



**Virginia Railway Express  
Keolis Rail Services Virginia  
49 CFR Part 272  
Critical Incident Stress Plan**

Jointly Submitted  
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*Prepared By:*

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## Introduction and Overview:

**Virginia Railway Express** (“VRE”) is a public agency operating a commuter railroad that connects Northern Virginia’s bedroom communities with the Washington, D.C. and Northern Virginia Urban Core. VRE operates over trackage owned by CSXT, Norfolk Southern (NS) and Amtrak. **Keolis Rail Services Virginia** (“KRSV”) is the contract operator for VRE and provides train and engine crews and rail equipment maintenance and facility services necessary to operate train service. As KRSV crews and management work closely with VRE management and staff during incidents defined as critical, this Critical Incident Stress Plan (“Plan”) shall jointly apply to both organizations.

Both VRE and KRSV are jointly committed to the safety, health and well-being of our stakeholders. As such, this Plan will outline the steps critical to ensuring the well-being of one critical component of our stakeholder group, our personnel. Accordingly, this Plan is being jointly submitted by VRE and KRSV.

## Definitions

**Critical incident** shall be 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 a catastrophic accident/incident reportable to FRA 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. For the purposes of this Plan, this will also apply to a circumstance where a VRE or KRSV employee witnessed a critical incident on track owned and operated by CSXT, NS and/or Amtrak, or involving the rail equipment of another carrier.

**Catastrophic incident** shall be a large-scale critical incident such as an act of terror, collision or a significant derailment involving multiple casualties and/or fatalities. Although this is covered under this CISP’s and FRA’s definition of a critical incident, it is isolated for the purposes of this Plan.

**Directly-involved employee** is a railroad employee whose actions are closely connected to the critical incident; who witness 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. Note: This shall not include any railroad police officer or investigator who routinely responds to and is specially trained to handle emergencies.

**Home Terminal** means an employee’s regular reporting point at the beginning of the tour of duty.

**Psychological First Aid (PFA)** is a non-clinical, flexible, evidence-informed intervention which is tailored to the individual who has experienced a traumatic event. PFA emphasizes a nonintrusive and compassionate approach to providing an individual who has experienced a critical incident practical assistance with immediate needs, safety and comfort, and assistance in establishing connections with primary support networks and social resources, as well as information about common reactions to trauma, ways to cope with stress, follow-up, and how to access additional support services, including treatment (if needed). PFA does not encourage or require individuals to express their experience, including their emotional reactions and symptoms, to peers in a group setting.

The goals of PFA are to decrease the initial distress associated with exposure to a traumatic event and to improve adaptive functioning.

## Coverage

This Plan will apply to the following classifications of railroad employees (collectively – “directly-involved employees”):

- **Train and engine employees** including Locomotive Engineers, Hostlers, Yard Engineers, Passenger Conductors, Assistant Conductors and Yard Conductors;
- **Signal employees** who inspect, install, repair or maintain cab signals;
- **Facility personnel** who inspect, install, repair or maintain railroad right-of-way or structures;
- **Mechanical personnel** who inspect, repair or maintain locomotives and passenger cars; and
- **VRE and KRSV staff and management** who are directly involved in, witness or respond to a critical incident. (The Plan shall not include any railroad police officer or investigator who routinely responds to and is specially trained to handle emergencies.)

This Plan will apply to the following situations as specified in the respective sections:

- **Critical incidents;** and
- **Catastrophic incidents** involving one or more VRE trains/facilities.

## Plan Management and Training

### *Plan Management*

This Plan will be reviewed as needed, and annually at a minimum, by VRE and KRSV during joint operations coordination meetings. The position responsible for the administrative management of this Plan for the respective organizations will be:

Manager, System Safety & Security  
Virginia Railway Express  
1500 King Street  
Alexandria, VA 22315  
(703) 684-1001

Manager of Safety & Training  
Keolis Rail Services Virginia  
10660 Wakeman Ct.  
Manassas, VA 20110  
(703) 369-6225

### *Training*

Training for VRE and KRSV management will focus not only on the plan requirements but how to implement PFA skills and strategies when engaging with directly-involved employees. See Training Matrix below. Management training will be conducted by a designated instructor who has demonstrated an adequate knowledge of the subject Psychological First Aid. The designated instructor may include health care professionals, social workers, clinicians, or VRE and KRSV managers formally trained to provide the requisite training. Refresher training will be provided periodically as may be necessary or required.

Pre-incident training for non-management employees will include a review of this Plan with specific emphasis on the relief options available, normal stress reactions to critical incidents, coping skills and available EAP services. The designated instructor will be a VRE and/or KRSV manager who has received the Management Training as set forth in the Training Matrix below. Pre-incident training shall be a required component of new hire training for all Operations, Mechanical and Facilities personnel. In addition, refresher training will be conducted periodically not to exceed every 36 months.

**TRAINING MATRIX**

Category	Regulation	Training Components
<p><b>Management Training</b></p> <ul style="list-style-type: none"> <li>o Operations</li> <li>o Mechanical</li> <li>o Facilities</li> </ul>	<p><b>49 CFR 272</b> <b>Critical Incident Stress Plan</b></p>	<p><b>Psychological First Aid</b></p> <ul style="list-style-type: none"> <li>o CISP Review</li> <li>o Preparing to Deliver Psychological First Aid</li> <li>o Contact and Engagement</li> <li>o Stabilization</li> <li>o Information Gathering: Current Needs and Concerns</li> <li>o Connection with Social Supports</li> <li>o Information on Coping</li> <li>o Linkage with Collaborative Services</li> </ul>
<p><b>Non-Management Training</b></p> <p>Operations</p> <ul style="list-style-type: none"> <li>o Locomotive Engineers</li> <li>o Yard Engineers</li> <li>o Hostlers</li> <li>o Passenger Conductors</li> <li>o Assistant Conductors</li> <li>o Yard Conductors</li> </ul> <p>Mechanical</p> <ul style="list-style-type: none"> <li>o New Hire</li> <li>o Mechanic</li> <li>o Qualified Mechanic</li> <li>o Periodic Maintenance Mechanic</li> <li>o Heavy Repair Mechanic</li> </ul> <p>Facilities</p> <ul style="list-style-type: none"> <li>o Facilities Technician</li> </ul>	<p><b>49 CFR 272</b> <b>Critical Incident Stress Plan</b></p>	<p><b>Pre-Incident Training</b></p> <ul style="list-style-type: none"> <li>o CISP review</li> <li>o Normal Reactions to Stress</li> <li>o Coping Skills</li> <li>o Relief Options</li> <li>o Counseling and Support Services</li> </ul>

**Plan Provisions**

*Plan Provisions for Critical Incidents*

In the event of a critical incident, a designated, PFA trained VRE or Keolis manager (designated manager), usually the highest ranking supervisor or designee, shall be assigned to a directly-involved employee or group of employees. As soon as practical, preferably at the incident site, the designated manager shall be responsible providing initial psychological support to the directly-involved employee(s) according to PFA guidelines, including reminding the directly-involved employee(s) of the following relief options:

1. Any directly-involved employee shall have the option to be relieved from the balance of their tour of duty or shift. This relief shall be afforded the employee after:

- All necessary actions have been performed to secure the safety of any other person, including but not limited to other crew members, coworkers, passengers, and other involved third parties;
  - Providing a thorough job briefing with first responders, KRSV management, VRE officials, host railroad officials, FRA, NTSB or other investigating officials; and
  - Completing all contemporaneous documentation of the incident, including an Incident Report, Employee Statement, etc.
2. Any directly-involved employee may choose to be transported as soon as practicable to their home terminal or other appropriate location, subject to the needs of NTSB and other responding agencies.
  3. Any directly-involved employee shall be encouraged to seek guidance and other appropriate one-on-one support from the EAP provider.
  4. Any directly-involved employee may request to be relieved from additional tours of duty for up to three (3) business days.
  5. Any directly-involved employee may request such additional time off as may be necessary and reasonable to receive preventative services or treatment related to the incident as recommended by a health care professional or otherwise supported by a clinical diagnoses for additional time off. Such additional time off, if reasonable and necessary, will be coordinated with the railroad's HR department and the EAP.

The designated manager will document that the above reminders were given to the directly-involved employee(s) using the Critical Incident Response Checklist (See Attachment A).

### *Plan Provisions for Catastrophic Incidents*

In the event of a catastrophic incident, VRE jointly with KRSV will take the following course of action:

- All provisions and protocols required with Critical Incidents as described above will be followed; however, VRE will provide additional support for directly-involved employees and immediately request the mobilization of on-site counseling and crisis management services retained under an existing contract with a vendor qualified to perform these services\*. This vendor will deploy its counselors, who will have been briefed on this Plan to offer psychological first aid (PFA) to all directly affected persons.
- As incident response draws down, the PFA vendor will transition the management of psychological care to the employer of all directly affected persons. The employer will make available the services of the employer's EAP or other appropriate counseling services.

\*VRE has retained FEI Behavioral Health/Crisis Management effective July 2015 to cover family assistance center, counseling and recovery support needs across the enterprise upon request.

**Attachment A**



**Critical Incident Response Checklist**



To be Completed by VRE / KRSV Manager:

INCIDENT DATE AND TIME: ___/___/___ :___	TRAIN ID: _____
RAILROAD: CSX <input type="checkbox"/> NS <input type="checkbox"/> AMTK <input type="checkbox"/> VRE <input type="checkbox"/>	STATION NAME OR MILE POST: _____
FATALITY: YES ___ NO ___ IF YES: EMPLOYEE <input type="checkbox"/> PASSENGER <input type="checkbox"/> TRESPASSER <input type="checkbox"/> OTHER <input type="checkbox"/>	
Brief Description of Incident:  	

To be Completed by Directly-involved Employees:

**Employee Reminders**

	Print Name	Date and Time Reminders Given	Relieved from Duty	Transportation	EAP	Three Days Off	Additional Days if Necessary
Engineer		___/___/___ :___	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Con.		___/___/___ :___	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asst. Con.		___/___/___ :___	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other		___/___/___ :___	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other		___/___/___ :___	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other		___/___/___ :___	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other		___/___/___ :___	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other		___/___/___ :___	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

As a Directly-involved Employee in a critical incident you are entitled to certain relief options under the VRE/Keolis Rail Services Virginia Critical Incident Stress Plan. These relief options are explained below, but a designated VRE or Keolis manager responding to the incident will be available to answer any questions you may have and will facilitate those relief options you choose to exercise.

- After you have performed any actions necessary for the safety of persons and completed any contemporaneous interviews or documentation of the incident, you may request to be relieved from the balance of your tour of duty.
- You may request to be transported as soon as practicable from the incident to your home terminal or other appropriate location.
- You are encouraged to seek counseling, guidance and other appropriate support from the EAP provider.
- You may request to be relieved from additional tours of duty for up to three (3) business days after the critical incident.
- You may request additional time off as may be necessary and reasonable to receive preventative services or treatment related to the incident as recommended by a health care professional or otherwise supported by a clinical diagnoses for additional time off. Such additional time off, if necessary, will be coordinated with HR department and the EAP.

To be Completed by VRE / KRSV Manager:

If the required reminders to any directly-involved employees could not be given at the critical incident site, please explain:								
<b>Manager's Information</b>								
<table style="width:100%; border: none;"> <tr> <td style="width:25%; border: none;">_____</td> <td style="width:25%; border: none;">_____</td> <td style="width:25%; border: none;">_____</td> <td style="width:25%; border: none;">_____</td> </tr> <tr> <td style="border: none; font-size: small;">Please Print Name</td> <td style="border: none; font-size: small;">Date</td> <td style="border: none; font-size: small;">Cell Phone Number</td> <td style="border: none; font-size: small;">Signature</td> </tr> </table>	_____	_____	_____	_____	Please Print Name	Date	Cell Phone Number	Signature
_____	_____	_____	_____					
Please Print Name	Date	Cell Phone Number	Signature					