



## HUMAN RESOURCES POLICIES & PROCEDURES

TITLE: <b>CRITICAL INCIDENT STRESS PLAN</b>		PROCEDURE NO. <b>HRPP-054</b>
Revised Issue date: <b>July 14, 2016</b>	PREPARED BY: <b>HUMAN RESOURCES</b>	APPROVED BY: <b>GENERAL MANAGER</b>

### **PURPOSE**

This policy provides Massachusetts Bay Transportation Authority/Keolis Commuter Services (Keolis) with quality crisis support services and the purpose of the policy is to ensure the appropriate support services, including relief, to Keolis employees who are directly involved in a critical incident.

### **SCOPE**

This policy applies to all Keolis employees who are both subject to the hours of service laws and also those not governed by Hours of Service, including:

- Train Crew employees that are engaged in or connected with the movement of a train.
- Signal employees that are engaged in installing, repairing, or maintaining a signal system.
- Train Dispatching employees that are engaged in dispatching, reporting, transmitting, receiving, or delivering an order related to or affecting the movement of a train by the use of electrical or mechanical device.
- Maintenance of Way employees who inspect, install, repair, or maintain railroad right-of-way or structures, or freight cars.
- Maintenance of Equipment employees that are engaged in suspecting, repairing, or maintaining locomotives, or passenger cars.

### **GENERAL**

1. The General Manager of Keolis Commuter Services is designated by the MBTA to have overall responsibility to implement and ensure compliance with the plan.
2. This policy and all forms referenced in this policy are available on the company intranet "Steelwheels" on the Human Resources Department page.

### **DEFINITIONS**

#### **Accident/Incident (49 CFR Part 225):**

- Any impact between railroad on-track equipment and a highway user at a highway-rail grade crossing.
- 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, an



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unplanned occurrence, which could have or did result in a personal injury/illness and/or property damage.

**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 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.

**Directly Involved Employee** means a railroad employee covered under 49 CFR 272.7 or under the scope of this policy:

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).

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

### **ESSENTIAL STEPS**

**Keolis shall ensure compliance with this policy.**

Management and Supervisors of Directly-Involved Employee(s) must ensure the following:

1. A Supervisor at the scene has determined the accident/incident meets the regulatory criteria or requirement of a Critical Incident;
2. Must identify Directly-Involved Employee(s) as soon as possible;
3. Must offer (remind) each directly-related employee of each of the following support services, including relief options:
  - Relief from the balance of duty tour for each directly-involved employee, after the employee has performed any actions necessary for the safety of the persons and contemporaneous documentation of the incident.
  - Provide business card and contact information for the Employee Assistance Provider.

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- 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
- EAP shall provide each directly involved employee with short term counseling, guidance, and referral services and not limit provisions of such services, if requested, to employees experiencing post incident difficulties affecting their job performance.
- Relief from duty tours subsequent to a critical incident for a period up to three consecutive days without necessitating a diagnosis, and contact information for the department, office or person designated by Keolis to grant that relief to each directly-involved employee should the employee decide to request it. The designated department, office or person may be the EAP.
- Additional leave (relief) from normal duty as may be necessary and reasonable to receive preventative 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.

**Note:** Managers and Supervisors are required to provide each directly-involved employee with the option of requesting or not requesting relief.

**EMPLOYEE ASSISTANCE PROGRAM (EAP)**

After a critical incident a Supervisor, once immediate railroad or regulatory actions have been addressed (i.e. Police or Departmental accident investigation), will advise the EAP Staff of the incident. (The Supervisor may delegate the EAP call to Crew Management).

- EAP can be reached by telephoning 1-800-451-1834, 24 hours a day and 7 days a week.
- The Supervisor (or Crew Management) will provide an overview of the incident to the EAP Counselor and the names and phone numbers of the Directly-Involved Employees.
- EAP will contact the Directly-Involved Employee(s) to follow-up after the incident. The Counselor should allow a period of time (two hours) before attempting to contact employee. When the Counselor calls the employee, they should ask only for the named individual and if they are not home, leave a message. They should not provide information which may unduly upset employee’s family if they have not yet returned home. Employees needing additional support will be referred to appropriate professional services.
- EAP shall provide the Directly-Involved Employee with short-term counseling or referral services.



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- Employee will be contacted on the day following the incident by the Supervisor to insure that contact has been made and to ask if the employee needs further assistance.
- EAP will maintain contact with the affected employees during their time out-of-service and coordinate any additional care or, if necessary, additional leave. If they have opted for treatment/evaluation, AllOne Health will so inform Human Resources of recommended actions including need for medical leave.

### **ADMINISTRATION**

The Human Resources Department is responsible for the provision of counselors and the administration of this policy.

### **TRAINING**

**The following training is required of all affected Supervisors and all railroad employees covered under the scope of this policy:**

Supervisors will attend a class that will cover, at a minimum:

- How a Supervisor (or other railroad employee) should interact with an employee who is directly-involved in a critical incident.
- What every directly-involved employee should do following a critical incident.
- Techniques that can be utilized to provide directly-involved employees "situational knowledge" that would help these employees gain ready access to counseling, guidance and other support services.
- Techniques that can be utilized to reduce the initial psychological distress that employees involved in a critical incident may experience.

Employees covered under the scope of this policy will be informed, at a minimum, of the following:

- A detailed review and distribution of the Keolis Critical Incident Stress Plan.
- Provided information about normal reactions to stress, and ways to cope with stress.
- Options for leave, counseling, and other support services