



RTDC

Eagle P3 Project

Critical Incident Stress Plan

49 CFR 272

Revision 5

May 6, 2020

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Document Number: DTO-TR-09
Commercial in Confidence

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Revision History

| Revision Number | Revision Date | Description of Changes | Reference No. |
|-----------------|---------------|--|-------------------------|
| | | | Plan Owner |
| 1 | 09/08/2015 | Initial submission as per 49 CFR 272 requirements. | EGPW-DTO-OPM-PMP-000015 |
| | | | F. Hauser |
| 2 | 03/29/2015 | Edits in response to FRA Preliminary Findings review. | EGPW-DTO-OPM-PMP-000015 |
| | | | F. Hauser |
| 3 | 04/15/2019 | Revised program’s points of contact. | RTDC-DTO-AUT-PMP-000007 |
| | | | M. Claiborne |
| 4 | 05/10/2019 | Revised to address FRA comments as submitted to RTD on Fri, May 3, 2019 12:17 PM | RTDC-DTO-AUT-PMP-000007 |
| | | | M. Claiborne |
| 5 | 05/06/2020 | Revised program’s points of contact. | RTDC-DTO-AUT-PMP-000007 |
| | | | K. Day |
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Section 1 GENERAL INFORMATION AND POINTS OF CONTACT

Denver Transit Operators, the operator for RTDC's A Line, B Line and G Line, headquartered at 5151 Fox Street, Denver, CO 80216, has designated the following officers responsible for matters concerning the implementation and administration of 49 CFR 272 "Critical Incident Stress Plan":

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Section 2 PURPOSE, INTENT AND OBJECTIVES

2.1 PURPOSE

This plan is adopted by DTO in fulfillment of requirements set forth in 49 CFR 272, *Critical Incident Stress Plans*. As stated in 49 CFR 272.1, the intent and objectives of this plan are:

2.2 INTENT

1. Safety in railroad operations
2. Health and safety of railroad employees, specifically those directly involved in critical incidents as defined in 49 CFR 272.9

Regional Transportation District (RTD) has contracted with Denver Transit Partners (DTP) to design, build, operate, and maintain its commuter rail service - RTDC - and provide employees to staff the service. Denver Transit Operators (DTO) is DTP's operations and maintenance entity for the RTDC.

DTO is committed to employee health, safety, and welfare. DTO intends to follow this plan to respond to critical incidents consistently and effectively. DTO also intends to maintain the plan, update it if necessary, and ensure that the plan continuously conforms to all requirements of 49 CFR 272.

2.3 OBJECTIVES

This Critical Incident Stress Plan seeks to apply evidence-supported best practices to:

1. Reduce the likelihood that employees will develop disorders such as Post Traumatic Stress Disorder (PTSD) and Acute Stress Disorder (ASD) as a result of experiencing a critical incident in the workplace.
2. Provide clear pathways to access evaluation and treatment in order to manage symptoms and promote resilience and recovery.

Section 3 RULE REQUIREMENTS

RTDC, as required by 49 CFR 272, will offer each employee directly involved in a critical incident each of the following support services, including relief, as soon as practicable, and provide such relief if requested by the employee:

1. Inform directly involved employees covered by this plan of the options available to them as soon as is practicable following involvement in a covered event.
2. 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 if such relief is requested by the employee.
3. 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 if such relief is requested by the employee. (*Home terminal means an employee's regular reporting point at the beginning of the duty tour.*)
4. Counseling, guidance, and other appropriate support services to each directly involved employee.
5. Relief from the duty tour(s) subsequent to the critical incident, for an amount of time determined by DTO, up to three days, if requested by a directly involved employee, as may be necessary and reasonable.
6. 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 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.
7. Ensure that these conditions are met when covered employees are involved in covered incidents while operating on tracks owned by another carrier.

Section 4 SCOPE - EMPLOYEES AND EVENTS COVERED UNDER PLAN

To be covered, employees must meet criteria under “Covered Employee Classifications” and “Directly Involved Employee” as outlined below.

Critical incidents covered by this plan include:

1. Accidents/Incidents reportable to the Federal Railroad Administration under 49 CFR 225 resulting in fatality, loss of limb, or similarly serious bodily injury; or
2. A catastrophic accident/incident reportable to the Federal Railroad Administration under 49 CFR 225 that could reasonably be expected to impair the ability of a directly involved employee to perform his or her job duties safely.

4.1 COVERED EMPLOYEE CLASSIFICATIONS

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

1. Employees covered under 49 CFR 228 by hours of service (HOS) laws who are:
 - a. dual certified operators,
 - b. signal employees,
 - c. dispatching service employees.
2. Railroad employees who inspect, install, repair, or maintain railroad rights-of-way or structures.
3. Railroad employees who inspect, repair or maintain RTDC’s rolling stock, which consists of self-propelled electric multiple units (EMUs).

4.2 DIRECTLY INVOLVED EMPLOYEES

For the purposes of this plan, directly involved employees include those in Covered Employee Classifications who:

1. are closely connected to the critical incident, or
2. witness the covered incident in person as it occurs, or
3. witness in person the immediate effects of the covered incident, or
4. are charged directly to intervene or respond to the covered incident.

Section 5 RESPONSE PROTOCOLS

1. Actions under this plan are initiated when the Operations Control Center (OCC) is advised of an incident that is likely to meet the criteria for a covered event.
2. OCC triggers the response under this plan by following the standard operating procedure RTDC-ER-ENP-01 Incidents, Accidents, and Emergency Notification Procedure - OCC.
3. The officers responsible for matters concerning the implementation and administration of this Plan will contact the Employee Assistance Program.
4. Supervisor or the EAP (as determined by DTO) at the site of the critical incident must offer and inform each directly involved employee of the option for EAP counseling, guidance and support services and provide the employee contact information for the EAP:
 - a. identify covered employees,
 - b. take extra care to connect with and support covered employees,
 - c. 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 if such relief is requested by the employee,
 - d. 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 if such relief is requested by the employee, (*Home terminal means an employee's regular reporting point at the beginning of the duty tour.*)
 - e. document time employee(s) depart scene,
 - f. EAP must offer each directly involved employee counseling, guidance and support services and, if requested by the employee, provide such services. (See Appendix A and Appendix B.)
5. EAP will contact employee to:
 - a. offer counseling and related services,
 - b. review additional relief options,
 - c. discuss any conditions and requirements for additional relief beyond relief from the remainder of the duty tour following a critical incident. The supervisor and EAP must:
 - i. Permit relief from the duty tour(s) as may be necessary and reasonable, (without necessitating a diagnosis or that an employee is receiving treatment) subsequent to the critical incident, for a specified amount of time (up to three days as specified in this plan) if requested by a directly involved employee. This period of time is intended to allow for a "coping period" to subjective "normal stress" that directly involved employees may experience as a result of a critical incident that a health care practitioner would not necessarily be able to observe on clinical evaluation. For example, the employee may subjectively feel more 'on edge' or indicate that he or she is having more trouble sleeping; a clinician may not be able to observe it. For this type of leave, DTO may require that the employee be in consultation with a health care practitioner but cannot require the employee limit his or her choice of practitioner to the DTO EAP professional.
 - ii. Permit 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 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.

- d. facilitate assessment, referral, and treatment management as indicated,
- e. facilitate return to duty process and other RTDC processes,
- f. document process, progress, and outcome,
- g. enter information needed for tracking and program evaluation prior to closing the case.

Section 6 COORDINATION RESPONSIBILITY WITH DTO EMPLOYEES

DTO has supervisory personnel throughout its system who will assume responsibility for covered employees as soon as practicable and will, on assumption of responsibility, ensure that all notifications and offers of service are executed and documented.

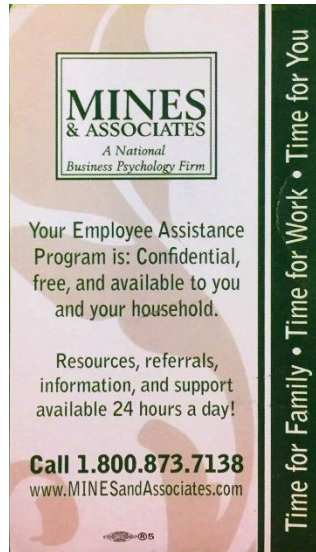
Subcontractors providing employees that meet criteria under “Covered Employee Classifications” and “Directly Involved Employee” must provide an Employee Assistance Program to their employees in accordance with this Plan.

Section 7 IMPLEMENTATION OF PLAN

1. Notification to all employees will be accomplished by the following means:
 - a. Material explaining the core features of the plan including coverage, options allotted, and points of contact
 - b. Provide a link to a web page to explain coverage, elements of plan, options, and contacts
 - c. Notification through a variety of channels, e.g., newsletters, postings, e-mail notices
2. Training for covered employees is provided through the following:
 - a. New hire employee orientation for Covered Employees as defined in this plan (see Section 4),
 - b. New Employee Orientation for all other employees,
 - c. Newsletters and other appropriate information sources.
3. Training for first contact personnel (i.e. primary supervisors/managers) is provided through:
 - a. DSLE/TS class for transportation supervisors.
4. Employee Assistance Program (EAP) Counselors will be qualified on:
 - a. Plan elements and options, concentrating on case management,
 - b. Advanced Stress First Aid,
 - c. Assessment and treatment practices for PTSD, ASD, and depression,
 - d. Documentation, evaluation, and reporting.

Section 8 APPENDIX

APPENDIX A: CRITICAL INCIDENT CARD



APPENDIX B: BROCHURE INFORMATION

1. You are entitled to timely relief from your duty tour after you have completed actions necessary for the safety of passengers and employees and required documentation of the incident;
2. We will provide you with timely transportation to your home terminal as needed; (*Home terminal means an employee's regular reporting point at the beginning of the duty tour.*)
3. You have access to counseling and other support services should you request them;
4. You are permitted the option of relief from duty tours subsequent to this critical incident, if you request it, for a period of time up to three days without necessitating a diagnosis as a coping period for normal stress you may experience following a critical incident. DTO may require the employee be in consultation with a health care practitioner but may not limit the employee's choice of licensed health care practitioner to an EAP professional.
5. You are permitted 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 your clinical diagnosis supports the need for additional time off or you are in consultation with a health care professional related to the incident and the 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. DTO may require the employee to submit a certificate from the clinician to support the employee's request for additional leave (relief) that: a. specifies the clinical diagnosis if a clinical diagnosis is the reason for the employee's request for additional leave; or b. 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 c. 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.