

Corporate Policy and Operating Procedure

Title: **CRITICAL INCIDENT STRESS PLAN**

Number: 21-020

Effective Date: September 1, 1998

Page 1 of 4

Revised Date: April 22, 2019

A. PURPOSE

The purpose of this Corporate Policy and Operating Procedure (Policy) is to define MTA Metro-North Railroad (MNR) provision of quality crisis support, leave time and other services to promote the health, safety and well-being of employees, especially those who are directly-involved in a critical incident. The purpose of this Policy is to ensure that appropriate support services, including evaluation and treatment, are provided to these employees who are directly-involved in a critical incident, in accordance with 49 CFR §272.

B. SCOPE

1. This Policy applies to the following MNR employees directly-involved in a critical incident:
 - a. Train Crew employees who are engaged in or connected with the movement of a train.
 - b. Signal employees who are engaged in installing, repairing, or maintaining a signal system.
 - c. Train Dispatching/Rail Traffic Controller (RTC) employees who are engaged in dispatching, reporting, transmitting, receiving, or delivering an order related to or affecting the movement of a train by the use of an electrical or mechanical device.
 - d. Maintenance of Way employees who inspect, install, repair, or maintain railroad right-of-way or structures, or MW Equipment.
 - e. Maintenance of Equipment employees who are engaged in inspecting, repairing, or maintaining locomotives, freight or passenger cars.
 - f. Management Employees in Transportation, Mechanical and other Management Employees who respond to critical incidents.
2. This Policy also applies to directly-involved employees, defined above, who are involved in a critical incident while performing their authorized duties while working on tracks owned by or operated by a different railroad.

C. DEFINITIONS

1. **Critical Incident** –
 - a. An accident/incident reportable to the Federal Railroad Administration (FRA) under applicable regulations (49 CFR Part 225) that results in a fatality, loss of limb, or a similarly serious bodily injury; or
 - b. A catastrophic accident/incident reportable to the FRA under applicable regulations (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.
2. **Directly-Involved Employee** – An employee covered under the Scope of this Policy in Section B above, and;
 - a. Whose actions are closely connected to the critical incident;

Corporate Policy and Operating Procedure

Title: **CRITICAL INCIDENT STRESS PLAN**

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Page 2 of 4

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- b. Who witnesses the critical incident in person as it occurs;
 - c. Who witnesses the immediate effects of the critical incident in person; or
 - d. Who is charged to directly intervene in, or respond to, the critical incident; except those police officers or investigators who routinely respond to and are specially trained to handle Critical Incidents.
3. **Accident/Incident** (consistent with applicable regulations at 49 CFR Part 225) –
 - a. Any impact between railroad on-track equipment and a highway user at a highway-rail grade crossing.
 - b. 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, signals, track, track structures, and roadbed;
 - c. Each death, injury, or occupational illness that is a new case and meets the general reporting criteria listed in 49 CFR § 225.19(d)(1) through (d)(6).
 4. **Highway Users** - Automobiles, buses, trucks, motorcycles, bicycles, farm vehicles, pedestrians, and all other modes of surface transportation motorized and un-motorized.
 5. **Employee Assistance Program (EAP)** – A confidential counseling service provided by MNR for employees and their immediate family members.
 6. **Home Terminal** – An employee’s reporting point at the beginning of his/her tour of duty.

D. POLICY

Each directly-involved employee is entitled to the following after a critical incident:

1. Relief from the balance of their tour of duty immediately following the critical incident and after the employee has performed any actions necessary for the safety of customers and employees along with completion of the contemporaneous and necessary documentation of the critical incident;
2. Timely transportation to the directly-involved employee’s Home Terminal;
3. Psychological First Aid (PFA), counseling, guidance, EAP or other appropriate support services;
4. Relief from duty after the critical incident, for up to three (3) consecutive calendar days off, if the directly-involved employee requests such relief time in accordance with the policy. Employees will be compensated for the days other than relief days and holidays;

Corporate Policy and Operating Procedure

Title: **CRITICAL INCIDENT STRESS PLAN**

Effective Date: September 1, 1998

Revised Date: April 22, 2019

Number: 21-020

Page 3 of 4

5. Additional leave from normal duty beyond the three (3) days as may be necessary and reasonable to receive preventive service or treatment related to the reactions to the critical 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. Any additional leave beyond the three (3) days described in Section D.4 above will be handled in accordance with existing policies and procedures.

E. STEPS

1. Managers and Supervisors responding to an accident/incident:

- a. Must determine whether or not the accident/incident meets the definition of a critical incident;
- b. Must identify directly-involved employees as soon as possible;
- c. Must offer each directly-involved employee relief from the balance of their duty tour, after the employee has performed any actions necessary for the safety of persons and completed contemporaneous and necessary documentation of the incident;
- d. Must advise each directly-involved employee that they may be relieved from duty for three (3) days after the critical incident, if they request it from their supervisor without necessitation of a diagnosis;
- e. Must offer timely transportation to each Directly-Involved employee's Home Terminal;
- f. Must advise each Directly-Involved employee that EAP will be in contact with them, and may either refer them, or provide guidance, counseling, and support services to them;
- g. Must complete the Critical Incident Stress Plan Notification Form (Appendix A) containing the names and contact phone number of the directly-involved employees and promptly fax the completed form to EAP's secure fax line at 212-883-8086;
- h. If the critical incident warrants immediate notification to EAP call (212) 883-8084 or after business hours at (917) 287-9106. Have available for EAP at the time of the call the names and contact phone numbers of the directly-involved employees.

2. Directly-Involved Employees:

- a. Must perform any actions necessary for the safety of persons and complete contemporaneous and necessary documentation of the critical incident immediately after such incident, before being relieved from the balance of their tour of duty.
- b. Must notify their supervisor if they require up to three (3) days off from duty after the critical incident without necessitation of a diagnosis and must meet the criteria of a Directly-Involved employee;
- c. If an employee requires additional leave beyond the three (3) days to receive preventive services or treatment related to the critical incident, provided the employees clinical diagnosis supports the need for additional time off or the employee is in

Corporate Policy and Operating Procedure

Title: **CRITICAL INCIDENT STRESS PLAN**

Number: 21-020

Effective Date: September 1, 1998

Page 4 of 4

Revised Date: April 22, 2019

consultation with a healthcare professional related to the critical incident and such healthcare professional supports the need for additional time off in order for the employee to receive preventive services or treatment related to the incident.

3. Employee Assistance Program (EAP):

- a. Once EAP receives the notification from the supervisor at the scene of the critical incident of the names and contact information of directly-involved employees, EAP will contact each directly-involved employee as soon as practicable to assess the immediate needs of the employee. EAP will offer each Directly-involved employee counseling, guidance and other support services by EAP at any time after a critical incident and if requested by the employee following the incident EAP will also provide such services or referral for such services;
- b. EAP, if requested, will provide each Directly-Involved employee with short-term counseling or referral services with regard to their involvement in the critical incident.
- c. EAP will maintain contact with the directly-involved employees, if requested by such employees, during their time out of service and will coordinate any additional care or, if necessary, additional leave.

4. Employee Assistance Program (EAP) and Occupational Health Services (OHS)

EAP will maintain contact with the affected employee during their time away from their regular duty tour and coordinate any additional care or if necessary additional leave. EAP will maintain contact with Metro-North's Occupational Health Services (OHS) to apprise them of their evaluation. Metro-North may require an employee to submit a certificate from a healthcare professional supporting they are in consultation with a healthcare professional for their leave beyond the initial three (3) days.

F. ADMINISTRATION

The Director of Regulatory Oversight, will be responsible for ensuring that Managers and Supervisors remind all Directly-Involved employees involved in a Critical Incident of the provisions available under this Policy for compliance.

*This Policy sets forth only guidelines and does not constitute a contract, express or implied. Metro-North expressly reserves the right to change or cancel this policy at its sole discretion at any time. **Any exceptions to this Policy must be approved by the President.***

REVISION TRACKING

August 2018 – Name changed from Critical Incident Debriefing.

April 2019 – Updated relief for duty after critical incidents.