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General Manager

Jeffrey D. Kneuppel, P.E.

November 22, 2017

Mr. Robert C. Lauby, P. E.
Associate Administrator for Railroad Safety
and Chief Safety Officer
Office of Railroad Safety
Federal Railroad Administration
1200 New Jersey Ave., SE
Washington, DC 20590

Dear Associate Administrator Lauby:

The Southeastern Pennsylvania Transportation Authority (SEPTA) is submitting a revised Railroad Employees Critical Incident Stress Plan (CISP) for the FRA's further review. SEPTA initially submitted its CISP on June 24, 2015, followed by revised submissions in December 2015 and February 2016. Enclosed for your review and consideration are both the revised CISP (Revision 3) as well as an annotated version that depicts the changes from the previous version.

In accordance with 49 CFR 272.103(b)(1) and 272.105(b), SEPTA will also transmit copies of the plan to the following bargaining units that represent the covered Regional Rail employees:

Mr. Don Hill, Vice Local Chairman

BLET

1528 Walnut Street, Suite 900
Philadelphia, PA 19102

Mr. Jason Worcester, General Chairman

United General Committee - **BRS**

106 Longwood Drive
Portland, ME 04102

Mr. Arthur Davidson, General Chairman

IBEW

300 Cantrell Street
Philadelphia, PA 19148

Mr. Charles Jackson

International Representative

TCU/IAM

309 "A" Street
Wilmington, DE 19801

Mr. Charles Little, President

TWU- Local 2013

P.O. Box 699
Broomall, PA 19008

Mr. Mick Barrett, General Chairman

BMWE/IBT

510 Chester Pike
Norwood, PA 19074

Mr. Michael McCarthy, General
Chairman

IAMAW

2 Jacalyn Drive
Havertown, PA 19083

Mr. John McCloskey, General Chairman

SMART

25 Amanda Circle
Bear, DE 19701

Mr. Charles Jackson

International President

TCU/BRC

309 "A" Street
Wilmington, DE 19801

Mr. Bernie Norwood, General Chairman

UTU-Local 61

1515 Market Street, Suite 702
Philadelphia, PA 19102

Should you have any questions or need any additional information about SEPTA's Critical Incident Stress Plan for SEPTA Railroad Employees, please contact:

James W. Fox
Assistant General Manager
System Safety Division
Southeastern Pennsylvania Transportation Authority
1234 Market Street, 6th Floor
Philadelphia, PA 19107
Office: (215) 580-8051
Email: jfox@septa.org

Edward J. Abel, Jr.
Director, Operational Safety
System Safety Division
Southeastern Pennsylvania Transportation Authority
1234 Market Street, 6th Floor
Philadelphia, PA 19107
Office: (215) 580-7117
Email: eabel@septa.org

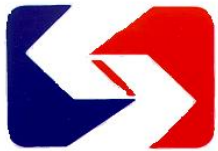
Thank you for the opportunity to submit SEPTA's CISP for your review and approval.

Sincerely,



Jeffrey D. Knueppel
General Manager

cc: R. Burnfield
J. Fox
J. Erinoff, DO, MPH, FACOEM
S. Sauer
R. Lund
R. Hopkins
E. Abel
M. Dobson
S. Deiger



SEPTA

Southeastern Pennsylvania Transportation Authority
Philadelphia, PA

Critical Incident Stress Plan

SEPTA

Railroad Employees

June 2015
Revision 3 – November 2017

Critical Incident Stress Plan SEPTA Railroad Employees

General Information & Points of Contact

The Southeastern Pennsylvania Transportation Authority (SEPTA) has designated the following officers responsible for matters concerning the implementation and administration of 49 CFR Part 272 "Critical Incident Stress Plan":

Dr. Jeffrey Erinoff, DO, MPH, FACOEM
Medical Director
Southeastern Pennsylvania Transportation Authority (SEPTA)
1234 Market Street – Concourse Level
Philadelphia, PA 19107
215-580-7749
jerinoff@septa.org

Critical Incident Stress Plan

SEPTA Railroad Employees

I Purpose

This Plan executes and conforms to the Federal Railroad Administration requirements per 49 CFR Part 272 (Critical Incident Stress Plans) for SEPTA's Commuter Railroad Employees who are directly involved in a covered Critical Incident by:

- Ensuring compliance with 49 CFR Part 272 Plan content and the Authority's due diligence to establish, execute, disseminate, and administer the FRA's Critical Incident Plan Requirements.

AND

- Identifying the processes to provide psychological first aid and ensuing supportive assistance to affected employees.

AND

- Identifying the processes to provide appropriate relief to affected employees.

AND

- Identifying the process to ensure covered employees are aware of the provisions of this Plan.

II Scope

This Plan applies ONLY to "Covered Employee Classifications" of SEPTA Commuter Railroad personnel who may be "Directly Involved" in a covered incident while on-duty; or performing work at the direction, or on behalf of the Authority. The Plan does not cover third party contractors, vendors, or agents performing work on SEPTA property, facilities, equipment, or vehicles.

III References

- 49 CFR Part 272 – Critical Incident Stress Plans

IV Definitions

Critical Incident –

1. An accident/incident reportable to FRA under part 225 of this chapter that results in:

- Fatality
- Loss of limb
- Similar serious bodily injury

OR

2. A catastrophic accident/incident reportable to FRA under part 225 of this chapter that could be reasonably expected to impair a directly-involved employee's ability to perform his or her job duties safely.

Employee Assistance Plan – The EAP is a professional assessment, referral, and short-term counseling service offered to employees and their dependents for assistance with mental health problems, substance abuse, and other problems of daily living.

Critical Incident Stress Plan SEPTA Railroad Employees

Psychological First Aid – Humane, supportive and practical assistance to an employee who recently suffered exposure to serious stressors, and involves:

- Non-intrusive, practical care and support
- Assessing the employee's needs and concerns
- Listening, but not pressuring the people to talk
- Comforting the employee and helping them to feel calm
- Helping the employee connect to information, services and social supports
- Protecting the employee from further harm

Responsible Manager / Responsible Management

A SEPTA Transportation Manager, supervisor, and / or other SEPTA management employee who:

- Responds to Critical Incident and participates in the incident response.

AND / OR

- Retains a managerial position within the Directly-Involved Employees chain-of-command.

AND / OR

- Provides additional personal or administrative service to the Directly-Involved Employee such as SEPTA Human Resources, SEPTA Medical, and Personnel Assignment Center (PAC).

V Employees Covered Under the Plan

SEPTA Railroad Employees must meet two independent and mutually exclusive classification criteria in order to be covered by this Critical Incident Stress Plan:

- Performing duty within specific "*Covered Employee Classifications*" detailed in Section V (A).

AND

- Affected by the Critical Incident as a "*Directly Involved Employee*" detailed in Section V (B).

A. Covered Employee Classifications

The provisions of the Plan apply to directly involved employees in the following job classifications:

1. SEPTA Railroad employees covered under 49 CFR Part 228 by hours of service (HOS) laws who are:
 - Locomotive Engineers, Conductors, Assistant Conductors, Engineer and Conductor Trainees
 - Signal employees
 - Dispatching Service (ROCC) Employees.
2. SEPTA Railroad employees who inspect, install, repair, or maintain railroad right-of-way or structures
3. SEPTA Railroad employees, who inspect, repair or maintain locomotives, passenger cars, or freight cars.

Critical Incident Stress Plan SEPTA Railroad Employees

B. Directly Involved Employee

The provisions of the Plan apply to the “Covered Employee Classifications” in Section VI (A) who meet the following:

1. Whose actions are closely connected to the critical incident
2. Who witnesses the critical incident in person as it occurs
3. Who witnesses the immediate effects of the critical incident in person
4. Who is charged to directly intervene in, or respond to, the critical incident

The Plan Excludes SEPTA Police Officers or SEPTA Investigators who routinely respond to and are specifically trained to handle emergencies

The Plan Excludes third party contractors, vendors, or agents performing work on SEPTA property, facilities, equipment, or vehicles.

VI Rights

A Covered SEPTA Commuter Railroad employee directly involved in a covered Critical incident has the right to self-refer themselves to the Authority’s designated Employee Assistance Plan (EAP)

VII Guidelines

Psychological First Aid should be initiated by responding SEPTA Railroad personnel –who have received Psychological First Aid training – immediately following covered incidents and/or situations. Such personnel must have been provided awareness training in Psychological First Aid and SEPTA’s available EAP services. Responding Management shall strongly encourage employees involved in or affected by the covered critical incident to participate in SEPTA’s available EAP services – and such services shall be provided free of charge to any employee who agrees to participate.

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Critical Incident Stress Plan

SEPTA Railroad Employees

VIII Responsibilities

Responsible Management

Following each covered Critical Incident, Responsible Management must:

1. Offer Psychological First Aid / EAP Services – The Responsible Manager who responds to a covered Critical Incident situation – after addressing any needed emergency actions – shall offer each *Directly Involved Employee*:

- Initial on-site reassurance and emotional support.

AND

- Referral information to the Authority's current EAP and/or counseling services in order to facilitate the Directly Involved Employee's **voluntary contact** with same.

THEN

2. Contact the EAP – The Responsible Manager shall contact the EAP Hotline to advise the EAP that a *Directly Involved Employee* experienced a Critical Incident and he/she may request voluntary psychological first aid services. For the EAP hotline number see **Attachment 1**. The hotline operates 24 hours per day, 365 days per year.

AND

3. Contact SEPTA Medical – After calling the EAP Hotline, the Responsible Manager shall notify the SEPTA Medical Department at (215) 580-7128.

AND

4. While On-Site (Early in communications) – Inform / Remind each Directly Involved Employee about their following options under the Plan:

- Relief from duty hours subsequent to the critical incident; **PLUS** for a period of up to three (3) **additional** Consecutive Days maximum – **without necessitating a diagnosis**. Also, responsible management will provide the employee contact information for their Department Management in order to grant that relief, should the employee decide to request it.
- Additional leave beyond the initial three (3) Consecutive Days from normal duty as may be necessary and reasonable to receive preventive services or treatment related to the incident or both, provided:

- The employees' 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.

Critical Incident Stress Plan SEPTA Railroad Employees

THEN

5. Hand Deliver and explain the following forms to the Directly Involved Employee:

- *SEPTA Critical Incident Employee Information Card* (Attachment 2)
- And
- *Critical Incident Informational Trifold* (Attachment 6)
- AND
- *SEPTA Critical Incident Employee Acknowledgement Form* (Attachment 3)

Request the Employee to Read and Sign the Acknowledgement Form

THEN

6. Offer Timely Relief – Responsible Management shall offer each *Directly Involved Employee* timely relief from the **balance of their duty tour** – after the employee completes any actions to ensure the safety of persons and contemporaneous documentation of the incident.

AND

7. Offer Timely Transportation – Responsible Management shall offer Each *Directly Involved Employee* timely transportation to their home terminal location. Transportation must be provided if the employee chooses this option – after the employee has performed any actions necessary to ensure the safety of persons and contemporaneous documentation of the incident. The responsible manager or their designee(s) shall accompany the covered employee to their home terminal location.

The Responsible Manager must complete a SEPTA Critical Incident Response Checklist (Attachment 4) for each Directly Involved Employee documenting that the employee was advised of their rights pursuant to this Plan and whether the Directly Involved Employee(s) acknowledged and understood that he/she has been advised of their rights.

Department Management & Human Resources

Following each covered Critical Incident, the Department Management responsible for the Directly Involved Employee will:

1. Permit Subsequent Relief for the remaining balance of the employee's duty tour.

AND

2. If the *Directly Involved Employee* **requests** additional relief time beyond the balance of the initial duty tour, SEPTA will permit up to three (3) **additional** Consecutive Days (maximum) relief from duty tours **subsequent to** the critical incident – **without necessitating a diagnosis**.

Critical Incident Stress Plan SEPTA Railroad Employees

Divisional / Department Management **must** permit each *Directly Involved Employee* 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 employees' 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.

SEPTA Medical

1. Administration – SEPTA Medical shall administer the Plan to ensure compliance and appropriate implementation – including all associated notification, training, and documentation provisions therein. Plenary administration shall also include annual review and update to ensure continued conformance with 49 CFR 272.
2. Procedures – SEPTA Medical shall develop and administer all procedures, checklists, and associated documentation protocols to execute this Critical Incident Stress Plan – including future revisions thereto necessitated by changes in regulation and/or service providers.
3. Employee Assistance Plan – SEPTA Medical shall develop and administer the scope of work for all Employee Assistance Plan (EAP) requirements to support this Critical Incident Stress Plan (counseling, guidance, and support services such as Psychological First Aid). The prescribed Scope of Work to be followed by the EAP is detailed in Attachment 5.
4. Psychological First Aid – SEPTA Medical shall oversee development of Psychological First Aid Awareness Training – to be crafted by the EAP. The training will permit “lay” responders to provide rudimentary support to affected covered employees pending professional Psychological First Aid services. Psychological First Aid awareness training shall be provided to all **responsible** Railroad personnel who are reasonably expected to respond to a covered railroad Critical Incident. SEPTA Medical may include this training requirement /module as part of a comprehensive Employee Assistance Plan contract workscope.
5. Employee Information & Awareness – SEPTA Medical shall develop, execute, and administer Employee Awareness protocols that ensure – on a periodic basis – that SEPTA Commuter Railroad personnel know their rights, responsibilities, and post-incident procedures under this CISP Plan. Specially:
 - Managers and Supervisors – Training regarding their responsibilities and post incident actions; and Psychological First Aid.
 - Covered Employees – Awareness information regarding their rights under the Plan; normal reactions to stress and methods to cope; and options for leave, counseling and other support services.

Critical Incident Stress Plan SEPTA Railroad Employees

SEPTA Medical may employ resources outside its department to develop and execute the employee awareness protocols; but retains ultimate responsibility for employee awareness content and ensuring affected personnel are provided same. Minimum employee information content is prescribed in Section XI.

Labor Relations

1. (Simultaneous with the publishing of this document) Issue a copy of this Plan to the president of each labor organization representing a class or craft of SEPTA Commuter Railroad employees subject to the provisions of this Plan per 49 CFR 272.103 (b)(1).

Covered Employee

SEPTA may require the employee to submit a certificate from a health care practitioner; and submit that certificate to the EAP and/or SEPTA Medical indicating that the employee is in consultation with a health care practitioner to receive up to three Consecutive Days off.

SEPTA may require the employee to submit a certificate from a health care practitioner; and submit that certificate to the EAP and/or SEPTA Medical in order to support the employee's request for **additional** leave (relief) **beyond** the initial three (3) Consecutive Days that specifies the clinical diagnosis if:

- A clinical diagnosis is the reason for the employee's request for additional leave.
- Or
- Specifies the employee is receiving preventive services and the dates/times of the recommended preventive services the employee is to receive if preventive services is the reason for the employee's request for additional leave
- Or
- Specifies the employee is receiving treatment related to the incident and the dates/times of recommended treatment the employee is to receive if treatment is the reason for the employee's request for additional leave.

**Such documentation constitutes adequate support for additional relief
Beyond the initial three (3) Consecutive Days.**

The Plan does not restrict the employee's choice of health care services of practitioners to those provided by the EAP. The directly-involved employee may choose to consult with their own personal licensed psychiatrist, clinical psychologist, clinical social worker, or physician for the purpose of receiving up to three consecutive calendar days after the incident, or additional leave (relief); and that practitioner may provide a certificate to SEPTA (containing the documentation specified above) to support the employee's request for leave.

Critical Incident Stress Plan SEPTA Railroad Employees

IX Response Procedure – Critical Incident

Responsible Management responding to covered Critical Incident event will, as soon as practicable upon arrival:

1. Identify the covered employee(s)¹ directly involved².
2. Offer each covered employee directly involved Psychological First Aid.
3. Contact the EAP Hotline to advise the EAP that a *Covered and Directly Involved Employee* experienced a Critical Incident and he/she may request voluntary counseling, guidance, and support services such as Psychological First Aid.
(Attachment 1)
4. Hand-deliver and explain the *SEPTA Critical Incident Employee Information Card* that includes relief options.
(Attachment 2)
5. Hand-Deliver and explain the *SEPTA Critical Incident Employee Acknowledgement Form*
(Attachment 3)
6. Hand-Deliver the *Critical Incident Informational Trifold* (Attachment 6)
7. Complete the *SEPTA Railroad Critical Incident Response Checklist*. (Attachment 4)
8. Arrange timely transportation to their home terminal.

The completed *SEPTA Railroad Critical Incident Response Checklist* and *SEPTA Critical Incident Employee Acknowledgement* form documentation will be transmitted as soon as practicable to **SEPTA Medical: Attention EAP Medical Services Manager**.

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¹ Section V (A)

² Section V (B)

Critical Incident Stress Plan SEPTA Railroad Employees

X Plan Dissemination

Affected SEPTA Railroad employees will be notified about this Plan as follows:

- **SEPTA Labor Relations** will forward copy of this Plan to the president of each labor organization representing a class or craft of SEPTA Commuter Railroad employees subject to the provisions of this Plan per 49 CFR 272.103 (b)(1).
- **SEPTA Medical / EAP** will publish and distribute a notification bulletin to affected Railroad employees that:
 - Provides an Overview of the Authority, Scope, and Requirements of the Plan.
 - Identifies covered employee classifications.
 - Defines a covered Critical Incident.
 - Identifies Employee rights to voluntarily participate in elements of this Plan.
 - Identifies EAP contacts and after-action, including ensuing case management.
 - Identifies Relief options available to Directly Involved Employees.
 - Identifies Post- incident transportation options available to Directly Involved Employees.
 - Provides General Stress Awareness Information about normal reactions to stress; coping mechanisms; counseling; leave options; and other support services available.
- **SEPTA Medical / EAP** will create a web page to be placed on SEPTA's Intranet – *Employee Communications Policies & Human Resources* – to detail basic coverage, elements of plan, options, and contacts.

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Critical Incident Stress Plan SEPTA Railroad Employees

XI Training

Affected SEPTA Railroad employees will be informed about the Plan as follows:

- A. Initial – **SEPTA Medical / EAP** will coordinate with the appropriate Operating and Mechanical Departments to issue a **Training Bulletin** to all SEPTA Railroad Operating and Mechanical employees covered by the Plan that minimally:
- Provides an Overview of the Authority, Scope, and Requirements of the Plan.
 - Identifies covered employee classifications.
 - Defines a covered Critical Incident.
 - Identifies Employee rights to **voluntarily** participate in elements of this Plan.
 - Identifies EAP contacts and after-action, including ensuing case management.
 - Identifies Relief options available to Directly Involved Employees.
 - Identifies Post- incident transportation options available to Directly Involved Employees.
 - Provides General Stress Awareness Information about normal reactions to stress; coping mechanisms; counseling; leave options; and other support services available.
- B. Management Training – **SEPTA Medical / EAP** will develop a training Program for Responsible Managers. In addition to the content detailed in Section XI (A) above, Management training shall include the following additional elements:
- Details Manager(s) responsibilities and actions following a Critical Incident
 - Reviews documentation requirements – including instruction on completing the *SEPTA Railroad Critical Incident Response Checklist* (Attachment 4) and the *SEPTA Critical Incident Employee Acknowledgement Form* (Attachment 3)
 - Includes a module on Psychological First Aid Awareness

SEPTA Medical / EAP will coordinate with the appropriate Operating and Mechanical Departments to schedule management training; AND conduct the Management Training for each affected Railroad Operating and Mechanical Department.

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Critical Incident Stress Plan SEPTA Railroad Employees

XII Plan Administration

Annual Review / Revision – SEPTA Medical shall complete an annual review of the Plan in January of each Calendar Year (CY) to ensure continued compliance with 49 CFR 272. Any revisions pursuant to the annual review shall be communicated to the following parties by February 28th of that CY:

- Federal Railroad Administration (FRA)
- The president of each labor organization representing a class or craft of SEPTA Commuter Railroad employees subject to the provisions of this Plan.
- All covered SEPTA Railroad employees

Procedures and Documents – SEPTA Medical / EAP shall develop all procedures, checklists, tracking documents, and training curricula necessary to fulfill the provisions of this Plan. Such documents shall also be appraised during the Annual Review / Revision of the Plan.

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**Critical Incident Stress Plan
SEPTA Railroad Employees**

ATTACHMENT 1

EAP Hotline Information

&

Contact Numbers

**Critical Incident Stress Plan
SEPTA Railroad Employees**



Attachment A

**1. Call your Employee Assistance and
Work/Life Program**

**Toll Free, 24 Hours a Day, 365 Days a Year,
for Immediate, Confidential help:**

Penn Behavioral Health

1.888.321.4433

or Visit

www.pennbehavioralhealth.com

2. Call the Medical Department:

215.580.7128

Or

SEPTA's Control Center

Regional Rail ~ 215-580-8668

Bus ~ 215-580-8570

Subway ~ 215-580-8556

Light Rail ~ 215-580-8565

**Critical Incident Stress Plan
SEPTA Railroad Employees**

ATTACHMENT 2

Critical Incident Employee Information Card

Critical Incident Stress Plan SEPTA Railroad Employees

1. You are entitled to timely relief from your tour of duty after you have performed any actions necessary to ensure safety of persons (passengers, employees, and public) and contemporaneous documentation of the incident.
2. SEPTA will provide you with timely transportation to your home terminal as needed.
3. You have access to counseling and other support services **if you request them.**
4. You are entitled to Relief from duty hours subsequent to the critical incident;
PLUS
5. A period of up to three (3) additional Consecutive Days maximum – without necessitating a diagnosis – **if you request such relief.**
6. You may be entitled to additional relief time as may be required, if you are 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 you to receive preventive services or treatment related to the incident.



Critical Incident Employee Information Card

SEPTA Railroad Control Center 215-580-8668
SEPTA Medical 215-580-7128

24-Hour EAP Hotline
Penn Behavioral Health Corporate Services

1-888-321-4433
www.pennbehavioralhealth.com

**Critical Incident Stress Plan
SEPTA Railroad Employees**

ATTACHMENT 3

**Critical Incident Employee
Acknowledgement
Form**

**Critical Incident Stress Plan
SEPTA Railroad Employees**

SEPTA Critical Incident Employee Acknowledgement Form

I acknowledge that I have received the following documentation:

1. EAP Information contact numbers
2. Critical Incident Employee Information Card
3. Critical Incident Plan Tri-Fold Handout

Signature_____ Account#_____

Date_____ Witness_____

**Critical Incident Stress Plan
SEPTA Railroad Employees**

ATTACHMENT 4

Critical Incident Response Checklist

SEPTA Railroad Critical Incident Response Checklist (49 CFR 272)

To be Completed By On-Site Responding Manager

Incident Description			
Date	Location	Time	Train #
Brief Description of the Incident			
Incident Classification			
<p>Check the Appropriate Box</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> Accident / Incident Reportable to FRA (Part 225) resulting in: <div style="margin-left: 20px;"> <input type="checkbox"/> Fatality <input type="checkbox"/> Loss of Limb <input type="checkbox"/> Serious Bodily Injury </div> </div> <div style="width: 45%;"> <input type="checkbox"/> A catastrophic accident/incident reportable to FRA (Part 225) that could be reasonably expected to impair a directly-involved employee's ability to perform his or her job duties safely <p style="margin-top: 10px;">Describe:</p> </div> </div>			
Employee Information			
Name	Position	Account Number	
Home Terminal / Report Location			
Employee Classification			
<p>Check the Appropriate Boxes</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> Locomotive Engineers, Conductors, Assistant Conductors, Engineer and Conductor Trainees <input type="checkbox"/> Signal employees <input type="checkbox"/> Dispatching Service (ROCC) Employees. <input type="checkbox"/> Railroad employee who inspect, install, repair, or maintain railroad right-of-way or structures <input type="checkbox"/> Railroad employee, who inspect, repair or maintain locomotives, passenger cars, or freight cars </div> <div style="width: 10%; text-align: center;">AND</div> <div style="width: 45%;"> <input type="checkbox"/> Employee actions are closely connected to the critical incident <input type="checkbox"/> Employee witnesses the critical incident in person as it occurs <input type="checkbox"/> Employee witnesses the immediate effects of the critical incident in person <input type="checkbox"/> Employee is charged to directly intervene in, or respond to, the critical incident </div> </div>			
Responding Manager – Required CISP Action			
<p>Offer Employee PFA</p> <input type="checkbox"/> Yes <input type="checkbox"/> No	<p>Contact EAP Hotline</p> <input type="checkbox"/> Yes <input type="checkbox"/> No Time: _____	<p>Contact SEPTA Medical</p> <input type="checkbox"/> Yes <input type="checkbox"/> No Time: _____	
<p>Handed Employee Employee Information Card Acknowledgement Form Critical Incident Informational Trifold</p> <input type="checkbox"/> Yes <input type="checkbox"/> No	<p>Relief Offered – Accepted</p> <input type="checkbox"/> Yes <input type="checkbox"/> No Time: _____ Employee Initials: _____	<p>Transportation to Home Terminal Offered – Accepted</p> <input type="checkbox"/> Yes <input type="checkbox"/> No Time: _____ Employee Initials: _____	
<p>Employee Completed Acknowledgement Form</p> <input type="checkbox"/> Yes <input type="checkbox"/> No	<p>Transportation Details</p> <p>Time Departed Scene: Method of Transport: Supervisor Accompanying Employee: _____ Acct #: _____</p>		
Responding Manager			
Name	Title	Acct #	
Signature			

Prepare Separate Checklist for Each Directly Involved Employee
 Transmit as soon as practicable to: SEPTA Medical – Attention EAP Medical Services Manager

ATTACHMENT 5

EAP Scope of Work

Attachment 5

Critical Incident Management Scope of Work

SEPTA's Critical Incident policy requires management to immediately contact the EAP for any critical incident. Face to face counseling, guidance and support services such as psychological first aid are available 24 hours a day, 365 days a year. Upon call from SEPTA management, the EAP shall provide psychological first aid services immediately to employees, co-workers, and/or SEPTA management with significant involvement in the incident. This may occur at a location appropriate to the situation. For accident cases in which an employee is brought to the collection site (located at SEPTA headquarters³) for drug and alcohol testing, the EAP shall provide face to face counseling within one hour at the collection site id request.

³ 1234 Market Street, Philadelphia PA 19107

ATTACHMENT 6

Critical Incident Informational Trifold



Penn Behavioral Health Corporate Services



3440 Market Street, Suite 450

Philadelphia, PA 19104

Phone: 888-321-4433

Fax: 215-898-2789

Contact Penn Behavioral
Health Corporate Services
(PBHCS)

24 hours a day, 7 days a week
(free and confidential)

By phone: 1-888-321-4433

Online:

pennbehavioralhealth.org



Helping Railroad Employees with Critical Incidents in the Workplace

SEPTA's Railroad Operations serves over 37.7 million riders annually in Philadelphia and surrounding counties as well as some parts of New Jersey and Delaware.

Railroad Operations and Maintenance pose many potential hazards – some of which could result in serious consequences. The Safety and Health of SEPTA's Railroad employees are paramount; and one of the fundamental principles of the Railroad industry. The Federal Railroad Administration (FRA) enacted 49 CFR Part 272 to promote the health and safety of railroad employees who are directly involved in a critical incident.

The Critical Incident Stress Plan is part of SEPTA's greater effort to provide a comprehensive safety program to its Railroad personnel. SEPTA's Critical Incident Stress Plan (CISP) ensures a Railroad Employee's right to **VOLUNTARILY** participate in the following:

- Psychological First Aid to directly involved employee immediately following covered events.
- Timely relief from **the balance of the duty tour** – after the employee completes any actions to ensure the safety of persons (passengers, employees and public) and documentation of the incident.
- Offer directly involved employee transportation to their home terminal location.
- Access to free, confidential, voluntary counseling and other support services as requested
- **If employee requests:** Additional relief from duty to a maximum of three (3) additional **Consecutive Days** per the CISP (without necessitating a diagnosis).

What is a Critical Incident?

A critical incident under 49 CFR Part 272 is:

- An accident/incident reportable to FRA under part 225 of this chapter that results in fatality, loss of limb or similar serious bodily injury
OR
- A catastrophic accident reportable to the 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.

Who are covered employees?

The provisions of the Plan apply to directly involved employees in the following job classifications:

- SEPTA Railroad employees covered under 49 CFR Part 228 by hours of service (HOS) laws who are:
 - Locomotive Engineers, Conductors and Assistant Conductors, Engineer & Conductor Trainees
 - Signal employees
 - Dispatching Service (ROCC) employees
- SEPTA Railroad employees who inspect, install, repair, or maintain railroad right-of-way or structures

SEPTA Railroad employees who inspect, repair or maintain locomotives, passenger cars or freight cars.

Under the Rule, the employee must be:

- A. Working in a job classification covered under the plan.

AND

- B. **Directly Involved** in a critical incident as defined by the plan.

How does the plan work?

- Immediate relief is offered as soon as the covered employee's responsibilities at the scene are completed and can be safely assumed by others
- Arrange timely transportation to their home terminal location
- Each covered employee directly involved is offered Psychological First Aid Services immediately
- Responsible Manager will contact the PBH EAP that a covered and directly involved employee experienced a Critical Incident and he/she may request voluntary counseling, guidance and support services.
- Penn Behavioral Health Corporate Services EAP will ensure that counseling and support services are explained and offered upon receipt of call

What if I need additional help?

- A Covered Employee directly involved in a Critical Incident has the right to self-refer themselves to Penn Behavioral Health Corporate Services Employee Assistance Program (EAP)
- PBHCS EAP provides immediate confidential counseling and support services available 24/7
- Being upset is a natural response to crisis situations, help is available whenever you need it
- Do not assume you are resilient enough to get through the situation, if it causes you concern contact EAP
- Contact Penn Behavioral Health Corporate Services EAP at:
1 (888) 321- 4433

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