

# **Critical Incident Stress Plan**

**Utah Transit Authority  
FrontRunner  
Commuter Rail Operations**

**49 CFR Part 272  
Submission Rev.  
10/28/2019**

## **Table of Contents**

**Section 1: General Information and Points of Contact**

**Section 2: Purpose, Intent and Objectives**

**Section 3: Rule Requirements**

**Section 4: Program Scope: Employees and Events Covered Under Plan**

**Section 5: Response Protocols Section**

**Section 6: Implementation of Plan**

## **Section 1: General Information and Points of Contact**

The Utah Transit Authority (UTA) FrontRunner Operations has designated the following officers responsible for matters concerning the implementation and administration of 49 CFR Part 272 “Critical Incident Stress Plan”:

1. Bruce Cardon  
Commuter Rail General Manager  
900 North 500 West  
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801-287-1234 (Office)  
[BCardon@rideuta.com](mailto:BCardon@rideuta.com)
  
2. Zachary Thomas  
Commuter Rail Operations Manager  
900 North 500 West  
Salt Lake City, UT 84116  
801-287-5436 (Office)  
[ZThomas@rideuta.com](mailto:ZThomas@rideuta.com)

The railroad’s main headquarters is the same as the addresses listed above. The railroad is a division of the Utah Transit Authority with the main headquarters at 669 200 S, Salt Lake City, UT 84101.

## **Section 2: Purpose, Intent and Objectives**

### **Purpose:**

This plan is adopted by UTA, in fulfillment of requirements set forth in 49 CFR Part 272, Critical Incident Stress Plans. The purposes of regulation, as stated in 49 CFR Part 272.1, are to promote:

1. Safety in railroad operations, and
2. Health and safety of railroad employees, specifically those directly involved in critical incidents as defined in 49 CFR Part 272.9.

### **Intent:**

UTA FrontRunner is committed to employee health, safety and welfare which has been in implementation since inception of the railroad. UTA FrontRunner intends for this plan to operationalize the key elements in responding to critical incidents, ensure its consistent and effective application,

provide for its maintenance, continuity, and document its conformance to all requirements of 49 CFR Part 272.

### **Objectives:**

UTA Frontrunners Critical Incident Plan seeks to apply evidence supported best practices to:

1. Reduce the likelihood of employees developing disorders such as Post Traumatic Stress Disorder (PTSD) and Acute Stress Disorder (ASD) as a result of experiencing a critical incident in the workplace; and
2. Provide clear pathways to access evaluation and treatment as indicated to decrease symptoms and promote resilience and recovery.

### **Section 3: Rule Requirements**

UTA FrontRunner as required by 49 CFR Part 272 will inform directly involved employees covered by this plan of the options available to them following a critical incident as defined in § 272.9 and this plan.

These are as follows:

1. Relief from the balance of duty tour for each directly involved employee, after the employee has performed any actions necessary for the safety of person and contemporaneous documentation of the incident. See § 272.101(b).
2. 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. See § 272.101(c). Home terminal is defined according to § 272.9 which means the employee's regular reporting point at the beginning of the tour of duty.
3. Counseling, guidance, and other appropriate support services. See § 272.101(d).
4. Relief from duty tours subsequent to a critical incident for a period up to three days. See § 272.101(e).
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 of 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. See § 272.101(f).

### **Section 4: Program Scope: Employees and Events Covered Under Plan**

To be covered, employees must meet criteria under "Covered Employee Classifications" and "Directly Involved Employee" as outlined below:

**Critical Incidents covered by this plan include:**

1. Accidents/Incidents reportable to the Federal Railroad Administration under 49 CFR Part 225 resulting in fatality, loss of limb, or similarly serious bodily injury; or
2. A catastrophic accident/incident 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. Employees covered under 49 CFR Part 228, or statutory by hours of service (HOS) laws who are:
  - a. locomotive engineers or conductors;
  - 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 locomotives or passenger cars.
4. Train Hosts
5. Commuter Rail Supervisors and Management staff

**Directly Involved Employees 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 effects of the covered incident; or
4. Are charged directly to intervene or respond to the covered incident.

A directly involved employee would have been immediately and personally exposed to the “traumatic” experience of observing the incident or human remains. These experiences are not to be confused with the after effects caused by an incident, such as unhappy customers, late trains, or long hours and the related stress and frustration that may be experienced by such after effects.

**Section 5: Response Protocols**

1. Actions under this plan are initiated when UTA FrontRunner Rail Control (FRC) is advised by UTA FrontRunner personnel of an incident that meets the definition of critical incident as defined in § 272.9 Definitions.
2. FRC triggers the plan by contacting the responding Rail Chief and FRC makes a call to the Health Care provider to request a Counselor arrive at the FrontRunner facility.
3. Rail Chief or designee responding to the critical incident will, as soon as practical upon arrival:

- a. Identify covered employees;
  - b. Take extra care to connect with and support covered employees
  - c. Provide and explain relief options
  - d. Offer, and provide if requested by the employee, 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.
  - e. Communicate to FRC when the covered employees have departed the scene.
4. Health Care provider will contact the employee to offer counseling, guidance and support services, including assessment, referral, and treatment related to a critical incident.

With respect to relief up to three days following a critical incident, UTA FrontRunner may require the employee to provide a certificate from a health care practitioner, if it so chooses, while providing that relief pursuant to § 272.101e. UTA FrontRunner will not limit the employee's choice of health care practitioner, and the employee may provide the certificate from his or her personal health care practitioner.

With respect to provision of additional relief beyond three days after the critical incident UTA FrontRunner may require the employee to submit a certificate from a health care practitioner to support the employee's request for additional leave (relief) that specifies the clinical diagnosis or, in the event the employee does not want the diagnosis disclosed, certification that the (unnamed) diagnosis is a direct result of the critical incident, if a clinical diagnosis or in the event the employee does not want the diagnosis disclosed, certification that the is the reason for the employee's request for additional leave; or specifies the employee is receiving preventative services and the dates/times of the recommended preventative services the employee is to receive if preventative 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. Any medical or treatment documentation should be submitted to the Absence Management Team ([FMLA@rideuta.com](mailto:FMLA@rideuta.com)) within the Human Resources Office. FrontRunner can require this documentation be submitted, but it needs to be submitted to Human Resources so the employee can be cleared. UTA FrontRunner will not limit the employee's choice of health care practitioner, and the employee may provide the certificate from his or her personal health care practitioner.

## **Section 6: Implementation of Plan**

1. Notification to all employees will be accomplished by the following means:
  - a. Publication and distribution of a system-wide notification, explaining the core features of the plan including coverage, options allotted, and points of contact;
  - b. Link to the plan on the internal SharePoint site
2. Training for covered employees is provided through the following:
  - a. First time training for engineers and conductors and train movement personnel,
  - b. Annual Recurrent training for engineers and Conductors,
3. Training for first contact personnel (i.e. primary non-agreement supervisors/managers) is provided through:
  - a. New Supervisor Training
  - b. Goal Setting Review communication