



US Canadian Pacific--Critical Incident Stress Plan

SOO (Chicago and Saint Paul), D&H (Delaware & Hudson - Northeast U.S. [NEUS], and DM&E (Dakota, Minnesota, & Eastern)

Effective Date: March 9, 2016

Issuing Department: HR Planning & Development

Carrier Contact:

Paul Wajda
Managing Director HR Planning & Development
BLDG #1, 7550 Ogdendale Road120
Calgary, AB T2C 4X9
403-319-7597

Critical Incident Coordinator – Employee Assistance Provider:

Wellplace
7309 South 180 West
Midvale, UT 84047
800-824-9892 Phone
Services are available 24/7 to provide counseling, guidance and support services following a Critical Incident Event

Scope

The Critical Incident Stress Plan is designed to provide timely assistance to individuals who have experienced traumatic events and to comply with Federal Railroad Administration (FRA) regulations (49 Code of Federal Regulation (CFR) Part 272). The primary goal of this program is to support employees as they work through the normal reactions related to traumatic events.

Which incidents and employees are covered?

A critical incident is defined as;

1. An accident/incident reportable to FRA under 49 CFR §225 that results in a fatality, loss of limb or similarly serious bodily injury; or
2. A catastrophic accident/incident reportable under 49 CFR §225, which could be reasonably expected to impair a directly-involved employee's ability to perform his or her job duties safely.

The Critical Incident Stress Plan shall cover the following employees if they are directly involved in a critical incident:

1. Employees who are subject to hours of service laws such as engineers or conductors (49 United States Code (USC) 21103 or 49 CFR §228, Subpart F), signal employees (49 USC 21104 and dispatching service employees (49 USC 21105).
2. Employees, who inspect, install, repair, or maintain railroad right-of-way or structures.
3. Employees who inspect, repair, or maintain locomotives, passenger or freight cars.

A directly-involved employee includes any employee:

1. Whose actions are closely connected to the critical incident;
2. Who witnesses the critical incident in person as it occurs or who witness the immediate effects of the critical incident; 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).

Canadian Pacific Critical Incident Process Flow

1. Critical Incident takes place.
2. The onsite manager/supervisor will inform directly-involved employees of their relief and transportation options. This includes employees who are on assignment with another railroad. These options include:
 - a. Employees will be offered timely relief from the balance of their tour of duty, after the employee has performed any actions necessary for the safety of persons and contemporaneous documentation of the incident.
 - b. Employees will be offered timely transportation to each directly-involved employee's home terminal if necessary (such as a cab or taxi).
 - c. Employees will be made aware of counseling, guidance and other services available to them through the Company's Critical Incident Coordinator.
 - d. Employees will be provided relief subsequent to the critical incident for up to the 72 hours following the incident.
 - e. Additional leave from normal duty may be approved as necessary provided the employee's clinical diagnosis supports the need for additional leave. This additional leave will be coordinated through the Critical Incident Coordinator. An employee is free to use a health care professional of his/her choice to receive preventive services or treatment related to the incident, or both, provided the employee's 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. Documentation to substantiate the additional leave must be submitted to the Company's Critical Incident Coordinator.
3. The manager/supervisor will provide the directly-involved employee with a "Critical Incident Guide" as an additional tool to advise the employee of their relief options and the contact information for the Company's Critical Incident Coordinator. At this time, the manager will ask the employee if he/she needs time off following the incident. If the employee requests time off, the manager will inform the employee that the Critical Incident Coordinator will be calling him/her; or if necessary, the employee may immediately contact the Critical Incident Coordinator.
4. The manager in charge of the specific critical incident will provide the contact information of the directly involved employee, the facts and circumstances of the critical incident, and whether or not time off was requested to the Critical Incident Coordinator or to CP's Designated Employer Representative (DER) via phone or email. If the DER is contacted directly, he/she will provide the pertinent information to the Critical Incident Coordinator. If the directly-involved employee has not contacted the Critical Incident Coordinator, an attempt will be made to contact the employee within 72 hours of the incident to check on the employee's wellbeing and to assist the employee with finding additional treatment or preventive services if necessary.

Canadian Pacific Critical Incident Stress Plan Training and Communication Methodology

1. Mass mailing of approved CP policy based on FRA approved Critical Incident Stress Plan to all CP employees with a brochure and wallet card detailing the program.
2. All CP managers who are responsible to respond to critical incidents will be trained on Psychological First Aid and on “situational knowledge” of their role in the CP procedures for the Critical Incident Stress Plan.
3. CP policy and procedures will be posted on the company intranet page.