



# RTD CRITICAL INCIDENT STRESS PLAN

*49 CFR Part 272*

*N Line*



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## 1. INTRODUCTION

Currently, the owner of the Regional Transportation District Commuter Rail (RTDC), which is the Regional Transportation District (RTD) in Denver, has a Concession Agreement with Denver Transit Partners (DTP), LLC, for the operation and maintenance of the current RTDC commuter rail lines. The lines operated by DTP include the East Corridor (A Line), Northwest Electrified (B Line), and the Gold Line (G Line). Under the Concession Agreement, DTP-covered employees and all its covered subcontractor's employees will be covered by the current RTDC Critical Incident Stress Plan prepared in accordance with 49 CFR Part 272.

In early 2020, an additional commuter rail line, the North Metro Commuter Rail Line (N Line) will be starting revenue service. Testing on the N Line will begin in April 2019. All operations and maintenance on the N Line will be performed by RTD employees. These RTD employees will fall under the attached RTD Critical Incident Stress Plan to promote the safety and health of railroad employees potentially affected by a critical incident on the N Line and submitted as an amendment for review and approval.

## 2. POINTS OF CONTACT—49 CFR 272.105

The RTD North Metro Commuter Rail's headquarters is located at 711 West 31<sup>st</sup> Avenue, Denver, Colorado 80202.

The following two individuals are responsible for matters concerning the implementation and administration of the Critical Incident Stress Plan:

1. Allen W. Miller or Designee  
Deputy Assistant General Manager—Commuter Rail  
711 West 31<sup>st</sup> Avenue  
Denver, Colorado 80202  
Phone: 303.299.2617  
Email: [allen.miller@rtd-denver.com](mailto:allen.miller@rtd-denver.com)
2. Martha J. Bembry or Designee  
Senior Manager, Safety, Security & Compliance—Commuter Rail  
711 West 31<sup>st</sup> Avenue  
Denver, Colorado 80202  
Phone: 303.299.3241  
Email: [martha.bembry@rtd-denver.com](mailto:martha.bembry@rtd-denver.com)

## 3. PURPOSE

The purpose of the Critical incident Stress Plan is 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. RTD offers and provides appropriate support services, including appropriate relief to the directly involved employees following that critical incident.

## 4. COVERED EMPLOYEES—49 CFR 272.7

The following employees involved in a critical incident are covered by this plan.

- Any RTD employee—directly involved in the critical incident.
- Railroad employees who inspect, install, repair or maintain railroad right of way structures.
- Railroad employees who inspect, repair or maintain locomotives or passenger cars.

## 5. DEFINITIONS

### 5.1. Accident/incident

- Any impact between railroad on-track equipment and a highway user at a highway grade crossing; "highway user" includes automobiles, buses, trucks, motorcycles, bicycles, farm vehicles, pedestrians, and all other modes of surface transportation motorized and non-motorized.
- 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.
- Each death, injury, or occupational illness that is a new case and meets reporting criteria in 49 CFR 225.19(d)(1) through (d)(6), if an event or exposure arising from the operation of a railroad is a discernible cause of the resulting condition or a discernible cause of a significant pre-existing injury or illness.

### 5.2. Critical Incident

- An accident/ incident that results in a fatality, loss of limb, or a similarly serious bodily injury
- A catastrophic accident/incident reportable to the Federal Railroad Administration (FRA) under 49 CFR Part 225 that could reasonably be expected to impair a directly involved employee's ability to perform his or her job duties safely.

### 5.3. Directly Involved Employee

- Employee covered under 49 CFR 272.7:
- Whose actions are closely connected to the critical incident;
- Who witnesses the critical incident in person as it occurs or who witnesses the immediate after-effects of the critical incident in person, or;
- Who is charged to directly intervene in, or respond to, the critical incident (excluding railroad officers or investigators who routinely respond to and are specially trained to handle emergencies).

### 5.4. Home Terminal

- A home terminal is an employee's regular reporting point at the beginning of the tour of duty.

## 6. RESPONSIBILITIES

### 6.1. Employers

- Informing each directly involved employee as soon as practicable of the relief options available in accordance with RTD Critical Incident Stress Plan.
- Offering timely 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.
- Offering timely transportation to each directly involved employee's home terminal, if necessary.
- Offering counseling, guidance, and other appropriate support services to each directly involved employee.
- Permitting relief from the duty tour(s) subsequent to the critical incident for an amount of time to be determined by each railroad, if requested by a directly involved employee, as may be necessary and reasonable.
- Permitting each directly involved employee such additional leave 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 the health care professional supports the need for additional time off for the employee to receive preventative services or treatment related to the incident or both.
- Addressing how the railroad's employees operating or otherwise working on track owned by or operated over by a different railroad will be afforded the protections of the plan.

- Ensuring that contractors or subcontractors providing employees who meet the criteria for covered employees and directly involved employees must provide an Employee Assistance Program (EAP) to their employees in accordance with this plan.

## 6.2. Manager/Supervisor

- Managers and Supervisors have primary responsibility to notify their covered employees of their options under this plan, which includes:
  - Ensuring a copy of the Critical Incident Card and Critical Incident Response Checklist are available;
  - Ensuring there is a properly completed checklist;
  - Notifying employees after being directly involved in a critical incident that they are relieved of duty after completing actions necessary for the safety of passengers and employees as well as required documentation of the incident;
  - Notifying employees that RTD will provide transportation to their home terminal.
  - Notifying employees they can have counseling and other support services if requested.
  - Notifying employees they may be entitled to additional relief from duty per the Critical Incident Program, but they must be in contact with an EAP counselor.
  - Notifying employees that they may be entitled to additional relief time contingent upon ongoing involvement with RTD EAP counselor.

## 7. RESPONSE PROTOCOLS—49 CFR 272.101

Actions under this plan are initiated when the Operations Control Center (OCC) is notified of an incident that meets the criteria of a critical incident. The OCC will begin the specific emergency response procedures triggered by the critical incident. The Officers responsible for matters concerning the implementation and administration of the Critical Incident Plan will contact the EAP. As soon as practical, the Manager/Supervisor responding to the event will:

- Identify the covered employees.
- Take extra care to contact and support all covered employees.
- Provide and explain prepared notice of relief options.
- Complete checklist of notifications, documenting time executed (Appendix A).
- Arrange transportation to an employee's home terminal—the reporting location—at the beginning of the tour of duty.
- Document the time the employees depart the scene.

The checklist documenting the actions taken will be transmitted to EAP as soon as practical.

- The EAP representative will contact the identified employees for the following:
  - Offer counseling and related services.
  - Review additional relief options.
  - Explain any conditions and requirements related to additional relief.
  - Facilitate assessment, referral, and treatment management as indicated.
  - Facilitate the return-to-duty process and other RTD processes.
  - Document the process, progress, and outcome.
  - Enter information necessary for tracking and program evaluation prior to closing the case.

## 8. PLAN IMPLEMENTATION

Notification to all employees will be accomplished by the following means:

- Distribution of materials explaining the core features of the plan, including coverage, options, and points, in Orientation (On Boarding). This will include a link to a web page explaining coverage,



elements of the plan, options, and contacts. The RTD Wellness Department provides emails, newsletters, and notices.

- Provide training for covered employees in the new hire orientation by the Wellness Department.
- Training for Managers and Supervisors is arranged by RTD Education and Training through the EAP Contract.
- All EAP Counselors are qualified on the following:
  - Plan elements and options and case management.
  - Advanced stress first aid.
  - Assessment and treatment practices for Post-Traumatic Stress Disorder (PTSD), Acute Stress Disorder (ASD), and depression.
  - Documentation evaluation and reporting.

## 9. APPENDICES

**Appendix A: CRITICAL INCIDENT RESPONSE CHECKLIST**

**Appendix B: CRITICAL INCIDENT CARD**



# APPENDIX A:

## CRITICAL INCIDENT RESPONSE CHECKLIST



CRITICAL INCIDENT RESPONSE CHECKLIST

(For Directly Involved Employees Covered by 49 CFR 272)

Part I—Critical Incident (Completed by On-Site Supervisor)

Table with 4 columns: Date, Location, Train Number, OCC Incident Number

Brief Description of the Critical Incident:

Three horizontal lines for text entry

Part II—On-Site Supervisor (Completed by On-Site Supervisor)

Table with 4 columns: Name, Position, Employee ID, Time Arrived (AM/PM)

Part III—Directly Involved Employees (Completed by On-Site Supervisor)

Repeating table for employee details with columns: Name, Position, Employee ID, Contact Number, Received Critical Incident Card, Relief Offered—Accepted, Time Relief Offered, Transportation to Home Terminal Offered—Accepted, Initials of Employee, Departed Scene at (HH:MM)

Part IV—EAP Counselor (Completed by EAP Counselor)

Table with 4 columns: Name, Location, Time of Notification/Time of First Contact with Employee(s), AM/PM



## Instructions for Critical Incident Response Checklist

To be completed by On-Site Supervisor for Critical Incidents as required by 49 CFR Part 272 for Covered Employees who were directly involved in a Critical Incident as defined below:

### Critical Incidents covered by this plan include:

1. Accidents reportable to the Federal Railroad Administration under 49 CFR Part 222 resulting in fatality, loss of limb, or similarly serious bodily injury; or
2. A catastrophic accident reportable to the Federal Railroad Administration under 49 CFR Part 225 that could reasonably be expected to impair the ability of a directly involved employee to safely perform his or her job duties.

### Covered Employee classifications:

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

1. Employee covered under 49 CFR Part 228 by hours of service (HOS) laws who are:
  - a. Dual Certified Operators;
  - b. Signal employees; or
  - c. Dispatching service employees;
2. Railroad employees who inspect, install, repair, or maintain railroad right of way or structures;
3. Railroad employees who inspect, repair, or maintain RTD's rolling stock, which consists of self-propelled electric multiple units (EMUs).

### Directly Involved Employee means:

A directly involved employee for purposes of this plan includes employees in classifications outlined above who:

1. Are closely connected to the critical incident;
2. Witness the covered incident in person as it occurs; or
3. Witness in person the immediate after-effects of the covered incident; or
4. Are charged directly to intervene or respond to the covered incident.

### To be completed by On-Site Supervisor:

Part I—Brief Description of the Critical Incident

Part II—Name of Primary On-Site Supervisor

Part III—List of Directly Involved Employees

Complete all boxes for each employee and ensure each receives a Critical Incident Card. The completed form is made available to the EAP Counselor.

### Part IV to be completed by EAP Counselor

# APPENDIX B:

## CRITICAL INCIDENT CARD

1. You are entitled to timely relief from your tour of duty 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.
3. You have access to counseling and other support services should you request them.
4. You may be entitled to additional relief from duty per the Critical Incident Plan, but you must be in contact with an Internal EAP counselor.
5. You may be entitled to additional relief time as may be required, contingent upon ongoing involvement of the RTD Employee Assistance Program.



EAP

Employee Assistance  
Program**Critical Incident  
Employee Information Card**

RTD EAP Number:

**1-800-284-1819**

RTD EAP Manager/Supervisor Number:

**1-800-243-5240**