



Critical Incident Stress Plan

49 CFR Part 272

OPS-FRA-272

**Effective:
April 1, 2017**

The Herzog Transit Services, Inc. Critical Incident Stress Plan is established to ensure the safe operation of the South Florida Regional Transportation Authority/Tri-Rail System. This program is governed by 49 CFR Part 272 and adheres to all required regulations and procedures.

Date Approved: April 1,2017

Approved by:



Ed Byers
General Manager

Revisions to the Document

<u>Section</u>	<u>Page Number</u>	<u>Revision #</u>	<u>Approval Date</u>	<u>Approval By</u>	<u>Instructions</u>

Document revisions are shown as Underlined, marginally marked and deletions are ~~struck-out~~ for ease of reference, where applicable.

Contents

Section 1: Purpose.....	4
Section 2: Scope	4
Section 3: CISP Training.....	4
Section 4: HTSI Notification to Directly-Involved Employee	5
Section 5: HTSI Notification to EAP	5
Section 6: EAP Initial Outreach to Directly-Involved Employee	5
Section 7: Intervention Process	6
Section 8: Additional Leave (Relief) from duty due to a critical incident	6
Section 9: Different Railroad Consideration	7
Appendix A – Additional Information	A1

Herzog Transit Services, Inc.

CRITICAL INCIDENT STRESS PLAN

Section 1: Purpose

Herzog Transit Services, Inc. and the South Florida Regional Transportation Authority (SFRTA) are concerned with and committed to the well-being of employees and seeks to provide them with the support and assistance they may require. The purpose of this document 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 by requiring that HTSI/TASI offers and provides appropriate support services, including appropriate relief, to the directly-involved employees following that critical incident. In order to ensure they are provided with appropriate mental health assistance, this Critical Incident Stress Plan ("CISP") is established according to the provisions of 49 CFR Part 272.

For the purpose of this plan, a "critical incident" is defined as, an accident or incident reportable to the Federal Railroad Administration (FRA) under Part 225 that results in a fatality, loss of limb, or a similarly serious bodily injury, or a catastrophic accident or incident reportable to the FRA under Part 225 that could be reasonably expected to impair a directly-involved employee's ability to perform their job duties safely. For purposes of this plan, a "directly-involved employee" means a railroad employee whose actions are closely connected to the critical incident; who witnesses the critical incident in person as it occurs or who witnesses the immediate effects of the critical incident in person; or 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). Accordingly, this policy sets forth the procedures for each of the plan components.

Section 2: Scope

All applicable directly-involved employees as defined above in Section A and 49 CFR Part 272 of the Federal Regulation.

Section 3: CISP Training

The appropriate safety representative will provide training to managers, supervisors and all other employees that could be directly-involved in a critical incident on the provisions set forth in the CISP. The training will include, but not be limited to pre-incident education providing employees with information about normal reactions to stress, ways to cope with stress, options available under the CISP for leave (relief), counseling and other support services, including the responsibilities of adherence to the CISP by all managers, supervisors and other employees.

In addition to the training listed above, managers and supervisors will receive training on critical incident crisis intervention to include how to interact with an employee who is directly-involved in a critical incident.

Section 4: HTSI Notification to Directly-Involved Employee

Following a critical incident, the directly-involved employee shall be informed by the appropriate safety representative or their designee as soon as practicable at the site of a critical incident before the employee has already continued on with his or her tour of duty of each of the following options for relief and support services and how to request such relief and support services:

1. 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.
2. Timely transportation to each directly-involved employee's home terminal, if necessary.
3. Counseling, guidance, Psychological First Aid and other appropriate support services. EAP provider information will be presented to directly-involved employee(s) at the critical incident.
4. Relief from the duty tour(s) subsequent to a critical incident as outlined in the CISP, if requested by a directly-involved employee as may be necessary and reasonable.
5. 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 preventative services or treatment related to the incident, or both.

Section 5: HTSI Notification to EAP

The appropriate HTSI/TASI safety representative or their designee shall notify the Employee Assistance Professional (EAP) of all critical incidents. The following information will be provided to the EAP within four (4) hours of the critical incident:

1. Day, time, train number, location, what happened, the extent of injuries to employees, passengers, trespassers and/or fatalities.
2. Names, telephone numbers, and employer identification numbers of the employees known to be involved.

Section 6: EAP Initial Outreach to Directly-Involved Employee

All critical incidents are followed-up by a licensed clinician from the EAP who will attempt to contact the employee within 24 hours of the incident or an appropriate time thereafter to assess the need/desire for counseling services. If the employee accepts the services, a telephonic EAP session will be conducted within three (3) business days. In the event the clinician determines that additional treatment is recommended, the employee may be referred to a counselor in the area in which they reside for face to face sessions.

Section 7: Intervention Process

The EAP clinician is responsible for initial contact and defusing of the incident with the employee directly-involved in the critical incident.

After the initial contact with the EAP clinician, it may be determined that the employee needs additional counseling, guidance or support services for stress reactions experienced due to the involvement with the critical incident. The employee is then referred to a licensed qualified professional for preventive services or treatment related to the critical incident, or both and may require additional leave (relief) from duty.

The directly-involved employee may choose to receive preventive services or treatment from a health care professional other than the EAP services provided by HTSI/TASI if the health care professional is a licensed certified employee assistance professional (CEAP), or the directly-involved employee's personal licensed psychiatrist, clinical psychologist, clinical social worker, or physician.

Section 8: Additional Leave (Relief) from duty due to a critical incident

For additional leave (relief) from duty; a directly-involved employee may request up to three days of leave (relief) subsequent to a critical incident, or additional leave (relief) beyond the three days from normal duty as may be necessary and reasonable to receive preventive services or treatment related to the incident, as defined below.

1. Leave (Relief) for the first three days after the incident

If the employee directly-involved in a critical incident believes that he/she needs additional leave (relief) -due to the event they may request additional leave (relief) from their work assignment under the provisions of the CISP. As necessary, the employee may be relieved from their work assignment for up to three (3) consecutive calendar days after the incident, provided they are in consultation with an EAP licensed qualified professional or a health care professional related to the critical incident to receive preventive services or treatment related to the critical incident, or both.

2. Leave (Relief) beyond the initial three days after the incident.

If the employee directly-involved in a critical incident believes that he/she needs additional leave (relief) due to the event and requires more than three (3) consecutive calendar days leave (relief) from normal duty they may request additional leave (relief) from their work assignment under the provisions of the CISP. As necessary, the employee may receive additional leave (relief) from normal duty, provided the employee's clinical diagnosis supports the need for additional time off or the employee is in consultation with an EAP licensed qualified professional or health care professional related to the critical incident and such EAP licensed qualified professional or 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.

The directly-involved employee will be required to submit a certificate from the EAP licensed qualified professional or health care professional 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 (relief); or specifies the employee is receiving preventive services 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 (relief); 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 (relief).

Section 9: Different Railroad Consideration

Employees operating or otherwise working on track owned by or operated over by a different railroad will be afforded the protections of this plan.

Appendix A - Additional Information

Refer to Appendix A of the CISP for information pertaining to the contact persons in reference to the CISP, EAP provider contact information and any Labor Organization(s) contact information, if necessary.

APPENDIX A
Herzog Transit Services, Inc.
CRITICAL INCIDENT STRESS PLAN

CISP Contact 1:

Melinda Bolbach
HTSI
Safety Manager
Phone: 407-590-4763
9400 NW 37th Street
Miami, FL 33147

CISP Contact 2:

Allen Yoder
SFRTA
Director of Safety and Security
Phone: 954-788-7951
801 NW 33rd Street
Pompano Beach, FL 33064

Employee Assistance Program Provider:

New Directions Behavior Health
(913) 982-8398
(800) 624-5544
www.ndbh.com

Labor Organization(s):

John Previsich
SMART Transportation Division President
24950 Country Club Blvd., Ste. 340
North Olmsted, OH 44070-5333
Office: (216) 228-9400
Fax: (216) 228-5755
Email: president_td@smart-union.org

John McCloskey
SMART General Chairman
25 Amanda Circle
Bear, DE 19701
Office: 302.836.1158
Fax: 302.836.8178
Email: jmccloskey@smart-gc2.org