



Critical Incident Stress Plan (CISP)

Effective Date: --, 2015

Number:

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A. PURPOSE

This purpose of this CISP is to fulfill the requirements of 49 CFR, part 272, 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.

For the purpose of 49 CFR, part 272 Critical Incident Stress Plan (CISP), Portland and Western Railroad, Westside Express Service (PNWR-WES) is a commuter railroad.

PNWR has quality crisis support services and the purpose of this CISP is to ensure the appropriate support services, including appropriate relief for evaluation and treatment to employees who are directly involved in a critical incident, is provided.

B. SCOPE

This Policy applies to the following (PNWR-WES) employees (if applicable) who are both subject to the hours of service laws and also those not governed by Hours of Service procedures:

- i. Train Crew employees that are engaged in or connected with the movement of a train.
- ii. Signal employees that are engaged in installing, repairing, or maintaining a signal system.
- iii. Train Dispatching/Rail Traffic Controller (RTC) 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 an electrical or mechanical device.
- iv. Maintenance of Way employees who inspect, install, repair, or maintain railroad right-of-way or structures, or freight cars.
- v. Maintenance of Equipment employees that are engaged in inspecting, repairing, or maintaining locomotives, or passenger cars

C. DEFINITIONS

1. **Accident/incident** (49 CFR Part 225)
 - i. Any impact between railroad on-track equipment and a highway user at a highway-rail grade crossing.
 - ii. 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;
 - iii. 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).

2. **Highway User** - automobiles, buses, trucks, motorcycles, bicycles, farm vehicles, pedestrians, and all other modes of surface transportation motorized and un-motorized.
3. **Commuter Railroad** - means a railroad, as described by 49 U.S.C. 20102(2), including public authorities operating passenger train service, that provides regularly-scheduled passenger service in a metropolitan or suburban area.
4. **Critical Incident** – (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 the Federal Railroad Administration 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.
5. **Directly Involved Employee** - means a railroad employee covered under the scope of this policy and;
 - i. Whose actions are closely connected to the critical incident;
 - ii. Who witnesses the critical incident in person as it occurs or;
 - iii. Who witnesses the immediate effects of the critical incident in person or;
 - iv. Who is charged to directly intervene in, or respond to, the critical incident.
6. **Excluded Employees** - Railroad police officers or Investigators who routinely respond to and are specially trained to handle emergencies.

D. ESSENTIAL STEPS

- i. The Portland & Western Railroad, Westside Express Service general manager shall ensure compliance with this policy.
- ii. Every Portland & Western, Westside Express Service manager shall be instructed on the contents and requirements of this CISP, and Psychological First Aid (PSA) and documented it in his/her training record.
- iii. Management and Supervisors of Directly-Involved Employees must ensure the following:
 - a. The general manager or his designee will be dispatched to the incident location as soon as practicable. The manager at the scene will determine if the accident/incident meets the regulatory criteria or requirement of a Critical Incident. Regional leadership and the regional safety department shall be notified.
 - b. The general manager or his designee must identify each Directly-Involved employee as soon as possible.
 - c. The general manager or his designee must inform each Directly-Involved employee of their relief options as soon as practicable. The manager must offer timely relief for the remainder of their duty tour for each Directly-Involved employee, once all necessary actions are taken to ensure employee, passenger, and public safety, all necessary reporting documentation is furnished.
 - d. Each Directly-Involved employee must be offered transportation from the Critical Incident to their home terminal or reporting location as soon as practicable. The employee may elect to exclude the use of passenger rail service for transportation back to the reporting location. If the manager determines the employee is unable to safely operate a motor vehicle, he/she may transport the

employee directly to his/her residence. The employee may decline the offered transportation set forth above.

- e. Portland & Western, Westside Express Service permits relief from the duty tour(s) subsequent to the Critical Incident, for up to 72 hours, if requested by a Directly-Involved employee as may be necessary and reasonable. PNWR-WES may require the employee to submit a certificate from the health care practitioner to support the employee's request for additional leave (relief) that specifies the clinical diagnosis if a clinical diagnosis is the reason for the employee's request for additional leave; or 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 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..
- f. Portland & Western, Westside Express Service shall permit each Directly-Involved employee such additional leave from normal duty as may be necessary and reasonable to receive preventive services or treatment related 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 Critical 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 Critical Incident, or both. The health care practitioner referenced above may be a licensed certified employee assistance professional (CEAP), or the directly-involved employee's personal licensed psychiatrist, clinical psychologist, clinical social worker, or physician.
- g. The general manager or his designee must advise the Directly-Involved employees of the Employee Assistance Program (EAP) to support dealing with any post Critical Incident experiences or difficulties affecting the employee's job performance.
- h. Portland & Western, Westside Express Service does not operate on track owned or operated by a different railroad.

E. EMPLOYEE ASSISTANCE PROGRAM (EAP)

1. When a Critical Incident occurs, the manager, after the immediate safety of the employees and passengers has been secured, shall notify EAP of the Critical Incident.
2. The manager will have a preprinted informational pamphlet detailing contact information for the local EAP health care practitioner. EAP health care practitioners are available seven days a week, 24 hours a day, including weekends and holidays.
3. EAP (Magellan Health) can be reached by telephoning 1-800-523-5668 Seven Days Week 24 Hours a Day, or by visiting www.MagellanHealth.com/member.
4. The Manager will provide an overview of the Critical Incident to the EAP Counselor and the names of the Directly Involved employees;
5. EAP will contact the Directly-Involved employees as soon as practicable;
6. EAP shall offer the Directly-Involved employees short-term counseling or referral
7. EAP shall endeavor to maintain contact with the Directly-Involved employees during their time out of service and coordinates any additional care or, if necessary, additional leave.

F. ATTACHMENTS

1. Critical Incident Stress Indicators
2. Center for Disease Control (CDC), Coping with Stress, Tip sheet
3. Magellan Compass (EAP Provider) – Emotional Wellness and Health

G. ADMINISTRATION

1. The Pacific Region, Vice President of Human Resources is responsible for the provision of counselors and the administration of this policy.

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Attachment 1:

What is Critical Incident Stress?

Workers responding to emergency events and or disasters will see and experience events that will strain their ability to function. These events, which include having to witness or experience tragedy, death, serious injuries and threatening situations are called "Critical Incidents." The physical and psychological well-being of those experiencing this stress, as well as their future ability to function through a prolonged response, will depend upon how they manage this stress. Post-Traumatic Stress Disorder differs from critical incident stress by lasting longer than four weeks after the event triggering the emotional, mental or physical response. Most instances of critical incident stress last between two days and four weeks.

What are Some Signs of Critical Incident Stress?

The signs and symptoms of critical incident stress can be physical, emotional, cognitive, or behavioral. Individuals express stress in different ways and therefore manifest different reactions. The list below is not exhaustive but will help supervisors to identify workers who are exhibiting stress reactions.

PHYSICAL	COGNITIVE	EMOTIONAL	BEHAVIORAL
Fatigue Chills Unusual thirst Chest pain Headaches Dizziness	Uncertainty Confusion Nightmares Poor attention decision making ability Poor concentration, memory Poor problem solving ability	Grief Fear Guilt Intense anger Apprehension and depression Irritability Chronic anxiety	Inability to rest Withdrawal Antisocial behavior Increased alcohol consumption Change in communications Loss/increase in appetite

Coping with Stress After a Traumatic Event

Tip Sheet

A traumatic event turns your world upside down.

After surviving a disaster or act of violence, people may feel dazed or even numb. They may also feel sad, helpless, or anxious. In spite of the tragedy, some people just feel happy to be alive.

It is not unusual to have bad memories or dreams. You may avoid places or people that remind you of the disaster. You might have trouble sleeping, eating, or paying attention. Many people have short tempers and get angry easily.

These are all normal reactions to stress.

It will take time before you start to feel better.

You may have strong feelings right away. Or you may not notice a change until much later, after the crisis is over. Stress can change how you act with your friends and family. It will take time for you to feel better and for your life to return to normal. Give yourself time to heal.

Give yourself time to heal.



Coping with Stress After a Traumatic Event

These steps may help you feel better.

A traumatic event disrupts your life. There is no simple fix to make things better right away. But there are actions that can help you, your family, and your community heal. Try to

- Follow a normal routine as much as possible.
- Eat healthy meals. Be careful not to skip meals or to overeat.
- Exercise and stay active.
- Help other people in your community as a volunteer. Stay busy.
- Accept help from family, friends, co-workers, or clergy. Talk about your feelings with them.
- Limit your time around the sights and sounds of what happened. Don't dwell on TV, radio, or newspaper reports on the tragedy.



Sometimes the stress can be too much to handle alone.

Ask for help if you:

- Are not able to take care of yourself or your children.
- Are not able to do your job.
- Use alcohol or drugs to get away from your problems.
- Feel sad or depressed for more than two weeks.
- Think about suicide.

If you or someone you know is having trouble dealing with the tragedy, ask for help. Talk to a counselor, your doctor, or community organization, such as the National Suicide Prevention Lifeline (1-800-273-TALK).

For more information, please contact:

Centers for Disease Control and Prevention
National Center for Injury Prevention and Control
Division of Violence Prevention

1-800-CDC-INFO • www.cdc.gov • cdcinfo@cdc.gov

Attachment 3:

Building strong emotional habits

If you'd like to be able to better handle life's ups and downs, it may help to develop a set of healthier emotional habits. Strategies such as staying balanced, managing stress and overcoming unhealthy habits can help keep you on track.

Seek balance

Staying on an even keel can help you navigate better through life. Both the big victories and the painful defeats in life can be valuable if you choose to learn from them rather than just responding emotionally. Also, it's important to always seek a balance between your daily responsibilities and other activities you enjoy. If you stay balanced, you'll be able to handle challenges better.

Follow your own path

Don't compare your life to others or try to be someone you think others expect you to be. Instead, take time to identify what's truly important to you in life. Then take small daily steps toward reaching goals that are uniquely yours.

Manage stress

Stress can harm mental and emotional health. Keep it controlled with stress management techniques such as meditation, deep breathing, progressive muscle relaxation and/or massage.

Shed destructive habits

Perhaps you've picked up an unhealthy habit or two. This could include overeating, smoking, drinking, drug use, gambling or unhealthy relationships. If this is the case, work at phasing the activity out of your life. If you've developed an addiction, seek help to overcome it.

Establish a healthy routine

Make sure you're eating a well-balanced diet with foods from each of the major food groups, and drink plenty of water daily. Also, try to get seven to eight hours of sleep per night, liven up your routine with a new type of exercise, and get as much winter sunlight as possible.

Exercise boosts emotional wellness

Workouts work wonders. Regular physical activity improves your mood, helps relieve stress and depression, and increases feelings of well-being.

Find winter fun. Even though it's colder now, you can still find fun exercise options. Check out your community's indoor recreation programs. Exercise types include swimming or water exercise (aquacise), martial arts, cardio and strength training, Zumba and yoga classes, indoor walking and cycling tracks, and much more.

Take vigorous outdoor walks. An outdoor winter walk can be very refreshing. Just be sure to bundle up in layers so you stay warm, and wear reflective gear for safety if it's not very light out.

Set exercise targets. Improve your health by shooting for measurable, attainable exercise goals. Celebrate your successes!

