



When the psyche is hurt

Support with mental health problems after a traumatic event (accident at work, act of violence, assassination attempt, attack)



Apart from physical injuries, there can also be mental health problems after a traumatic event. Traumatic events are unusual, extraordinary stressful situations which are characterised by sudden occurrence as well as a perceived loss of control and the experience of fear.

Traumatic events in the workplace or on the way to work can be classed as an accident at work. This is where the comprehensive service system of the BGN comes into play.

In which cases does the BGN provide support?

Examples of traumatic events at work/on the way to work are:

- serious accident
- robbery or other act of violence
- sexual offence
- assassination attempt, attack, killing spree
- assault, intimidation
- eye witness to an extreme event.

The insurance coverage and services of the BGN also include the treatment of the persons affected when it is a matter of exclusively mental health problems.

Who gets support from the BGN?

As a general rule: all employees (this includes e.g. trainees, part-time workers, marginally employed staff) of member companies of the BGN as well as voluntarily insured entrepreneurs.

Indirectly affected persons, e.g. eye witnesses, can also be traumatised by an event and these persons are covered by insurance under the above-mentioned aspects.

How does the BGN provide support?

There are special contact persons at each regional office location who take care of those affected and, if need be, get in touch quickly with a psychotherapist. You can find the respective contact data on the reverse side of this flyer.

The sooner professional support is provided, the better the chances of preventing mental health problems from developing or becoming chronic. With quick intervention, experience shows that five psychotherapy sessions are usually sufficient to process the experiences.



What is important?

Don't waste any time! The BGN should be informed as soon as possible so that it can provide support – even when it is a matter of exclusively psychological symptoms and not only when it comes to a prolonged incapacitation for work.

The BGN requires the following details for an informal written or telephone notification from affected persons (and witnesses):

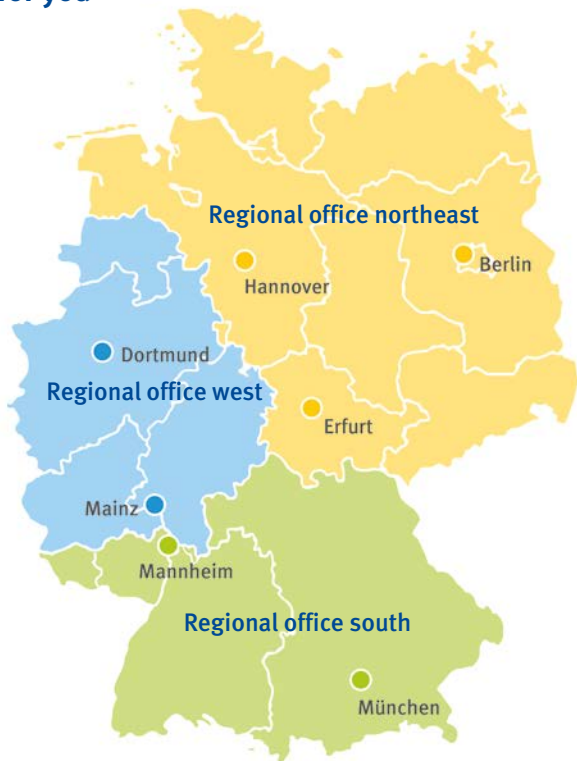
- first and family names, address, telephone number
- name, address of the company.

In order to prevent long-term psychological consequences, the BGN utilises all appropriate means of rehabilitation.

Despite professional psychological and/or medical aftercare, it is also possible that treatment may be necessary for a prolonged period of time. The BGN will compensate for any health damage remaining.



Contact – the appropriate BGN regional office for you



● Regional office south

Dynamostraße 7–11
68165 Mannheim
Fon 0621 4456-2220

Am Knie 8
81241 München
Fon 089 89466-0

● Regional office west

Hansbergstraße 28
44141 Dortmund
Fon 0231 17634-0

Lortzingstraße 2
55127 Mainz
Fon 06131 785-0

● Regional office northeast

Fregestraße 44
12161 Berlin
Fon 030 85105-0

Tiergartenstraße 109–111
30559 Hannover
Fon 0511 23560-0

Lucas-Cranach-Platz 2
99097 Erfurt
Fon 0361 4391-0

**You can find the appropriate
BGN regional office for you at:
www.bgn.de/rdfinder**



Reporting traumatic events to the BGN

Incapacity for work \geq 3 days

If there is an incapacitation for work of three days or more, the employer is **obliged** to report accidents. The reporting of the accident can be done digitally using the extranet or the service portal of the DGUV. Report accidents digitally at www.bgn.de; short link = 455

Incapacity for work $<$ 3 days

If there is no, or a lower incapacitation for work, the BGN also urgently requests you to make an informal notification (in writing or by telephone) to your regional office.

You can report an accident digitally here:



Witnesses to traumatic events can also suffer from acute stress reaction and this should be taken into account in the report to the BGN.

Note: In cases where there is no obligation to make a report, i.e. with an informal notification, the reporting party must always obtain the consent of the person affected to disclose their data!

Regardless of the reporting of the accident or an informal notification by the employer, the persons affected can also always make a report themselves to the BGN. You can find information on how to do this inside the flyer under “What is important?”.