

# Critical Incident Stress Plan



Florida Department of Transportation  
District 5

Effective 10-10-2017

Title:

# HEALTH, SAFETY AND ENVIRONMENT POLICIES AND PROCEDURES

## Critical Incident Stress Plan

**Purpose:** The purpose of this plan is to satisfy all of the requirements pursuant to 49 CFR Part 272 and promote the health, safety and well-being of employees who are involved in critical stress incidents.

**Scope:** This plan is applicable to all employees who are subject to the hours of service laws. This plan also applies to employees who in their job functions are responsible for: inspecting, installing, repairing, or maintaining railroad track and infrastructure; and employees who are responsible for inspecting, repairing, or maintaining locomotives, passenger cars, or freight cars.

Business Unit: AME: Services Orlando	Responsible Unit: Health, Safety & Regulatory Compliance	Document type: Plan	Confidentiality status : Internal	Document state : <b>Revision 3</b>
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Identity number :

**OP-O-11-003**

Effective date:

Revision :

03

**Revision Log**

<b>Revision</b>	<b>Date (yyyy-mm-dd)</b>	<b>Description of Changes</b>
0	2014-06-23	First Release
1	2015-12-01	Address FRA Preliminary Findings
2	2016-03-16	Address Additional FRA Findings
3	2017-10-10	Updated Contacts and EAP information

**TABLE OF CONTENTS**

1.0 INTENT OF POLICY ..... 4

---

2.0 OVERVIEW ..... 4

---

3.0 IDENTIFYING INFORMATION ..... 4

---

4.0 DEFINITIONS ..... 5

---

5.0 OVERVIEW ..... 6

---

6.0 TRAINING ..... 8

---

7.0 PROHIBITIONS ..... 8

---

8.0 NOTIFICATION ..... 9

---

9.0 RELIEF FROM SUBSEQUENT DUTY ..... 10

---

10.0 JOINT OPERATIONS ..... 11

---

11.0 EMPLOYEE AND ASSISTANCE PROGRAM ..... 11

---

**1.0 INTENT OF POLICY**

The purpose of this plan is to promote the health, safety and well-being of employees, especially those who are or may be directly involved in or closely connected with a critical incident.

This plan will outline the facilitation and provision of appropriate support services and relief to all directly-involved employees subsequent to the occurrence of a critical incident. The contents of this plan will consist of a system of education, prevention and mitigation of the effects from exposure to critical incidents.

**2.0 OVERVIEW**

Bombardier regards employee safety as a priority and fully recognizes the individual needs of directly-involved employees exposed to critical incidents. Critical incidents have the possibility to cause long-term impacts to mental, physical, cognitive, behavioral and emotional health. Bombardier has established this Critical Incident Stress Plan to offer training, timely relief from duty and appropriate support services to directly-involved or closely connected employees.

**3.0 IDENTIFYING INFORMATION****Critical Incident Stress Plan Administrator**

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## **Employee Assistance Program (EAP) Provider**

Name: Morneau Shepell  
Address: 134 North LaSalle Street, Suite 2200, Chicago, IL 60602  
Phone: (866) 468-9461

Online Counseling and Resources: [workhealthlife.com/us](http://workhealthlife.com/us)

## **4.0 DEFINITIONS**

### ***Critical Incident:***

- 1) An accident/incident reportable to the Federal Railroad Administration under 49 CFR Part 225 that results in fatality, loss of limb, or a similarly 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.

***Critical Incident Stress Debriefing (CISD):*** a facilitator-led group and peer-review process conducted soon after a critical event with individuals considered to be under stress from trauma exposure.

***Directly-involved employee:*** a railroad employee who is subject to the hours of service laws; inspects, installs, repairs, or maintains railroad right-of-way or structures; or inspects, repairs, or maintains locomotives, passenger cars, or freight cars -

- 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 (excluding railroad police officers, or investigators who routinely respond to and are specially trained to handle emergencies)

***Employee Assistance Program (EAP):*** Bombardier's Employee Assistance Program (EAP) is administered by Morneau Shepell, and is designed to provide assistance by mental health professionals to employees and their families with respect to addiction, emotional, psychological and behavioral issues. The program provides a host of services related to the prevention, problem identification, treatment referral, monitoring compliance, education, and consultation.

***Home Terminal:*** an employee's regular reporting point at the beginning of the tour of duty.

**Psychological First Aid (PFA):** an evidence-informed modular approach for assisting people in the immediate aftermath of disaster and terrorism: to reduce initial distress, and to foster short- and long-term adaptive functioning.

## 5.0 OVERVIEW

In addition to provided training, this plan includes the option to seek a number of support services offered by the EAP. These optional support services will assist the employee with coping mechanisms, reduce the likelihood of developing a disorder, recognize the symptoms of psychological disorders that sometimes occur as a result of a critical incident and

EAP offers a host of available services and options to employees after a critical incident, including:

- [Coping with the after-effects of a traumatic event](#)
- [Understanding a co-worker's grief or illness](#)
- [Managing employees during times of stress and grief](#)
- [Dealing with a death in the workplace](#)
- [Talking to the recently bereaved](#)
- [Understanding trauma in the workplace](#)
- [Understanding trauma](#)

EAP is also accessible several ways that ensure privacy and confidentiality. This includes easy to use scheduling tools, instant messaging and online chat with a counselor.

In the case of “near miss” scenarios (e.g., situations which when seen in hindsight could have resulted in an accident, but which was narrowly avoided), Bombardier may evaluate situations where a “near miss” has occurred and apply the relief and support provisions of the plan.

In all cases, the critical incident should arise out of and occur in the course of the employment during railroad operations, and should be:

- Clearly and precisely identifiable
- Objectively classified as a critical incident

**Get in Touch**  
For immediate and confidential assistance 24/7/365.

- Book Services**  
ONLINE ACCESS  
Secure support services booking.
- Chat Now**  
FIRST CHAT  
Instant chat with a counsellor, make a service inquiry or book a service.
- Access Portal**  
E-COUNSELLING  
Exchange written messages with a professional counsellor via secure online portal.

- Unexpected in the normal or daily course of the employee's employment or work environment
- Consistent with the requirements of this plan
- Occur outside the range of the normal human experience

### **Exceptions to Policy Provisions**

There should be no expectation of entitlement for the provisions of this plan for critical incident stress due to an employer's decisions or actions that are part of the employment function, such as:

- Terminations
- Demotions
- Transfers
- Disciplinary actions and major rule violations
- Changes in job assignments and working hours
- Changes in productivity expectations (ex: an employee's occupational responsibilities are increased or decreased)

An employee who is subject to any of the above personnel actions while also simultaneously being directly-involved in a critical incident as defined in this plan will still be entitled to the applicable relief and support services afforded by this plan.

### **Closely Connected to a Critical Incident**

An employee who is "closely connected" to a critical incident is intended to mean an employee whose actions directly contribute to the incident (those actions could be merely the actions of carrying out the individual's job functions, e.g., by operating a train), or whose contemporaneous actions (or inaction) directly contribute to the incident. An example of when an employee may be "closely connected" to a critical incident, even though he or she is not at the incident scene and witnessing the incident in person, is a situation where an act or omission by that employee (such as a train dispatcher) causes or contributes to a



critical incident (e.g., a dispatcher authorizes a movement in error which results in a collision).

## **6.0 TRAINING** **Employees**

Employees who could possibly be exposed to a critical stress incident shall receive initial training that encompasses the following topics:

- Availability of care and treatment options if exposed to or involved in a Critical Incident
- Requirements of Critical Incident Stress Plans
- Signs and symptoms of critical incident stress
- Common physical, emotional, cognitive and behavioral reactions to critical stress

## **Managers and Supervisors**

Frontline managers and supervisors who are responsible for responding to a critical incident and providing the necessary requirements consistent with this plan to a directly-involved employee shall receive training that encompasses the following topics:

- Requirements of Critical Incident Stress Plans
- Signs and symptoms of critical incident stress
- Active listening and understanding
- Common physical, emotional, cognitive and behavioral reactions to critical stress
- Promoting and supporting resiliency
- Psychological first aid (PFA)

## **7.0 PROHIBITIONS**

Under no circumstances will managers, supervisors or EAP personnel utilize a debriefing or defusing session subsequent to a critical incident. Specifically, any debriefings which are academically or medically defined or classified as Critical Incident Stress Debriefings (CISD) are strictly prohibited.

## **8.0 NOTIFICATION**

### **Managers and Supervisors**

Managers and Supervisors responding to the scene of a critical incident or interacting with employees closely-connected to a critical incident will offer the following relief and support options to all directly-involved or closely connected employees:

- 1) Relief from 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.
- 2) Timely transportation for each directly-involved employee 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.
- 3) Counseling, guidance, and other appropriate support services.
- 4) Relief from duty tours subsequent to a critical incident for a period up to three days.
- 5) Additional leave (relief) from normal duty as may be necessary and reasonable to receive preventative services or treatment related to the incident or both.

When a critical incident occurs, the EAP Referral Agent is to be immediately contacted by the responding Manager or Supervisor. EAP can be contacted at (866) 468-9461. If voicemail is activated, leave a brief message along with the required information and that it is a critical incident stress related call. EAP services are available 24 hours/day, 7 days/week for these situations. The Manager and Supervisor will supply the EAP referral agent with information regarding the incident and the contact information for all directly-involved employees. The following information will be provided to the EAP within two (2) hours of the critical incident.

- 1) An overview of the events taking place, the extent of injuries to employees, passengers and trespassers, and/or fatalities.
- 2) How long the train is going to be delayed; what was the train's destination; and when do they expect the directly-involved employees to return to their home terminal.

- 3) Names, telephone numbers, and social security numbers or employee identification numbers of the directly-involved employees.

Managers and Supervisors responding directly to the scene or site of a critical incident will ensure that initial personal contact is made with all directly-involved employees. They will also explain the next steps of the critical incident process but should refrain from diagnosing or assessing the employee.

All relief options offered by the responding Manager or Supervisor are completely at the directly-involved employee's discretion and are not mandatory. The Manager or Supervisor shall then arrange for timely transportation from the scene of the critical incident to the employee's home terminal.

Should the directly-involved employee accept their afforded relief option for relief from the balance of duty, timely transportation to the employee's home terminal shall include:

- Manager or Supervisor transporting the directly-involved employee(s) in a company provided vehicle
- Arranging for a designated crew shuttle, crew van or taxicab
- Allow the directly-involved employee(s) to ride in the body of the next scheduled passenger train if that train will ultimately become out-of-service after its last scheduled stop and arrive at the employees' home terminal

## **9.0 RELIEF FROM SUBSEQUENT DUTY**

The responding Manager or Supervisor will also notify all directly-involved employees of their option to be relieved from their current assignment for up to the next three (3) subsequent calendar days. The available relief will begin on the next calendar day following the day on which the critical stress incident occurred.

Additional leave (relief) 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.

Supporting physical and/or electronic documentation such as a professional medical diagnosis or opinion from the employee's elected health care professional or EAP counselor should be promptly submitted to the Critical Incident Plan Administrator identified in this plan.

Due to Bombardier's strict privacy and confidentiality requirements as well as those found in the Health Insurance Portability and Accountability Act ([Pub.L. 104-191, 110 Stat. 1936](#)), managers and supervisors will not have access to employee health information such as a clinical or medical diagnosis from a health care practitioner, physician or EAP counselor.

## **10.0 JOINT OPERATIONS**

If conducting joint operations with other railroads such as:

- Class 1
- Amtrak
- Regional and short-line
- Commuter
- Tourist or scenic excursions

The provisions of this plan will remain fully applicable to all directly-involved Bombardier employees who are operating over track not controlled by Bombardier.

## **11.0 EMPLOYEE AND ASSISTANCE PROGRAM (EAP)**

The EAP will receive information from the responding Manager, Supervisor or the Critical Incident Stress Plan Administrator regarding the details of the event. Based on the information collected and the situation, a plan will be established contingent upon the assessment of the EAP counselor. The appropriate support services will be facilitated or coordinated by EAP and the Critical Incident Stress Plan Administrator.

After the Manager or Supervisor has reminded all employees of their relief and support options, the EAP will conduct a crisis management consultation by phone with the Critical Incident Stress Plan Administrator or Manager or Supervisor reporting the incident. The specifics of the incident are discussed and the EAP counselor works with the Manager, Supervisor or Critical Incident Stress Plan Administrator in order to determine an appropriate level of response. If needed,

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EAP staff is immediately dispatched to the incident. Recommendations can include some or all of the following critical incident stress management services:

- 1) Reminders of EAP availability to all employees at the location;
- 2) Referral of an employee to EAP that has accepted their voluntary option to pursue treatment;
- 3) Distribution of educational recovery materials related to the incident;
- 4) Communication of online educational resources available through the EAP;
- 5) Telephonic meetings for managers and employees;

EAP will make an outreach call to directly-involved employees within a timely manner of the incident to:

- 1) Offer counseling, guidance and support;
- 2) Explain the short and long term potential effects of exposure to such incidents
- 3) Review additional relief options, and
- 4) Facilitate assessment, referral, and treatment as requested by employee.

If the EAP is unable to contact the employee within the specified time frame, a message will be left for the employee at the prescribed telephone number advising him/her of their option to contact EAP if he/she is in need of services.

Bombardier will 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 agreements, and pertinent regulations.

None of the available supplemental support services provided by the EAP will any way delay, prevent or limit the employee(s) from exercising their relief and support options afforded to them as outlined in this plan.