace homicides increased by more than 80 cases to reach 500 in 2016<sup>4</sup>



1. Kessler, Chiu, Demler and Walters (2005). Bennett et al (2005)  
2. Ogle, Rubin, Bernsten, and Siegler (2013)  
3. OSHA, <https://www.osha.gov/SLTC/workplaceviolence>, 2011  
4. <https://www.bls.gov/opub/ted/2018/there-were-500-workplace-homicides-in-the-united-states-in-2016.htm>



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Download our Crisis Response  
whitepaper at [www.coventrywcs.com](http://www.coventrywcs.com).

For more information on our Crisis Response Solution  
or to submit a referral contact us at 888.552.5378