

Burn-Injured Firefighter Family Reference Information



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This program provided by:

Firefighters Burn Institute | 3101 Stockton Blvd
Sacramento, CA 95820

(916) 739-8525 | www.ffburn.org



FIREFIGHTERS BURN INSTITUTE

This guidebook was created by Libby Feyh, wife of Sacramento Firefighter Mike Feyh. Mike was seriously injured in a house explosion in Oak Park in July 2010.

Libby realized that a lot of information that she needed during their ordeal was not readily available and she knew that compiling this information could help other spouses and family members in the future when their loved one is injured.

Libby, and others like her, is what the Firefighters Burn Institute is all about. We could not be the organization we are without people like Libby Feyh

Thank you!

Jim Doucette
Retired Captain, Sacramento Fire Department
Executive Director, Firefighters Burn Institute

**Contacts &
Phone Info**

**Family
Resources**

**Care & Support
Information**

**Medical
Documents**

**Workers Comp
Information**

**Duty Status
Information**

**Receipts &
Expenses**

Miscellaneous

1st Tab

Title: CONTACTS & PHONE INFO

- Contact Information
- Business card binder page *(insert here)*

2nd Tab

Title: FAMILY RESOURCES

- Family Concerns
- U.S. Department of Labor Fact Sheet
- California Family Rights Act
- E.D.D. Paid Family Leave

3rd Tab

Title: CARE & SUPPORT INFORMATION

- S.O.A.R. – Survivors Offering Assistance in Recovery
- Post-Traumatic Stress Symptoms
- Compassion Fatigue
- Developing A Support Network

4th Tab

Title: MEDICAL DOCUMENTS

5th Tab

Title: WORKERS COMP INFORMATION

6th Tab

**Title: RETURN TO WORK/DUTY
STATUS DOCUMENTS**

7th Tab

Title: RECEIPTS & EXPENSES

(Insert an envelope here)

8th Tab

Title: ALL OTHER DOCUMENTS / PAPERS

CONTACT INFORMATION

Firefighters Burn Institute

3101 Stockton Blvd., Sacramento, CA 95820

Office: (916) 739-8525 | Fax: (916) 455-4376

FFBI LIAISON(S):

Name: _____

Contact Information: _____

Name: _____

Contact Information: _____

Notes: _____

UC Davis | FFBI Regional Burn Center

2315 Stockton Blvd., Sacramento, CA 95817

Wound Care Clinic: (916) 734-7010

Burn Unit: (916) 734-3636

ATTENDING PHYSICIAN: (CIRCLE ONE)

Dr. David Greenhalgh | Dr. Tina Palmieri | Dr. Soman Sen | Dr. Pirko Maguina

DOCTOR (S):

Name: _____

Contact Information: _____

Name: _____

Contact Information: _____

Name: _____

Contact Information: _____

Notes: _____

UC Davis | FFBI Regional Burn Center

2315 Stockton Blvd., Sacramento, CA 95817

Debra Jones, SOAR Contact: (916) 734-5596

S.O.A.R. CONTACT:

Name: _____

Contact Information: _____

***FAMILY CONCERNS**

Firefighter families have concerns beyond the burn-injured firefighter. There is an impact to the whole family structure and routines. It may seem that life needs to be put on hold for a while. Listed here are some resources that can help.

Fire Department / Family Liaison(s):

Name: _____

Contact Information: _____

Name: _____

Contact Information: _____

Name: _____

Contact Information: _____

Notes: _____

LAWS REGARDING TIME OFF FROM WORK FOR FAMILY MEMBERS

All States:

- FMLA [Family Medical Leave Act]: Check with your employer to find out if you qualify for job-protected time off to care for your injured firefighter.
www.dol.gov/whd/fmla

California:

- CFRA [California Family Rights Act]: Check with your employer to find out if you qualify for job-protected time off to care for your injured firefighter.
www.dfeh.ca.gov

(Continued on next page)

- CA/PFL [California Paid Family Leave]: This is a component of California State Disability Insurance. It may provide disability insurance payments while caring for ill parent, child, spouse or domestic partner. Applications must be filed directly with CA/EDD [California Employment Development Department].
www.edd.ca.gov/disability
- CA/PSL [California Paid Sick Leave]: All CA employees are entitled to paid sick leave after they have been employed 90 days, and up to ½ of the accrued/available sick time (integrated with Kin Care Leave) may be used to care for a parent, child, spouse, registered domestic partner, grandparent, grandchild, or sibling. Check with your employer for the details of your Paid Sick Leave eligibility.
www.dir.ca.gov/dlse/Paid_Sick_Leave.htm

Employer support and responsibilities vary depending on size of the employer, your tenure and hours worked, and other factors. Check with your employer for the details of all support available to you as you take the time you need to care for your injured firefighter.

Fact Sheet #28: The Family and Medical Leave Act of 1993



Notice: On October 28, 2009, the President signed the National Defense Authorization Act for Fiscal Year 2010 (2010 NDAA), Public Law 111-84. Section 565 of the 2010 NDAA amends the military family leave entitlements of the Family and Medical Leave Act (FMLA). These amendments expand coverage for “qualifying exigency” leave to eligible employees with covered family members in the Regular Armed Forces and coverage for “military caregiver leave” to eligible employees who are the spouse, son, daughter, parent, or next of kin of certain veterans with a “serious injury or illness”. On December 21, 2009, the President signed the Airline Flight Crew Technical Corrections Act, Public Law 111-119, which modifies the FMLA eligibility requirements for flight crew members. This Fact Sheet does not incorporate these amendments to the FMLA.

The U.S. Department of Labor's Employment Standards Administration, Wage and Hour Division, administers and enforces the Family and Medical Leave Act (FMLA) for all private, state and local government employees, and some federal employees. Most federal and certain congressional employees are also covered by the law and are subject to the jurisdiction of the U.S. Office of Personnel Management or the Congress.

The FMLA entitles eligible employees to take up to 12 workweeks of unpaid, job-protected leave in a 12-month period for specified family and medical reasons, or for any “qualifying exigency” arising out of the fact that a covered military member is on active duty, or has been notified of an impending call or order to active duty, in support of a contingency operation. The FMLA also allows eligible employees to take up to 26 workweeks of job-protected leave in a “single 12-month period” to care for a covered servicemember with a serious injury or illness. *See Fact Sheet #28A: The Family and Medical Leave Act Military Family Leave Entitlements.*

EMPLOYER COVERAGE

The FMLA applies to all public agencies, including state, local and federal employers, local education agencies (schools), and private-sector employers who employed 50 or more employees in 20 or more workweeks in the current or preceding calendar year, including joint employers and successors of covered employers.

EMPLOYEE ELIGIBILITY

To be eligible for FMLA benefits, an employee **must**:

- work for a covered employer;
- have worked for the employer for a total of 12 months;
- have worked at least 1,250 hours over the previous 12 months; and
- work at a location in the United States or in any territory or possession of the United States where at least 50 employees are employed by the employer within 75 miles.

While the 12 months of employment need not be consecutive, employment periods prior to a break in service of **seven** years or more need not be counted unless the break is occasioned by the employee's fulfillment of his or her National Guard or Reserve military obligation (as protected under the Uniformed Services Employment and Reemployment Rights Act (USERRA)), or a written agreement, including a collective bargaining agreement, exists concerning the employer's intention to rehire the employee after the break in service. *See “[FMLA Special Rules for Returning Reservists](#).”*

LEAVE ENTITLEMENT

A covered employer must grant an eligible employee up to a total of **12 workweeks of unpaid** leave during any 12-month period for one or more of the following reasons:

- for the birth and care of a newborn child of the employee;
- for placement with the employee of a son or daughter for adoption or foster care;
- to care for a spouse, son, daughter, or parent with a serious health condition;
- to take medical leave when the employee is unable to work because of a serious health condition; **or**
- for qualifying exigencies arising out of the fact that the employee's spouse, son, daughter, or parent is on active duty or call to active duty status as a member of the National Guard or Reserves in support of a contingency operation.

A covered employer also must grant an eligible employee who is a spouse, son, daughter, parent, or next of kin of a current member of the Armed Forces, including a member of the National Guard or Reserves, with a serious injury or illness up to a total of **26 workweeks of unpaid** leave during a "single 12-month period" to care for the servicemember. For specific information regarding military family leave, *see* "Fact Sheet #28A: The Family and Medical Leave Act Military Family Leave Entitlements."

Spouses employed by the same employer are limited in the **amount of** family leave they may take for the birth and care of a newborn child, placement of a child for adoption or foster care, or to care for a parent who has a serious health condition to a combined total of 12 workweeks (or 26 workweeks if leave to care for a covered servicemember with a serious injury or illness is also used). Leave for birth and care, or placement for adoption or foster care, must conclude within 12 months of the birth or placement.

Under some circumstances, employees may take FMLA leave intermittently – taking leave in separate blocks of time for a single qualifying reason – or on a reduced leave schedule – reducing the employee's usual weekly or daily work schedule. When leave is needed for planned medical treatment, the employee must make a reasonable effort to schedule treatment so as not to unduly disrupt the employer's operation. If FMLA leave is for birth and care, or placement for adoption or foster care, use of intermittent leave is subject to the employer's approval.

Under certain conditions, employees **or** employers may choose to "substitute" (run concurrently) accrued **paid** leave (such as sick or vacation leave) to cover some or all of the FMLA leave. An employee's ability to substitute accrued paid leave is determined by the terms and conditions of the employer's normal leave policy.

"Serious health condition" means an illness, injury, impairment, or physical or mental condition that involves either:

- Inpatient care (*i.e.*, an overnight stay) in a hospital, hospice, or residential medical-care facility, including any period of incapacity (*i.e.*, inability to work, attend school, or perform other regular daily activities) or subsequent treatment in connection with such inpatient care; **or**
- Continuing treatment by a health care provider, which includes:
 - (1) A period of incapacity lasting more than three consecutive, full calendar days, and any subsequent treatment or period of incapacity relating to the same condition that **also** includes:
 - treatment two or more times by or under the supervision of a health care provider (*i.e.*, in-person visits, the first within 7 days and both within 30 days of the first day of incapacity); **or**

- one treatment by a health care provider (*i.e.*, an in-person visit within 7 days of the first day of incapacity) with a continuing regimen of treatment (*e.g.*, prescription medication, physical therapy); **or**

(2) Any period of incapacity related to pregnancy or for prenatal care. A visit to the health care provider is not necessary for each absence; **or**

(3) Any period of incapacity or treatment for a chronic serious health condition which continues over an extended period of time, requires periodic visits (at least twice a year) to a health care provider, and may involve occasional episodes of incapacity. A visit to a health care provider is not necessary for each absence; **or**

(4) A period of incapacity that is permanent or long-term due to a condition for which treatment may not be effective. Only supervision by a health care provider is required, rather than active treatment; **or**

(5) Any absences to receive multiple treatments for restorative surgery or for a condition that would likely result in a period of incapacity of more than three days if not treated.

MAINTENANCE OF HEALTH BENEFITS

A covered employer is required to maintain group health insurance coverage for an employee on FMLA leave whenever such insurance was provided before the leave was taken and on the same terms as if the employee had continued to work. If applicable, arrangements will need to be made for employees to pay their share of health insurance premiums while on leave. In some instances, the employer may recover premiums it paid to maintain health coverage for an employee who fails to return to work from FMLA leave.

JOB RESTORATION

Upon return from FMLA leave, an employee must be restored to the employee's original job, or to an equivalent job with equivalent pay, benefits, and other terms and conditions of employment. An employee's use of FMLA leave cannot result in the loss of any employment benefit that the employee earned or was entitled to **before** using FMLA leave, nor be counted against the employee under a "no fault" attendance policy. If a bonus or other payment, however, is based on the achievement of a specified goal such as hours worked, products sold, or perfect attendance, and the employee has not met the goal due to FMLA leave, payment may be denied unless it is paid to an employee on equivalent leave status for a reason that does not qualify as FMLA leave.

An employee has no greater right to restoration or to other benefits and conditions of employment than if the employee had been continuously employed.

NOTICE AND CERTIFICATION

Employee Notice

Employees seeking to use FMLA leave are required to provide 30-day advance notice of the need to take FMLA leave when the need is foreseeable and such notice is practicable. If leave is foreseeable less than 30 days in advance, the employee must provide notice as soon as practicable – generally, either the same or next business day. When the need for leave is not foreseeable, the employee must provide notice to the employer as soon as practicable under the facts and circumstances of the particular case. Absent unusual circumstances, employees must comply with the employer's usual and customary notice and procedural requirements for requesting leave.

Employees must provide sufficient information for an employer reasonably to determine whether the FMLA may apply to the leave request. Depending on the situation, such information may include that the employee is incapacitated due to pregnancy, has been hospitalized overnight, is unable to perform the functions of the job, and/or that the employee or employee's qualifying family member is under the continuing care of a health care provider.

When an employee seeks leave for a FMLA-qualifying reason for the **first** time, the employee need not expressly assert FMLA rights or even mention the FMLA. When an employee seeks leave, however, due to a FMLA-qualifying reason for which the employer has previously provided the employee FMLA-protected leave, the employee **must** specifically reference either the qualifying reason for leave or the need for FMLA leave.

Employer Notice

Covered employers must post a notice approved by the Secretary of Labor explaining rights and responsibilities under the FMLA. An employer that willfully violates this posting requirement may be subject to a civil money penalty of up to \$110 for each separate offense. Additionally, employers must either include this general notice in employee handbooks or other written guidance to employees concerning benefits, or must distribute a copy of the notice to each new employee upon hiring. Employers may use the notice prepared by U.S. Department of Labor to meet this requirement.

When an employee requests FMLA leave or the employer acquires knowledge that leave may be for a FMLA purpose, the employer must notify the employee of his or her eligibility to take leave, and inform the employee of his/her rights and responsibilities under the FMLA. When the employer has enough information to determine that leave is being taken for a FMLA-qualifying reason, the employer must notify the employee that the leave is designated and will be counted as FMLA leave. Employers may use the optional forms WH-381 and WH-382 prepared by the U.S. Department of Labor to meet these notification requirements.

Certification

Employers may require that an employee's request for leave due to a serious health condition affecting the employee or a covered family member be supported by a certification from a health care provider. An employer may require second or third medical opinions (at the employer's expense) and periodic recertification of a serious health condition. An employer may use a health care provider, a human resource professional, a leave administrator, or a management official – but not the employee's direct supervisor – to authenticate or clarify a medical certification of a serious health condition. An employer may have a uniformly-applied policy requiring employees returning from leave for their own serious health condition to submit a certification that they are able to resume work. If reasonable safety concerns exist, an employer may, under certain circumstances, require such a certification for employees returning from intermittent FMLA leave. Employers may use the optional forms WH-380-E and WH-380-F prepared by the U.S. Department of Labor for obtaining medical certifications of serious health conditions.

UNLAWFUL ACTS

It is unlawful for any employer to interfere with, restrain, or deny the exercise of any right provided by the FMLA. It is also unlawful for an employer to discharge or discriminate against any individual for opposing any practice, or because of involvement in any proceeding, related to the FMLA.

ENFORCEMENT

The Wage and Hour Division investigates complaints. If violations cannot be satisfactorily resolved, the U.S. Department of Labor may bring action in court to compel compliance. Individuals may also be able to bring a private civil action against an employer for violations.

OTHER PROVISIONS

Special rules apply to employees of local education agencies. Generally, these rules apply to intermittent leave or when leave is required near the end of a school term.

Salaried executive, administrative, and professional employees of covered employers who meet the Fair Labor Standards Act (FLSA) criteria for exemption from minimum wage and overtime under Regulations, 29 CFR Part 541, do not lose their FLSA-exempt status by using any unpaid FMLA leave. This special exception to the "salary basis" requirements for FLSA's exemption extends only to an "eligible" employee's use of leave required by the FMLA.

For additional information, visit our Wage and Hour Division Website: <http://www.wagehour.dol.gov> and/or call our toll-free information and helpline, available 8 a.m. to 5 p.m. in your time zone, 1-866-4-USWAGE (1-866-487-9243).

This publication is for general information and is not to be considered in the same light as official statements of position contained in the regulations.

U.S. Department of Labor
Frances Perkins Building
200 Constitution Avenue, NW
Washington, DC 20210

1-866-4-USWAGE
TTY: 1-866-487-9243
Contact Us

Wage and Hour Division (WHD)

(July 2010) (PDF)

Fact Sheet #28C: FMLA leave to care for a parent with a serious health condition on the basis of an "in loco parentis" relationship

The Family and Medical Leave Act (FMLA) entitles an eligible employee to take up to 12 workweeks of job-protected unpaid leave to care for a parent with a serious health condition. See 29 USC 2612(a)(1)(C). In enacting the FMLA, Congress recognized the changing needs of the American family, including the growing need for wage earners to provide care both for their children and for their parents.

This Fact Sheet provides guidance on an employee's entitlement to FMLA leave to care for an individual who stood *in loco parentis* to the employee when the employee was a child. You may also wish to review Fact Sheet #28B on FMLA leave for birth, bonding, or to care for a child to whom an employee stands in loco parentis.

FMLA definition of "parent"

For FMLA leave purposes, "parent" is defined broadly as a biological, adoptive, step, or foster parent, or an individual who stood *in loco parentis* to an employee when the employee was a child. See 29 C.F.R. § 825.122(b). An employee's parents-in-law are not included in the definition of "parent" for purposes of FMLA leave. The FMLA military leave provisions have a specific definition of parent for purposes of servicemember caregiver leave. See 29 C.F.R. § 825.122(i).

What does *in loco parentis* mean under FMLA?

In loco parentis is commonly understood to refer to a relationship in which a person has put himself or herself in the situation of a parent by assuming and discharging the obligations of a parent to a child with whom he or she has no legal or biological connection. It exists when an individual intends to take on the role of a parent.

Under the FMLA, persons who are *in loco parentis* include those with day-to-day responsibilities to care for or financially support a child. Courts have indicated some factors to be considered in determining *in loco parentis* status include

- the age of the child;
- the degree to which the child is dependent on the person;
- the amount of financial support, if any, provided; and
- the extent to which duties commonly associated with parenthood are exercised.

An eligible employee is entitled to take FMLA leave to care for a person who stood *in loco parentis* to the employee when the employee was a child. The fact that the employee also has a biological, adoptive, step, or foster parent, does not preclude a determination that another individual stood *in loco parentis* to the employee when the employee was a child. **The specific facts of each situation will determine whether an individual stood in loco parentis to the employee within the meaning of the FMLA.**

Examples of *in loco parentis*

Examples of situations in which FMLA leave may be based on an *in loco parentis* relationship include:

- An employee may take leave to care for his aunt with a serious health condition, if the aunt was responsible for his day-to-day care when he was a child.
- An employee may take leave to care for her grandmother with a serious health condition if the grandmother assumed responsibility for raising the employee after the death of her parents when the employee was a child.
- An employee who was raised by same-sex parents, only one of whom has a biological or legal connection with the employee, may take leave to care for the non-adoptive or non-biological parent on the basis of an *in loco parentis* relationship.

Unless an *in loco parentis* relationship existed when the employee was a child, an employee is not entitled to take FMLA leave to care for a grandparent, an aunt, or another non-covered relative with a serious health condition.

What may be required to document an *in loco parentis* relationship?

The employer's right to documentation of family relationship is the same for an employee who asserts the need to care for an individual who stood *in loco parentis* to the employee as it is for a biological, adoptive, step, or foster parent. Such documentation may take the form of a simple statement asserting the relationship. For an employee seeking leave to care for an individual who stood *in loco parentis* to the employee, such statement may include, for example, the name of the individual and a statement of the individual's *in loco parentis* relationship to the employee when the employee was a child. An employee should provide sufficient information to make the employer aware that the individual in need of care stood *in loco parentis* to the employee when the employee was a "son or daughter." See 29 C.F.R. § 825.122.

***In loco parentis* status and other FMLA requirements**

In loco parentis status under the FMLA does not change the law's other requirements, such as those regarding coverage, eligibility, and qualifying reasons for leave. All requirements must be met for FMLA protections to apply. An employee asserting a right to FMLA leave to care for a parent who stood *in loco parentis* to the employee may be required to provide notice of the need for leave and to submit medical certification of a serious health condition consistent with the FMLA regulations.

Where to Obtain Additional Information

For additional information, visit our Wage and Hour Division Website: <http://www.wagehour.dol.gov> and/or call our toll-free information and helpline, available 8 a.m. to 5 p.m. in your time zone, 1-866-4-USWAGE (1-866-487-9243).

This publication is for general information and is not to be considered in the same light as official statements of position contained in the regulations.



Provisions cover employers who do business in California and employ 50 or more part-time or full-time people.

Department of Fair Employment and Housing

- Contact DFEH by calling the toll-free number at (800) 884-1684 to schedule an appointment.
- Be prepared to present specific facts about the alleged discrimination or denial of leave.
- Keep records and provide copies of documents that support the charges in the complaint, such as paycheck stubs, calendars, correspondence, and other potential proof of discrimination.

Complaints must be filed within **one year** of the last act of discrimination.

DFEH will conduct an impartial investigation. We are not an advocate for either the person complaining or the person complained against. We represent the State of California. DFEH will, if possible, try to assist both parties to resolve the complaint.

If a voluntary settlement cannot be reached, and there is sufficient evidence to establish a violation of the law, DFEH may issue an accusation and litigate the case before the Fair Employment and Housing Commission or in civil court. If the Commission or a court decides in favor of the complaining party, remedies may include reinstatement, back pay, reasonable attorney's fees, damages for emotional distress, and administrative fines.



State of California
Department of Fair Employment & Housing

The *Fair Employment and Housing Act*, enforced by the Department of Fair Employment and Housing (DFEH), contains family care and medical leave provisions for California employees. These leave provisions, known as the *California Family Rights Act* (CFRA), cover employers who do business in California and employ 50 or more part-time or full-time people.

All such employers must provide information about the CFRA provisions to their employees and post this information in a conspicuous place where employees tend to gather. Employers who provide employee handbooks must include information about CFRA leave in the handbook.

CFRA Leave Requirements

- To be eligible for CFRA leave, an employee must have more than 12 months of service with the employer and have worked at least 1,250 hours for that employer in the 12-month period before the leave begins.
- An eligible employee may take an **unpaid** leave to bond with an adopted

For more information, contact DFEH toll free at
(800) 884-1684

TTY number at (800) 700-2320
or visit our web site at www.dfeh.ca.gov

In accordance with the California Government Code and ADA requirements, this publication can be made available in Braille, large print, computer disk, or tape cassette as a disability-related reasonable accommodation for an individual with a disability. To discuss how to receive a copy of this publication in an alternative format, please contact DFEH at the numbers above.



The mission of the Department of Fair Employment and Housing is to protect the people of California from unlawful discrimination in employment, housing and public accommodations, and from the perpetration of acts of hate violence.

or foster child or to bond with a newborn.

- An eligible CFRA employee may take unpaid leave to care for a parent, spouse, or child with a serious health condition. CFRA leave may also be taken for the employee's own serious health condition.
- Full-time employees may take leave of up to 12 work weeks in a 12-month period. Part-time employees may take leave on a proportional basis. The leave does not need to be taken in one continuous period of time.
- An employer may require a 30-day advance notice of the need for a CFRA-qualifying leave. When this is not possible due to the unexpected nature of the leave, notice should be given as soon as practicable. Notice can be written or verbal and should include the timing and the anticipated duration of the leave. An employer must respond to a leave request within 10 calendar days.

The employer may require written communication from the health-care provider of the child, parent, spouse, or employee with a serious health condition stating the reasons for the

leave and the probable duration of the condition.

- Employees are entitled to take CFRA leave in addition to any leave entitlement they might have under PDL. Leave taken for the birth or adoption of a child must be completed within one year of the event.
- In addition to the family care and medical leave requirements of the CFRA, employers of five or more persons have additional obligations pertaining to PDL. Please refer to the DFEH publication "Facts on Pregnancy Disability Leave" for more information.

Salary and Benefits During CFRA Leave

- Employers are **not** required to pay employees during a CFRA leave. An employer may require an employee to use accrued vacation time or other accumulated paid leave other than sick time. If the CFRA leave is for the employee's own serious health condition, the use of sick time **can** be required.
- If the employer provides health benefits under a group plan, the employer must continue to make these benefits available during the leave. The employee is also entitled to accrual of seniority and participation in other benefit plans.

Return Rights After CFRA Leave

- After CFRA leave, employees are guaranteed a return to the same or comparable position and can request the guarantee in writing.
- If the same position is no longer available, such as in a layoff or closure, the employer must offer a position that is comparable in terms of pay, location, job content, and promotional opportunities, unless the employer can prove that no comparable position exists. An employee is not entitled to reinstatement if the employee would have been otherwise laid off or terminated.

Family Temporary Disability Insurance (FTDI) or "Paid Family Leave"

Employees on CFRA leave of absence may also be eligible for six weeks of paid leave under FTDI, a program administered by the California Employment Development Department (EDD). For further information, contact the EDD at (800) 480-3287 or visit the web site at www.edd.ca.gov.

Filing a Complaint

If you believe your CFRA rights have been violated, you can explore filing a complaint with DFEH by following these steps:

[Contact EDD](#) | [Form](#)[Home](#)[Unemployment](#)[Disability](#)[Jobs & Training](#)[Payroll T](#)[Home](#) | [disability](#) | [Paid Family Leave](#)

Paid Family Leave

About Paid Family Leave

In 2002, historic legislation was enacted to extend disability compensation to cover individuals who take time off of work to care for a seriously ill child, spouse, parent, or registered domestic partner, or to bond with a new child. Senate Bill 1661 established the Paid Family Leave insurance program, also known as Family Temporary Disability Insurance program, to be administered by the State Disability Insurance (SDI) program. An estimated 13 million California workers who are covered by the SDI program have also been covered for Paid Family Leave insurance benefits as of July 1, 2004.

For California workers covered by State Disability Insurance, Paid Family Leave (PFL) insurance provides up to six weeks of benefits for individuals who must take time off to care for a seriously ill child, spouse, parent, or registered domestic partner, or to bond with a new child.

Information on Paid Family Leave

Order a Paid Family Leave Claim Form, or call 1-877-238-4373. You may also obtain a claim form for Paid Family Leave benefits at any of our Disability Insurance (DI) offices.

To learn more about Paid Family Leave, view the Paid Family Leave Fact Sheet or the State Disability Insurance Frequently Asked Questions.

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The Employment Development Department is an equal opportunity employer/pro
Auxiliary aids and services are available upon request to individuals with disabili
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Survivors Offering Assistance in Recovery

Program Overview

PROGRAM INFORMATION

An accident occurs. A patient is rushed to the hospital. Loved ones are called in. All involved begin the process of dealing with the physical and emotional trauma of a burn injury. This scene is played out regularly in hospital burn centers throughout the world. When there is a burn injury the trauma affects not just the patient but the entire family and support network of friends and significant others. A burn injury can trigger feelings of:

- Helplessness
- Stress
- Shock
- Numbness
- Loneliness
- Low self-esteem
- Fear of the future

Often patients and their families struggle in isolation with their emotions and pain. Family and friends in the support network may be struggling with a different set of problems than the patient; therefore they may have difficulty relating to and supporting each other. The Phoenix Society's program, Survivors Offering Assistance in Recovery (SOAR), is designed to address the needs of burn patients and their families and to provide peer support during the journey of recovery. The SOAR program was developed by a national group of burn survivors and health care professionals. **In this program the term "survivor" is used to refer to all those affected by a burn injury - patients, family, significant others. Each has their own unique experience, but all have been impacted by the burn trauma.** The SOAR program has three educational components:

1. A training program for those who volunteer to be peer supporters
2. A training program for medical center personnel who will serve as peer support coordinators
3. Ongoing seminars and resource materials

MISSION STATEMENT

To provide a structured training program to equip survivors of a burn injury with tools necessary to assist others in their recovery. To that end we believe:

- Peer support, offered through SOAR, assists individuals in coping with and adapting to a burn injury. Healing can happen through an exchange of shared experiences and emotional support between a survivor and a trained Peer Supporter.
- Peer support facilitates emotional adjustment, social reentry, and recovery.
- Receiving peer support is an important part of the recovery process for burn-injured children, adults and their families. This can come in the form of early intervention at the time of injury or later in life if an individual is still dealing with issues related to the trauma of a burn.
- Providing peer support is also part of the recovery process for many impacted by a burn injury. Peer supporters are people who choose to turn the negative experience into a positive outcome by using their newly acquired knowledge and insight to help others. Volunteering for a program like SOAR may help survivors find a sense of meaning and purpose in their experience.

GOALS

SOAR was developed to provide a structured volunteer peer support program for survivors that can be implemented easily by hospital staff. After recovering from a burn injury, many survivors look for ways to give something back to the caregivers at the hospital who have given so much to them. They may also want to help new survivors. The program is designed to enable medical centers to create a pool of motivated and trained volunteers with a minimum expenditure of staff resources. Goals of the national program include:

- Offering a standard training program for peer supporters and coordinators within the hospital setting.
- Promoting the development of peer support programs around the country.
- Providing greater access to peer support for survivors.
- Facilitating collaboration between burn centers and burn support organizations.
- Promoting peer support in burn care programs such that it becomes the standard of care.
- Facilitating ongoing collaboration between survivors and the health care team.
- Creating a national repository of information on:
 1. Peer support training
 2. Program coordinator training
 3. Evaluation of the program (with ongoing development and evaluation of support materials)

POST TRAUMATIC STRESS SYMPTOMS

A traumatic event is defined by the DSMIV, (Diagnostic and Statistical Manual for Psychiatry 4th Edition), as an event in which the person witnessed or was confronted with an event that involved actual or threatened death or serious injury to self or others, and that the event was responded to with intense fear, helplessness, or horror.

Symptoms often seen in adults post trauma:

- ☐ easily startled
- ☐ difficulty falling asleep or staying asleep
- ☐ irritable, short tempered, restless
- ☐ loss of interest in what one previously enjoyed
- ☐ social withdrawal and isolation
- ☐ avoidance of friends and interaction with others
- ☐ intrusive recall of the traumatic event, (can't stop thinking about what happened)
- ☐ or avoidance of thinking about or feeling about the trauma
- ☐ avoidance of the place or circumstances where the trauma occurred
- ☐ avoidance of people who might be associated with the trauma
- ☐ avoidance of the place where painful treatment of the traumatic injuries occurred, such as a burn center, (this may lead to non-compliance with treatment)
- ☐ flashbacks of the traumatic event, (seeing, hearing, smelling or tactile sensations)
- ☐ abuse of alcohol or drugs
- ☐ thinking about death, sense of pessimism about the future
- ☐ mistrustful, fearful, anxious, hypervigilance
- ☐ difficulty concentrating and problem solving
- ☐ feeling detached and distant from others
- ☐ nightmares, (may or may not be directly related to traumatic event in content)
- ☐ numbing of feelings
- ☐ feeling dazed or not real
- ☐ unable to recall important aspects of the trauma

Some of these symptoms may be present following a traumatic event and will usually diminish over time. It is important to seek help from a professional counselor who has training and expertise in treating trauma if symptoms persist beyond the early days or weeks after the occurrence of the trauma.



Compassion Fatigue

Compassion fatigue is a form of burnout that manifests itself as physical, emotional, and spiritual exhaustion. Too much caring and not enough self caring; The absorbing of emotions of people who have suffered a trauma; an extreme state of tension and preoccupation with the suffering of those being helped to the degree that it is traumatizing to the helper; compassion fatigue happens when the milk of human kindness dries up. It is important for those caring for others that they also pay attention to their own needs. Taking care of your own needs means that you will be more healthy and therefore be more able to care for others. It is important to acknowledge that it may feel selfish to do so. It is equally important to recognize that it is "healthy selfishness". Helping others, that is, doing all you can for others, is important. That does not mean, however, that you must do EVERYTHING for another. Therefore, recognize your limitations and be careful not to label them as weaknesses or failures. Remember that as a caregiver you also have needs and that it is OK to take care of yourself. The signs and symptoms are similar for those that care for their loved ones it is important to allow family members the space to discuss how they feel.

Warning signs of Compassion Fatigue:

- Abusing drugs, alcohol or food
- Anger
- Blaming
- Chronic lateness
- Depression
- Diminished sense of personal accomplishment
- Exhaustion physical or emotional
- Frequent headaches
- Gastrointestinal complaints
- High self-expectations
- Hopelessness
- Hypertension
- Inability to maintain balance of empathy and objectivity
- Increased irritability
- Less ability to feel joy
- Low self-esteem
- Sleep disturbances
- Workaholism

It is important to recognize when you're wearing down and then get into a habit of doing something every day that will replenish you.

- Spend plenty of quiet time alone
- Recharge your batteries daily
- Hold one connected and meaningful conversation each day

DEVELOPING A SUPPORT NETWORK

A review of the literature suggests that social support is among the variables that appear to be very important to the emotional or psychological recovery of burn survivors (Anzarut, Chen, Shankowsky, & Tredget, 2004; Chedekel & Tolias, 2001; Patterson, et al., 1993). To illustrate, Muangman et al (2005) observed differences in level of social support for those patients who survived a large burn injury compared to those who did not, and suggested that social support may even impact survival. Kleve and Robinson (1999) found social support to be a promising predictor of post- burn adjustment in the studies they reviewed, and endorsed the importance of providing psychosocial interventions to burn survivors. Lawrence, Fauerbach, Heinberg, and Doctor (2004) found social adjustment to be among the stronger predictors of body esteem in their study of burn survivors, and called for the cultivation of interventions that address burn-related psychosocial issues. The definition of a **support system** is a network of facilities and people who interact and remain in informal communication for mutual assistance; a network that enables you to live in a certain style. Burn injuries are physically and emotionally traumatizing and have the potential for long lasting consequences. Each person experiencing this trauma is entitled to the highest level of care and support that can be provided through the collaborative efforts of dedicated medical staff and peer support networks. It is important to assess the support system that is in place for those with a burn injury and work with the support that they have available.

- Identify a main contact in which the medical staff can communicate
- Identify a main contact that will share information with the entire support system
- Explain the support that is available in you facility such as a social worker, or spiritual support.
- Begin to introduce the benefits of support and talking about what has happened.
- Introduce peer support and the benefits to the survivor and the support system. Be aware that survivors are not usually ready for peer support during the initial phase of injury but the support network is often ready immediately and seeking out support online and face to face.
- Introduce the family to support resources such as the Phoenix Society, local burn foundations, and community groups that are developed to handle trauma and provide resources.