



Tri-County Metropolitan Transportation District of Oregon (TriMet)

Critical Incident Stress Plan (CISP)

Effective Date: March 23, 2016

Number:

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A. OVERVIEW

The Westside Express Service (WES) Commuter Rail Service began operations in February 2009. It is operated on the WES Corridor, i.e., a section of railroad between Wilsonville, Oregon and Beaverton, Oregon (former BNSF Railway), a distance of approximately 15.3 route miles. Portland and Western Railroad (PNWR), a Class III railroad, provides freight rail service over the entirety of the WES Corridor. TriMet provides WES commuter passenger rail service over the WES Corridor. This line is known as the PNWR OE District in the PNWR Timetable. TriMet has contracted with PNWR to be the operator of the WES commuter rail service, providing train operation, dispatching, wayside maintenance, and other services to TriMet. TriMet owns and maintains the passenger equipment at the WES Operations and Maintenance facility in Wilsonville, Oregon. As operating partners PNWR and TriMet employees may directly interface during a critical incident on the WES Corridor, however PNWR and TriMet will maintain independent Critical Incident Stress Plans. For FRA reporting purposes the TriMet-WES railroad code is TMEV.

B. PURPOSE

This purpose of this CISP is to fulfill the requirements of 49 CFR, Part 272, 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.

For the purpose of 49 CFR, Part 272 Critical Incident Stress Plan (CISP), Tri-Met Westside Express Service (TMEV-WES) is a commuter railroad.

TriMet has quality crisis support services and the purpose of this CISP is to ensure the appropriate support services, including appropriate relief for evaluation and treatment to employees who are directly involved in a critical incident, is provided.

C. SCOPE

This Policy applies to the following (TMEV-WES) employees (if applicable) who are both subject to the hours of service laws and also those not governed by Hours of Service procedures:

- i. Signal Employees that are engaged in installing, repairing or maintaining a signal system.
- ii. Maintenance of Equipment employees that are engaged in inspecting, repairing, or maintaining locomotives, or passenger cars

C. DEFINITIONS

1. **Accident/incident** (49 CFR Part 225)
 - i. Any impact between railroad on-track equipment and a highway user at a highway-rail grade crossing.
 - ii. Any collision, derailment, fire, explosion, act of God, or other event involving operation of railroad on-track equipment (standing or moving) that results in reportable damages greater than the current reporting threshold to railroad on-track equipment, signals, track, track structures, and roadbed;
 - iii. Each death, injury, or occupational illness that is a new case and meets the general reporting criteria listed in 49 CFR §225.19(d)(1) through (d)(6).
2. **Commuter Railroad** - means a railroad, as described by 49 U.S.C. 20102(2), including public authorities operating passenger train service, that provides regularly-scheduled passenger service in a metropolitan or suburban area.
3. **Critical Incident** – (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 the Federal Railroad Administration 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.
4. **Directly Involved Employee** - means a railroad employee covered under the scope of this policy and;
 - i. Whose actions are closely connected to the critical incident;
 - ii. Who witnesses the critical incident in person as it occurs or;
 - iii. Who witnesses the immediate effects of the critical incident in person or;
 - iv. Who is charged to directly intervene in, or respond to, the critical incident.
5. **Excluded Employees** - Railroad police officers or Investigators who routinely respond to and are specially trained to handle emergencies.
6. **Highway User** - automobiles, buses, trucks, motorcycles, bicycles, farm vehicles, pedestrians, and all other modes of surface transportation motorized and un-motorized.
7. **Home Terminal** - Home terminal means an employee's regular reporting point at the beginning of the tour of duty.

D. ESSENTIAL STEPS

- i. The TriMet Director of Commuter Rail Operations, Westside Express Service shall ensure compliance with this policy.
- ii. The Director Commuter Rail or his designee shall provide initial pre-incident training and annual training thereafter to every TriMet Westside Express Service manager, supervisor and covered employee. Pre-Incident training will be structured to provide information about normal reactions to stress, ways to cope with stress, options for leave, counseling and other support services offered and provided by TMEV-WES and how to access counseling, guidance and other support services. Pre-Incident training will consist of class-room review of the contents and requirements of this CISP per 49 CFR Part 272, and will be documented in

- the employees training record. Printed copies of the CISP will be available to all employees at the TMEV-WES Operations Facility.
- iii. The Director Commuter Rail or his designee shall ensure that every TriMet Westside Express Service employee, responsible for implementing this CISP, is trained in Psychological First Aid (PFA).
 - iv. All training requirements per this CISP will comply with 49 CFR Part 243 as applicable for TriMet Westside Express Service.
 - v. Management and Supervisors of Directly-Involved Employees must ensure the following:
 - a. The Director Commuter Rail or his designee will be dispatched to the incident location as soon as practicable. The manager at the scene will determine if the accident/incident meets the regulatory criteria or requirement of a Critical Incident. TriMet senior leadership and the TriMet safety department shall be notified.
 - b. The Director Commuter Rail or his designee must identify each Directly-Involved employee as soon as possible.
 - c. The Director Commuter Rail or his designee must inform each Directly-Involved employee of their relief options as soon as practicable. The manager must offer timely relief for the remainder of their duty tour for each Directly-Involved employee, once all necessary actions are taken to ensure employee, passenger, and public safety and all necessary reporting documentation is furnished.
 - d. Each directly-involved employee must be offered transportation from the Critical Incident to their home terminal as soon as practicable.
 - e. TriMet, Westside Express Service permits relief from the duty tour(s) subsequent to the Critical Incident, for up to 48 hours, if requested by a Directly-Involved employee as may be necessary and reasonable.
 - f. TriMet, Westside Express Service shall 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 Critical 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 Critical 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 Critical Incident, or both. The health care practitioner reference above may be a licensed certified employee assistance professional (CEAP), or the directly-involved employee's personal licensed psychiatrist, clinical psychologist, clinical social worker or physician.
 - g. The Director Commuter Rail or his designee must advise the Directly-Involved employees of the Employee Assistance Program (EAP) to support dealing with any post Critical Incident experiences or difficulties affecting the employee's job performance.
 - h. TriMet, Westside Express Service operates on track owned and operated by Portland and Western Railroad (PNWR). For *TriMet employees* the TriMet CISP will be fully complied with on TriMet and PNWR property.

E. EMPLOYEE ASSISTANCE PROGRAM (EAP)

1. When a Critical Incident occurs, the manager, after the immediate safety of the employees and passengers has been secured, shall notify EAP of the Critical Incident.
2. The manager will deliver to any Directly-Involved employee a preprinted informational pamphlet detailing contact information for the local EAP health care practitioner. EAP health care practitioners are available seven days a week, 24 hours a day, including weekends and holidays.

3. EAP (Cascade Centers) can be reached by telephoning 1-800-433-2320 Seven Days Week 24 Hours a Day, by Email: info@cascadecenter.com or by visiting www.cascadecenters.com
4. The manager will provide an overview of the Critical Incident to the EAP Counselor and the names of the Directly Involved employees;
5. EAP will contact the Directly-Involved employees as soon as practicable;
6. EAP shall offer the Directly-Involved employees short-term counseling or referral
7. EAP shall endeavor to maintain contact with the Directly-Involved employees during their time out of service and coordinates any additional care or, if necessary, additional leave.

F. ATTACHMENTS

1. Critical Incident Stress Indicators
2. Center for Disease Control (CDC), Coping with Stress, Tip sheet
3. Cascade Centers Incorporated (EAP Provider) – Emotional Wellness and Health

G. ADMINISTRATION

1. The TriMet Director of Commuter Rail Operations, Westside Express Service is responsible for the provision of counselors and the administration of this policy.

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TriMet Westside Express Service, Points of Contact:

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Attachment 1:

What is Critical Incident Stress?

<http://www.cdc.gov/niosh/topics/traumaticincident/>

Workers responding to emergency events and or disasters will see and experience events that will strain their ability to function. These events, which include having to witness or experience tragedy, death, serious injuries and threatening situations are called "Critical Incidents." The physical and psychological well-being of those experiencing this stress, as well as their future ability to function through a prolonged response, will depend upon how they manage this stress. Post-Traumatic Stress Disorder differs from critical incident stress by lasting longer than four weeks after the event triggering the emotional, mental or physical response. Most instances of critical incident stress last between two days and four weeks.

What are Some Signs of Critical Incident Stress?

The signs and symptoms of critical incident stress can be physical, emotional, cognitive, or behavioral. Individuals express stress in different ways and therefore manifest different reactions. The list below is not exhaustive but will help supervisors to identify workers who are exhibiting stress reactions.

PHYSICAL	COGNITIVE	EMOTIONAL	BEHAVIORAL
Fatigue Chills Unusual thirst Chest pain Headaches Dizziness	Uncertainty Confusion Nightmares Poor attention decision making ability Poor concentration, memory Poor problem solving ability	Grief Fear Guilt Intense anger Apprehension and depression Irritability Chronic anxiety	Inability to rest Withdrawal Antisocial behavior Increased alcohol consumption Change in communications Loss/increase in appetite

Coping with Stress After a Traumatic Event

Tip Sheet

2013



Traumatic events take different forms—natural disasters (earthquakes, tornados, wildfires), personal loss, school shootings, and community violence—and their effects on us vary. People may feel sad, confused, scared, or worried. Others may feel numb or even happy to be alive and safe. Reactions to traumatic events can be had by those directly impacted as well as by friends and family of victims, first responders, and people learning about the events from the news.

Feeling stressed before or after a traumatic event is normal. But, this stress becomes a problem when we are unable to cope well with it and when the stress gets in the way of taking care of ourselves and family, going to school, or doing our jobs. Coping well with stress begins with recognizing how we are reacting and then by taking steps to manage our reactions in a healthy way.



Common Stress Reactions to a Traumatic Event

Emotional and physical stress reactions may occur immediately around the time of a traumatic event. For some people, signs of stress may take days or weeks to appear. Some stress reactions are:

- Disbelief and shock
- Feeling sad, frustrated, helpless, and numb
- Fear and anxiety about the future
- Feeling guilty
- Anger, tension, and irritability
- Difficulty concentrating and making decisions
- Crying
- Reduced interest in usual activities
- Wanting to be alone
- No desire for food or loss of appetite
- Sleeping too much or too little
- Nightmares or bad memories
- Reoccurring thoughts of the event
- Headaches, back pains, and stomach problems
- Increased heart rate and difficulty breathing
- Increased smoking or use of alcohol or drugs



Coping with Stress After a Traumatic Event

Ways to Cope with Stress After a Traumatic Event

A traumatic event can turn your world upside down. There is no simple fix to feeling better right way. Feeling better will take time. Healthy activities can help you, your family, and community heal.

- **Follow a normal routine as much as possible.** Wake up and go to sleep at your usual times. Eat meals at regular times. Continue to go to work and school and do activities with friends and family.
- **Take care of yourself.** Do healthy activities, like eating well-balanced meals, getting plenty of rest, and exercising—even a short walk can clear your head and give you energy. If you are having trouble sleeping, do not drink caffeine or alcohol before going to bed and do not watch TV or use your cell phone or computer in bed. Avoid other things that can hurt you, like smoking, drinking alcohol, or using drugs.
- **Talk about your feelings and accept help.** Feeling stress after a traumatic event is normal. Talking to someone about how you are doing and receiving support can make you feel better. Others who have shared your experience may also be struggling and giving them support can also help you.
- **Turn it off and take a break.** Staying up-to-date about a traumatic event can keep you informed, but pictures and stories on television, in newspapers, and on the Internet can increase or bring back your stress. Schedule information breaks. If you are feeling upset when getting the news, turn it off and focus on something you enjoy.
- **Get out and help others.** Volunteer or contribute to your community in other ways. This community support can be connected to the disaster-related needs or to anything else that you care about. Supporting your community can help you and others heal and see that things are going to get better.

Signs that More Help May Be Needed

Sometimes taking healthy steps on your own to lower stress after a traumatic event is not enough. Getting additional care and support is sometimes needed to feel better and to figure out a way to move forward. This help may come from a licensed mental health professional, doctor, or community or faith-based organization. Signs that more help is needed include:

- Having symptoms of stress, like feeling sad or depressed, for more than two weeks
- Not being able to take care of yourself or family
- Not being able to do your job or go to school
- Alcohol or drug use
- Thinking about suicide

Where to Get Immediate Help

Disaster Distress Helpline

1-800-985-5990 (or text TalkWithUs to 66746)

National Suicide Prevention Lifeline

1-800-273-TALK

(1-888-628-9454 for Spanish-speaking callers)

Youth Mental Health Line

1-888-568-1112

Child-Help USA

1-800-422-4453

Where to Learn More

CDC Division of Violence Prevention

www.cdc.gov/violenceprevention/pub/coping_with_stress_tips.html

SAMHSA Disaster Distress

www.disasterdistress.samhsa.gov

American Psychological Association

www.apa.org/helpcenter/disaster/index.aspx

National Child Traumatic Stress Network

www.nctsn.org/trauma-types/

FINANCIAL TROUBLES

MARITAL ISSUES

SUBSTANCE ABUSE

DEPRESSION

FAMILY CONCERNS

STRESS

ANXIETY

CAREER



**Your Success is...
Our Compass**

The Employee Assistance Program (EAP) is a FREE and CONFIDENTIAL service that can help you and your family resolve personal problems that are starting to affect your work or personal life.

Call today for free,
confidential service,
Toll-free 1-800-433-2320

eap
Employee
Assistance
Program

- Marital & Family Issues
- Personal & Emotional Concerns
- Alcohol & Substance Abuse
- Problems at Work



Making Connections, Creating Solutions

----- In Oregon -----
Portland: 503-639-3009
Salem/Keizer: 503-588-0777

Accessing your EAP is easy:

- Call: 1-800-433-2320
- Email: info@cascaDECENTER.com
- Visit: www.cascaDECENTERS.com



Cascade Employee Assistance Program
1-800-433-2320
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