



# Critical Incident Stress Plan

49 CFR Part 272

OPS-FRA-011



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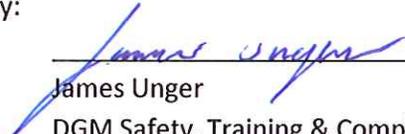
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The Caltrain Critical Incident Stress Plan has been developed to comply with the requirements of 49 CFR Part 272. The purpose of this Plan is to promote the safety of railroad operations and the health and safety of railroad employees, especially those who are directly involved in a critical incident by requiring TASI to offer and provide appropriate support services, including appropriate relief, to the directly-involved employees following that critical incident.

Date Approved: March 1, 2016

Approved by:

  
James Unger  
DGM Safety, Training & Compliance

Date Approved: March 1, 2016

Approved by:

  
Bret A. George  
General Manager

### Revisions to the Document

<u>Section</u>	<u>Page Number</u>	<u>Revision #</u>	<u>Approval Date</u>	<u>Approval By</u>	<u>Instructions</u>
		1	1 Mar 16	James Unger and Bret George	Replace original Plan with this Revision 1 in its entirety.

Document revisions are shown as Underlined, marginally marked and deletions are ~~struck-out~~ for ease of reference, where applicable.



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### **I. Purpose**

- A. TransitAmerica, Inc. (TASI) and Caltrain are concerned with and committed to the well-being of employees and seek to provide them with the support and assistance they may require. The purpose of this document 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 by requiring TASI to offer and provide appropriate support services, including appropriate relief, to the directly-involved employees following that critical incident. In order to ensure they are provided with appropriate mental health assistance, this Critical Incident Stress Plan (“CISP”) is established according to the provisions of 49 CFR Part 272.
- B. For the purpose of this plan, a “critical incident” is defined as an accident or incident reportable to the Federal Railroad Administration (FRA) under 49 CFR Part 225 that results in a fatality, loss of limb, or a similarly serious bodily injury, or a catastrophic accident or incident reportable to the FRA under 49 CFR Part 225 that could reasonably be expected to impair a directly-involved employee’s ability to perform his/her job duties safely. For purposes of this plan, a “directly-involved employee” means a railroad employee whose actions are closely connected to the critical incident; who witnesses the critical incident in person as it occurs or who witnesses the immediate effects of the critical incident in person; or who is charged to directly intervene in or respond to the critical incident. Accordingly, this policy sets forth the procedures for each of the plan components.

### **II. Scope**

All applicable directly-involved employees as defined above in Section I, above, and 49 CFR Part 272 Federal Regulation.

### **III. CISP Training**

- A. The appropriate safety representative will provide training to managers, supervisors and all other employees that could be directly involved in a critical incident on the provisions set forth in this CISP. The training will include, but not be limited to providing pre-incident education; providing employees with information about normal reactions to stress and ways to cope with stress; options available under this CISP for leave (relief), counseling and other support services. The training will include the responsibilities of all managers, supervisors and other employees to adhere to the CISP.
- B. In addition to the training listed above, managers and supervisors will receive training on critical incident crisis intervention, which includes how to interact with an employee who is directly involved in a critical incident.

### **IV. TASI Notification to Directly-Involved Employee**

Following a critical incident, the directly-involved employee shall be informed by the appropriate safety representative or his/her designee as soon as practicable at the site of a critical incident before the employee has already continued on with his or her tour of duty of each of the following options for relief and support services and how to request such relief and support services:



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1. Timely relief from the balance of the duty tour for the directly-involved employee, after the employee has performed any actions necessary for the safety of persons and contemporaneous documentation of the incident.
2. Timely transportation to the directly-involved employee's home terminal, if necessary.
3. Counseling, guidance, Psychological First Aid and other appropriate support services. Employee Assistance Professional (EAP) provider information will be presented to the directly-involved employee at the scene.
4. Relief from the duty tour(s) subsequent to a critical incident as outlined in this CISP, if requested by a directly-involved employee as may be necessary and reasonable.
5. Additional leave (relief) from normal duty as may be necessary and reasonable to receive preventative 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 preventative services and/or treatment related to the incident.

### **V. TASI Notification to EAP**

The appropriate TASI safety representative or his/her designee shall notify the EAP of all critical incidents. The following information will be provided to the EAP within four (4) hours of the critical incident:

- A. Day, time, train number, location, what happened, the extent of injuries to employees, passengers, trespassers, and/or fatalities.
- B. Names, telephone numbers, and employer identification numbers of the employees known to be involved.

### **VI. EAP Initial Outreach to Directly-Involved Employee**

All employees directly involved in a critical incident are followed-up with by a licensed clinician from the EAP who will attempt to contact the employee within 24 hours of the incident or an appropriate time thereafter to assess the need/desire for counseling services. If the employee accepts the services, a telephonic EAP session will be conducted within three (3) business days. In the event the clinician determines that additional treatment is recommended, the employee may be referred to a counselor in the area in which they reside for face-to-face sessions.

### **VII. Intervention Process**

- A. The EAP clinician is responsible for initial contact and defusing of the incident with the employee directly involved in the critical incident.
- B. After the initial contact with the EAP clinician, it may be determined that the employee needs additional counseling, guidance or support services for stress reactions experienced due to the involvement with the critical incident. The employee is then referred to a licensed qualified professional for preventive services and/or treatment related to the critical incident and may require additional leave (relief) from duty.



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- C. The directly-involved employee may choose to receive preventive services and/or treatment from a health care professional other than the EAP services provided by TASI if the health care professional is a licensed certified employee assistance professional (CEAP), or is the directly-involved employee's personal licensed psychiatrist, clinical psychologist, clinical social worker, or physician.

**VIII. Additional Leave (Relief) from Duty Due to a Critical Incident**

- A. For additional leave (relief) from duty, a directly-involved employee may request up to three days of leave (relief) subsequent to a critical incident, or additional leave (relief) beyond the three days from normal duty as may be necessary and reasonable to receive preventive services and/or treatment related to the incident, as defined below.

**1. Leave (relief) for the first three days after the incident**

If the employee directly involved in a critical incident believes that he/she needs additional leave (relief) due to the event, they may request additional leave (relief) from their work assignment under the provisions of this CISP. As necessary, the employee may be relieved from their work assignment for up to three (3) consecutive work days after the incident, provided they are in consultation with an EAP licensed qualified professional or a health care professional related to the critical incident to receive preventive services and/or treatment related to the critical incident.

**2. Leave (relief) beyond the initial three days after the incident**

If the employee directly involved in a critical incident believes that he/she needs additional leave (relief) due to the event and requires more than three (3) consecutive work days leave (relief) from normal duty, they may request additional leave (relief) from their work assignment under the provisions of this CISP. As necessary, the employee may receive additional leave (relief) from normal duty, provided the employee's clinical diagnosis supports the need for additional time off or the employee is in consultation with an EAP licensed qualified professional or health care professional related to the critical incident and such EAP licensed qualified professional or 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.

- B. The directly-involved employee will be required to submit a certificate from the EAP licensed qualified professional or health care professional to support the employee's request for additional leave (relief) that specifies:

- The clinical diagnosis, if a clinical diagnosis is the reason for the employee's request for additional leave (relief), or
- The dates/times of the recommended preventive services the employee is to receive, if preventive services are the reason for the employee's request for additional leave (relief), or
- The dates/times of recommended treatment the employee is to receive, if treatment is the reason for the employee's request for additional leave (relief).



**IX. Different Railroad Consideration**

Employees operating or otherwise working on track owned by or operated by a different railroad will be afforded the protections of this plan.

**X. Additional Information – Appendix A**

Refer to Appendix A of this CISP for information pertaining to the contact persons in reference to the CISP, EAP provider contact information and any Labor Organization(s) contact information.



**APPENDIX A**  
**Contact List**

**CISP Contact 1:**

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**Employee Assistance Program Provider:**

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