

Metro Transit  
Northstar Commuter Rail (NSCR)  
**CRITICAL INCIDENT STRESS PLAN**



***Effective Date: March 25, 2016***

***Rev. 1***

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# Northstar Commuter Rail: Critical Incident Stress Plan

## 1.0 ADMINISTRATION

### 1.1 Introduction

Northstar Commuter Rail (*Northstar*) is one of three transit modes (in addition to light rail and bus) provided by Metro Transit. The Northstar system serves the suburbs 39 miles northwest of the Twin cities between Minneapolis and Big Lake. Metro Transit maintains the rolling stock and contracts with BNSF Railway to provide the service offered. The BNSF Railway is the host railroad which also operates and dispatches the trains and maintains the right of way that Northstar operates on. Although BNSF has their own Critical Incident Stress Plan for the required employees associated with the Northstar service (attached herein as Appendix 1), the Northstar CISP serves as a statement of commitment to ensure employee health, safety and welfare for the obligations associated with critical incidents that are required.

### 1.2 Purpose

The purpose of the Northstar Commuter Rail Critical Incident Stress Plan (CISP) is to promote the safety of railroad operations and the health of safety of railroad employees, especially those who are directly involved in a critical incident. This plan demonstrates that Metro Transit offers and provides, for employees associated with Northstar Commuter Rail, appropriate support services, including appropriate relief, to the directly-involved employees following that critical incident. (49 CFR § 272.1, § 272.3)

### 1.3 Plan Modification

This written critical incident stress plan is intended to comply with 49 CFR § 272.5 and is being submitted for approval by the Federal Railroad Administration (under § 272.103). As any material modifications are made to the approved plan, Northstar Commuter Rail will adopt the modified plan approved by the Federal Railroad Administration (under § 272.103) and comply with that plan, as revised.

### 1.4 Plan Submission

For purposes of submission of this plan to the FRA (in compliance with 49 CFR § 272.105) Northstar will submit this CISP, and any material modifications electronically through FRA's Web site at <http://safetydata.fra.dot.gov/OfficeofSafety/CISP>. This electronic submission of this plan will include the following:

- (1) The name of the railroad: Northstar Commuter Rail (NSCR)
- (2) The name of the individual with overall administrative responsibility to implement and ensure compliance of the plan, and providing pre-incident notification to Northstar managers, supervisors and employees of the provisions contained herein

as the railroad's responsible official for contact;

- a. John Paul Zanaska  
Director, Commuter Rail  
612-349-7083  
[john.zanaska@metrotransit.org](mailto:john.zanaska@metrotransit.org)

The following individual is named as a backup to the individual above, and will also support the plan for agency coordination purposes.

- b. Tony Hebert  
Manager, Quality Assurance & Training, Commuter Rail  
612-349-7598  
[anthony.hebert@metrotransit.org](mailto:anthony.hebert@metrotransit.org)

(2) Mailing addresses for both contacts above, also for the headquarters of Metro Transit is:

Metro Transit  
560 6<sup>th</sup> Avenue North  
Minneapolis, MN 55411

## **2.0 PROGRAM SCOPE**

### **2.1 Employee Classes Covered**

This Critical Incident Stress Plan (per § 272.7) covers the following individuals employed in association with the Northstar service if they are directly involved (as defined in § 272.9) in a critical incident:

- A. Employees covered under 49 CFR 228 by hours of service (HOS) laws who are:
  - 1) Engineers and conductors (BNSF)
  - 2) Signal employees (BNSF)
  - 3) Dispatching service employees (BNSF)
- B. Railroad employees who inspect, install, repair or maintain railroad right-of-way or structures (BNSF)
- C. Railroad employees, who inspect, repair or maintain locomotives and/or cars (Northstar)
- D. Railroad employees, who inspect, install, repair or maintain railroad yard track or equipment (Northstar)

### **2.2 Critical Incidents Covered**

- A. Accidents reportable to the FRA under 49 C FR 225 resulting in fatality, loss of limb, or similarly serious bodily injury; or
- B. Catastrophic accidents reportable to the FRA under CFR 225 that could reasonably be expected to impair the ability of a directly involved employee to safely perform his or her job duties.

## **3.0 RULE REQUIREMENTS & PROCESS**

Directly involved employees will be offered and provided appropriate support services, including relief, by the responsible supervisor following a critical incident as required in 49 CFR Part 272, Critical Incident Stress Plans. Employees should contact their Supervisor should any questions arise concerning this process.

Supervisors are responsible for authorizing relief from duty, informing the employee(s) of process requirements and completing the Report of Injury as needed. Supervisors are required to inform Division Director, Maintenance Manager or Manager of QA & Training of all employees using this process. The Employee Assistance Program Counselors are responsible for providing 24/7 confidential professional consulting, coaching and counseling services.

Supervisor of covered employees must follow the 49 CFR 272.101, including the following items that inform the directly involved employees of their relief option:

### **3.1 Informing Employees of Options**

Supervisor will inform and provide a copy to employee(s) covered by this plan, the options available to them as soon as practicable following involvement in a covered incident.

### **3.2 Relief from Tour of Duty**

The responsible supervisor will, as soon as practicable during the early communications between the supervisor and employee at the site of the incident, offer each directly involved employee the option for relief from the balance of the duty tour or shift after the employee has performed any actions necessary for the safety of persons and contemporaneous documentation of the critical incident, and provide such relief if requested by the employee.

### **3.3 Timely Transportation**

The supervisor will, as soon as practicable at the site of the incident, offer each directly involved employee the option for timely transportation (provided by NSCR) to the employee's "home terminal," after the employee has performed any actions necessary for the safety of persons and contemporaneous documentation of the incident, and provide such transportation if requested by the employee.

### **3.4 Counseling and support services**

Supervisor will offer counseling and support services to employee(s). Services are available through a variety of options (e.g. Employer Health Plan, EAP (Appendix 2), Metro Transit - Office of Occupational Health). Additionally, Northstar does not restrict the employee's choice of health care practitioners (e.g., certified employee assistance professional, or personal licensed psychiatrist, clinical psychologist, clinical social worker, or physician), although treatment must be consistent with applicable standards of care, collective bargaining agreement, and pertinent regulations.

### **3.5 Additional Relief from Duty**

**Supervisor Responsibility:** Supervisor will inform employee of additional relief options. Supervisor will work with the Office of Occupational Health and complete required documentation for managing additional leave.

**Employee Responsibility:** Employee(s) must contact their Supervisor to request additional relief from duty.

- (1) Each directly-involved employee will be offered and permitted at least one day and up to three days of relief as may be reasonable and necessary (without necessitating a diagnosis) subsequent to a critical incident beyond the relief that must be offered from the balance of the duty tour (shift) to cope with the incident if requested by the employee.

- (2) Northstar will permit directly involved employee(s) additional relief from duty as may be necessary and reasonable to receive and preventive services or treatment related to the incident or both provided that the employees clinical diagnosis support the need for additional relief from duty or the employee is in consultation with a health care professional and such health care professional supports the need for the employee to receive preventive services or treatment related to the incident, or both

### **3.6 Other Carrier Tracks**

Northstar will ensure that these conditions are met when employees are directly-involved in a critical incident while working on tracks owned by another carrier.

## **4.0 INFORMATION & TRAINING**

Northstar will make information regarding the plan readily available to all employees on the Northstar intranet site. Information about the Plan will also be presented at the new hire training, recurrent training and safety meetings.

Additionally Northstar will provide training on how managers and supervisors should interact with an employee who is directly-involved in a Critical Incident. Pre-incident education and training will be structured to provide employees information about normal reactions to stress, ways to cope with stress, and options for leave, counseling and other support services.

## **5.0 DEFINITIONS as per 49 CFR 272.9**

**Critical Incident** - Either (1) an accident/incident reportable to FRA under 49 CFR Part 225 that results in a fatality, loss of limb, or similarly serious bodily injury; or (2) a catastrophic accident/incident reportable to FRA under 49 CFR Part 225 that could be reasonably expected to impair a directly-involved employee's ability to perform his or her job duties safely.

**Directly-involved employee** - Employee covered under 49 CFR 272.7 (1) whose actions are closely connected to the critical incident; (2) who witnesses the critical incident in person as it occurs or witnesses the immediate effects of the critical in person; or (3) who is charged to directly intervene in, or responds to the critical incident (excluding Metro Transit police officers or investigators who routinely respond to and are specially trained to handle emergencies).

**Home terminal** - Employee's regular reporting point at the beginning of the tour of duty.

## Appendix 1 – BNSF CISP

### BNSF Railway Company

#### 49 CFR Part 272 – Critical Incident Plan

The following is BNSF Railway Company's (BNSF) submission of its Critical Incident Plan ("Plan") to the FRA for approval as required by 49 CFR Part 272. BNSF reserves the right to offer services above and beyond the scope of 49 CFR Part 272.

**Responsible Official:**

Name: Ken Knight

Title: Medical Director

Company: BNSF Railway Company

Address: 2301 Lou Menk Drive, GOB3E  
Fort Worth, Texas 76131

Phone: 817-352-2483

Fax: 817-352-7242

E-Mail: ken.knight@bnsf.com

BNSF has provided services to its employees involved in critical incidents for well over 20 years, recognizing the value of providing supportive/counseling services to its affected employees as critical to its overall safety initiatives. This well-established program offers relief from tour/shift of duty, transportation to home terminals, access to licensed Employee Assistance Program (EAP) professionals for assessment/psychological first aid, and/or referral to behavioral health professionals and additional leave from normal duty as may be necessary and reasonable to receive preventive services and/or treatment related to the incident.

**DEFINITIONS as per 49 CFR Part 272.9:**

"Critical Incident means either (1) an accident/incident reportable to FRA under 49 CFR 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 CFR Part 225 that could be reasonably expected to impair a directly-involved employee's ability to perform his or her job duties safely."

"Directly-involved employee means a BNSF employee covered under 49 CFR § 272.7 (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 responds to the critical incident (excluding BNSF police officers or investigators who routinely respond to and are specially trained to handle emergencies)."

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

Employees covered under this plan include:



- (1) BNSF Train Service employees subject to the hours of service laws (49 U.S.C. 21103)
- (2) BNSF Signal employees (49 U.S.C. 21104).
- (3) BNSF Dispatchers (49 U.S.C. 21105).
- (4) BNSF Engineering employees (BNSF employees who inspect, install, repair, or maintain railroad right-of-way or structures).
- (5) BNSF Mechanical employees (BNSF employees who inspect, repair, or maintain locomotives, passenger cars, or freight cars).

At its discretion BNSF may make its Critical Incident Program available to employees who are not directly involved in a Critical Incident. Likewise, BNSF may make the Plan available in connection with incidents that are not considered Critical Incidents under 49 CFR Part 272.

Recognizing that there are significant variances in an individual's perception of trauma as well as the reaction and subsequent recovery, BNSF provides access to counseling, guidance and other appropriate support services through its EAP to all affected employees. Furthermore, BNSF empowers employees to not perform service when they cannot do so safely.

#### Informing BNSF employees about the Plan:

BNSF makes information regarding the Plan readily available to all BNSF employees on the BNSF intranet site. Information about the Plan also is presented at new hire training, recurring periodic training, safety meetings, in articles in BNSF Today and in Management Instructions and System General Orders.

In addition, BNSF will provide training on how managers and supervisors should interact with an employee who is directly-involved in a Critical Incident. Pre-incident education and training for employees will be structured to provide employees information about normal reactions to stress, ways to cope with stress, and options for leave, counseling, and other support services.

#### Relief from Duty Tours:

The responding officer will, as soon as practicable at the site of the incident, offer any Directly-Involved Employee relief from the balance of the duty tour or shift after the employee has performed any actions necessary for the safety of persons and contemporaneous documentation of the Critical Incident. A Directly-Involved Employee may also request relief from the duty tour(s) subsequent to the Critical Incident (see "Additional Time Off" section below).

#### Timely Transportation:

The responding officer will, as soon as practicable at the site of the incident, offer each Directly-Involved Employee the option for timely transportation (provided by BNSF Railway) to the employee's "home terminal," after the employee has performed any actions necessary for the safety of persons and contemporaneous documentation of the incident.

#### Counseling, Guidance, and Support Services:

The responding officer will, as soon as practicable at the site of the incident, offer each Directly-Involved Employee the option for counseling, guidance, and other appropriate support. The employee may obtain these services

through a variety of methods (e.g., directly, through the Health Plan, BNSF EAP). In addition, BNSF Railway does not restrict the employee's choice of health care practitioner (e.g., certified employee assistance professional, or personal licensed psychiatrist, clinical psychologist, clinical social worker, or physician). BNSF Railway does provide free EAP services and will put each Directly-Involved Employee in contact with EAP by providing the telephone number for use in contacting EAP 24/7 in order to obtain counseling, guidance, and other appropriate support services through this program. Employees electing to contact EAP through this number will receive timely telephonic counseling/support services from an EAP professional. In addition, the Employee Assistance Manager (EAM) will attempt to contact directly involved employees upon a request of a BNSF Officer following a Critical Incident. If such request is made and employees avail themselves of Employee Assistance Program Services, the EAP assessment will determine referral for behavioral health therapy. In addition, an employee can request such a referral at any time.

Additional Time Off:

The responding officer will, as soon as practicable at the site of the incident, offer each Directly-Involved Employee the option for relief from duty tours subsequent to a Critical Incident. BNSF does not require a diagnosis for such additional time off within 72 hours after a Critical Incident.

If a Directly-Involved Employee is unable to report for his or her next tour of duty or shift, the employee must contact his or her supervisor and report the absence from work. The supervisor will (1) confirm that the employee has access to counseling, guidance, and support as described in the "Counseling, Guidance, and Support Services" section above; (2) report the Critical Incident case to the Injury Care Nurse hotline (888-634-1011), and (3) grant the time off as appropriate. Employees who need additional time off will be granted such time 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.

BNSF Employees Operating/Working on Non-BNSF Track:

Supervisors will promptly respond to Critical Incidents involving these BNSF employees and implement the same services and processes described above.

## Appendix 2 – Metro Transit (EAP)



**Sand Creek**  
WORKPLACE WELLNESS



Your Metropolitan Council  
Employee Assistance Program





### THAT'S LIFE!

At some point we all face challenges that impact our well-being. That's life. Those challenges almost always affect our work.

### WE ARE HERE TO HELP

Your employee assistance program (EAP) provides free and confidential professional consulting, coaching, and counseling services for these and many other challenges:

- Chemical dependency
- Conflict resolution
- Coping with stress
- Depression, anxiety, and other mental health challenges
- Eldercare or childcare
- Financial troubles
- Grief and loss or change
- Legal concerns
- Parenting support
- Relationship concerns
- Work or career concerns

"EAP helps me deal with difficult situations that arise in the everyday workplace. I highly recommend this to anyone. It's easy, free, and very helpful."



## A BENEFIT FOR YOU AND YOUR FAMILY.

Your employee assistance program (EAP) is a problem-solving resource available to you and eligible members of your family. A professional counselor will help you assess your situation, identify options, make choices, and get additional help. When life happens, we're here.

### IT'S FREE

Your employer pays for the initial assessment, the problem solving sessions, and referral services. If more counseling or treatment is needed, your counselor will help you figure out your options.

### IT'S CONFIDENTIAL

Your EAP is set up with Sand Creek, an outside counseling resource, to ensure confidentiality. No one at work knows anything beyond what you choose to tell them. Nothing about your use of EAP appears in your employee personnel file.

### IT'S CONVENIENT

Your EAP is as close as your phone. Our confidential intake process sets up face-to-face sessions with a licensed counselor near your work or home. Phone counseling services are also available.

### IT'S VOLUNTARY

You know your life best, so contacting the EAP is only by your choice. A manager or co-worker might suggest you contact the EAP if you've talked about a complex problem with them, or they notice something is troubling you. But the decision to contact the EAP is always yours.

Sand Creek is a women-owned small business specializing in providing exceptional EAP services to support the human spirit at work. The values of the organization embrace confidentiality, sensitivity to client concerns, and a fundamental goodness that places the needs of the client first.

Sand Creek is not simply a phone counseling service or help line. Thousands of professional counselors form a nationwide network of service providers available to deliver personal care and support to you in your community. Our services are administered nationally, but delivered locally.

## CONTACT US

Contact for services may be initiated by calling 651.430.3383 or 888.243.5744, or by visiting online at [www.sandcreekeap.com](http://www.sandcreekeap.com).

Calls are answered 24 hours a day, seven days a week for crisis services. Counseling, coaching, and consultation services with a professional counselor are available in person or via the telephone.

Appointments with a counselor can be scheduled at a location convenient for you or your family member near where you work or live throughout the United States and beyond.



610 North Main Street, Suite 200  
Stillwater, MN 55082  
651.430.3383 | 888.243.5744

Online Tools Company ID: MC1

[www.sandcreekeap.com](http://www.sandcreekeap.com)