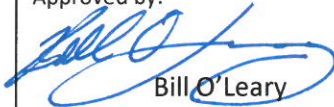
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1. PURPOSE

The purpose of this plan is to promote the safety of railroad operations and the health and safety of railroad employees, especially those who are directly involved in a critical incident as defined herein, by providing appropriate support services, including appropriate relief, to the directly-involved employees following that critical incident.

2. POLICY

It is the policy of the ARRC to provide appropriate support services including time off to covered employees who are directly involved in a critical incident in accordance with 49 C.F.R. Part 272.

3. COVERAGE

This policy applies to the following employees who are directly involved in a critical incident (as defined herein):

- (a) train and engine employees, whether engaged in freight or passenger service;
- (b) signal employees;
- (c) dispatching service employees;
- (d) employees who inspect, install, repair, or maintain railroad right-of-way or structures; and
- (e) employees who inspect, repair, or maintain locomotives, passenger cars, or freight cars.


4. DISTRIBUTION

This policy and procedure will be provided to all covered employees and posted on the ARRC internal web site.

5. REFERENCES


- 49 C.F.R. Part 272
- ARRC Policy and Procedure 64-10 Employee Assistance Program

6. RESPONSIBILITIES

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- A. **Chief Operating Officer** has overall responsibility to implement and ensure ARRC's compliance with the Plan, and provide pre-incident notice of the provisions set forth in the Plan to managers, supervisors and employees, and how that notice will be disseminated. The Chief Operating Officer is responsible for determining that a critical incident has occurred and communicating that decision to the affected department managers so that actions can be taken to comply with this Plan.
- B. **Director, Human Resources** is responsible for development and maintenance of the Critical Incident Stress Plan document.
- C. **Director, Safety** is responsible for the maintenance of records regarding critical incidents and documenting the steps taken to comply with this policy.
- D. **Manager, Benefits and Records** is responsible for managing the Employee Assistance Program contract and ensuring that the provider offers and delivers the training resources and appropriate services necessary to support this Plan, including Psychological First Aid, preventative services, and treatment and counseling to directly-involved employees following a critical incident.
- E. **Supervisors and Managers** are responsible for:
1. Attending training on the Critical Incident Stress Plan requirements, including Psychological First Aid;
 2. Providing Psychological First Aid to directly-involved employees when responding to a critical incident;
 3. Informing each directly-involved employees of the relief options available to them following a critical incident;
 4. Informing each directly-involved employee of the support services, including counseling, guidance and other services, and contact information for the Employee Assistance Program (EAP) and who to contact for those services in the event of an emergency after hours and on weekends.
 5. Arranging for the timely transportation of each directly-involved employee to their home terminal, if necessary.
 6. Permitting directly-involved employees to be relieved from duty for up to three days of administrative leave following a critical incident;
 7. Permitting each directly-involved employee to take additional leave from normal duty when necessary and reasonable to receive support services.


7. DEFINITIONS

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As used in this policy:

A. *Accident/incident* means:

1. Any impact between ARRC on-track equipment and any motorized or unmotorized vehicle, bicycle, or pedestrian at a highway-rail grade crossing;
2. Any collision, derailment, fire, explosion, act of God, or other event involving operation of ARRC on-track equipment (standing or moving) that results in reportable damages greater than the current reporting threshold (\$10,800 in 2015) to ARRC on-track equipment, signals, track, track structures, and roadbed;
3. Any event or exposure arising from the operation of the ARRC , if the event or exposure is a discernable cause of one or more of the following outcomes, and this outcome is a new case or a significant aggravation of a pre-existing injury or illness:
 - i. Death to any person;
 - ii. Injury to any person that results in medical treatment;
 - iii. Injury to an ARRC employee that results in:
 1. A day away from work;
 2. Restricted work activity or job transfer; or
 3. Loss of consciousness;
 - iv. Occupational illness of an ARRC employee that results in any of the following:
 1. A day away from work;
 2. Restricted work activity or job transfer;
 3. Loss of consciousness; or
 4. Medical treatment;
 - v. Significant injury to or significant illness of an ARRC employee diagnosed by a physician or other licensed health care professional even if it does not result in death, a day away from work, restricted work activity or job transfer, medical treatment, or loss of consciousness;
 - vi. Illness or injury that meets the application of any of the following specific case criteria:

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1. Needlestick or sharps injury to an employee;
2. Medical removal of an employee;
3. Occupational hearing loss of an employee;
4. Occupational tuberculosis of an employee; or
5. Musculoskeletal disorder of an employee if this disorder is
6. Independently reportable under one or more of the general reporting criteria; or

4. Occupational illness.

B. **Critical incident** means either—

1. An accident/incident reportable to the FRA under 49 C.F.R. Part 225 that results in a fatality, loss of limb, or a similarly serious bodily injury; or
2. A catastrophic accident/incident reportable to FRA under 49 C.F.R. Part 225 that could be reasonably expected to impair a directly-involved employee's ability to perform his or her job duties safely.

C. **Directly-involved employee** means a covered ARRC employee—

1. Whose actions are closely connected to the critical incident;
2. Who witnesses the critical incident in person as it occurs or who witnesses the immediate effects of the critical incident in person; or
3. Who is charged to directly intervene in, or respond to, the critical incident (excludes ARRC Security Agents who routinely respond to and are specially trained to handle emergencies).


D. **FRA** means the Federal Railroad Administration, 1200 New Jersey Ave. SE., Washington, DC 20590.

E. **Home terminal** means an employee's regular reporting point at the beginning of the tour of duty.

8. PROCEDURES

A. ARRC managers and supervisors must:

- (a) inform (remind) each directly-involved employee as soon as practicable and at the incident site if possible of the relief options and support services available to him or her

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during the early communications between the responsible manager or supervisor and the directly-involved employee;

(b) offer timely relief for the balance of the duty tour for each directly-involved employee, after the employee has performed any actions necessary for the safety of persons and contemporaneous documentation of the incident;


(c) offer timely transportation to each directly-involved employee's home terminal, if necessary;

(d) offer psychological first aid, counseling, guidance, and other appropriate support services to each directly-involved employee;

(e) permit relief from the duty tour(s) subsequent to the critical incident, for up to three days of administrative leave, if requested by a directly-involved employee as may be necessary and reasonable; such relief does not require a diagnosis; and

(f) permit each directly-involved employee such additional leave from normal duty as may be necessary and reasonable to receive preventive services and/or treatment related to the incident, provided the employee's clinical diagnosis supports the need for additional time off or the employee is in consultation with a health care professional related to the incident and such health care professional supports the need for additional time off in order for the employee to receive preventive services and/or treatment related to the incident. An employee requesting additional leave must submit a certificate from a health care practitioner to support the employee's request beyond three days that specifies the clinical diagnosis if a clinical diagnosis is the reason for the employee's request; or specifies the employee is receiving preventive services and the dates and times of the recommended preventive services the employee is to receive, if preventive services is the reason for the employee's request; or specifies the employee is receiving treatment related to the incident and the dates and times of the recommended treatment the employee is to receive if treatment is the reason for the employee's request.

- B. The ARRC will make all covered employees aware of this Critical Incident Stress Plan, and train employees on the Plan provisions and Plan implementation in the event of a critical incident. Additionally, covered employees will receive pre-incident education and training regarding the normal reactions to stress, how to cope with stress and the options available to them for leave, counseling and other support services in the event of a critical incident.

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- C. In the event that an incident occurs that may qualify as a critical incident, contact will be made with Train Dispatch. Train Dispatch will notify the Chief Operating Officer or his designee, and the Chief Operating Officer will determine if the incident qualifies as a critical incident. Appropriate departmental management personnel will be made aware of the designation, and take the appropriate steps to comply with this policy.
- D. At the time of a critical incident, and at the location, if practicable, a manager-on-duty will provide each directly-involved employee with a copy of ARRC's "Notice of Relief Options Available following a Critical Incident", outlining their options, including the opportunity to be relieved of duty. The document may be provided to the employee electronically.
- E. The ARRC will utilize the services of the Employee Assistance Program provider to provide psychological first aid training to supervisors so that they can provide practical assistance with immediate needs, safety and comfort of directly-involved employees. This will include establishing connections with the Employee Assistance Program provider to deliver primary support. The EAP has the responsibility to contact each directly-involved employee within 24 hours of a critical incident to offer counseling, guidance, and support services, and provide such services should employees decide to accept the offer of such services.
- F. Depending on the nature of the critical incident, representatives of the Employee Assistance Program may be dispatched to the site of the incident to provide psychological first aid to directly-involved employees.
- G. Employees will be informed of the availability of the Employee Assistance Program to provide preventative services, treatment and counseling services relating to the incident.

9. RESPONSIBLE DIVISION/DEPARTMENT

This policy will be reviewed and updated periodically by the Human Resources Department, in consultation with the Chief Operating Officer.

10. DOCUMENTATION AND RETENTION

Notice of Relief Options Available Following a Critical Incident	Three years
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11. APPENDICES AND FORMS

Notice of Relief Options Available Following a Critical Incident



Notice of Relief Options Available Following a Critical Incident

Employee Name: _____ Employee ID: _____ Department: _____

Supervisor Name: _____

Critical Incident Description: _____

Date: _____

Time: _____

Location: _____

Employee's Home Terminal or Work Location: _____

Supervisor must inform the employee of the availability of the services and support described below, and initial each item confirming the services were discussed.

- _____ Offer employee administrative leave for the rest of the shift
- _____ Offer employee transportation to the home terminal
- _____ Offer the employee psychological first aid, counseling, guidance, and other appropriate support services
- _____ Inform employee of services of the Employee Assistance Plan and preventive services and/or treatment. The Employee Assistance Plan can be reached by calling 800-478-8212. The EAP is available twenty-four (24) hours per day, seven (7) days per week.
- _____ Permit each directly-involved employee such additional leave from normal duty as may be necessary and reasonable to receive preventive services or treatment related to the incident or both, provided the employee's clinical diagnosis supports the need for additional time off or the employee is in consultation with a health care professional related to the incident and such health care professional supports the need for additional time off in order for the employee to receive preventive services or treatment related to the incident, or both.

Supervisor Signature: _____ Date: _____

Routing: Supervisor sends completed form to Safety Department for record keeping.

