

CN CRITICAL INCIDENT RESPONSE PROGRAM (CIRP)

The Critical Incident Response Program (CIRP) is supported by the CN Employee and Family Assistance Program (EFAP). CN Supervisors are responsible for providing relief if required to directly-involved employees at the time of any reported critical incident. Generally, CN management will provide employees the contact information for EFAP. Initial contact to EFAP is made by the employee at a time they deem appropriate.

EFAP can also be reached 24 hours a day, 7 days a week by calling CIGNA Behavioral Health at 1-800-554-6931. The EFAP is a confidential and voluntary support service.

CN's Sr. Manager of Safety and Compliance is designated by CN to have overall responsibility for compliance with this plan.

Scope

The Critical Incident Response Program (CIRP) is intended to help CN employees exposed to critical incidents to identify and cope with their responses to these events. The CIRP includes immediate relief, access to support services, and extended relief when recommended by a specialist; these interventions are intended to mitigate the adverse psychological reactions that may accompany critical incidents. The focus of CIRP is to minimize the harmful effects of job stress, particularly in crisis or emergency situations.

Definitions

The following definition applies to the CN CIRP:

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 part 225 that could be reasonably expected to impair a directly-involved employee's ability to perform his or her job duties safely.

Such incidents may produce significant emotional reactions immediately or in the future. They are generally considered extremely unusual in the range of ordinary human experiences. Examples of such critical incidents include the following:

1. Death of a CN employee
2. Fatalities or seriously injuries involving trespassers or pedestrians
3. Acts of violence resulting in serious injury or death
4. Acts of terrorism
5. Observing a traumatic event

Directly-involved employee means a railroad employee covered under § 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 respond to, the critical incident (excluding railroad police officers or investigators who routinely respond to and are specially trained to handle emergencies).

The goal of the CIRP is to promote the safety of railroad operations and the health and safety of railroad employees, especially those who are directly involved in a critical incident. The CIRP ensures that employees are offered appropriate support services following a critical incident. The CIRP 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).

Referral: Referrals to outside providers (within CN insurance network) to address acute psychological trauma, or health-related concerns beyond the scope and practice of the CN EFAP.

Immediate Relief

After a "first report" of a critical incident has been received, the directly-involved employee(s) will be reminded of his or her timely relief options as soon as practicable by the responding manager. That responding manager is the manager that first arrives on critical incident scene; generally this will be the frontline supervisor (i.e. trainmaster, mechanical supervisor, track supervisor). The employee will be relieved for the remainder of that shift unless the directly-involved employee voluntarily declines relief. Each directly-involved employee will be provided timely transportation to the home terminal if the employee requests it. They will be provided contact information for CN's EFAP. The EFAP will enable the employee(s) to contact support services to be provided counseling, guidance, or other appropriate support service.

Immediate relief of the balance of the duty tour and timely transportation will be provided after the employee performs any actions necessary for the safety of persons and contemporaneous documentation of the incident.

Temporary Leave

The days following a critical incident, a directly-involved employee may require time off to cope with the incident. This time may be necessary to ensure the directly-involved employee is able to return to work and perform all tasks safely. Each directly-involved employee will be advised that they are eligible for at least one calendar day and up to three calendar days of temporary leave as may be reasonable and necessary (without necessitating a diagnosis) subsequent to a critical incident to cope with the incident if requested by the employee.

Critical Incident Leave

Additional leave from normal duties may be reasonable and necessary to receive preventive service or treatment related to the incident.

Additional leave from normal duty will be available to each directly involved employee and permitted as may be necessary and reasonable to receive preventive services or treatment related to the incident or both. To qualify for additional leave the employee's clinical diagnosis must support 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.

Who is Eligible for this Program?

Federal regulations require that this plan cover, at a minimum, the following employees:

- (1) Railroad employees who are subject to the hours of service laws at:
 - (a) 49 U.S.C. 21104 (signal employees); or
 - (b) 49 U.S.C. 21105 (dispatching service employees);

(2) Railroad employees who inspect, install, repair, or maintain railroad right-of-way or structures; and

(3) Railroad employees who inspect, repair, or maintain locomotives, or freight cars.

CN's CIRP is available to all CN employees regardless of whose track or property they are working on.

A copy of this program will be retained electronically and available to CN employees at:
<http://cninet.cn.ca/SafetyRegulatoryAffairs/web/en/Standards/index.html>