

**NATIONAL RAILROAD PASSENGER CORPORATION CRITICAL ASSISTANCE AND
RESPONSE FOR EMPLOYEES (C.A.R.E.) PROGRAM**

IMPLEMENTATION POLICY

8/1/03

Purpose

Amtrak is concerned with the well-being of its employees involved in critical incidents. In order to ensure that they are provided with appropriate mental health assistance, the Critical Assistance and Response for Employees (C.A.R.E.) Program was established. For the purpose of this policy, a critical incident is defined as, but not limited to, an event in which there is serious bodily injury or death of employees, passengers, or trespassers. Also, traumatic events that do not result in bodily injury or death but are catastrophic in nature may be considered as cause to engage C.A.R.E. Accordingly, this policy sets forth the procedures for each of the program components.

Scope

All Amtrak Train and Engine Service employees.

Notification System

All critical incidents will be reported to the National Operations Center (CNOOC). It is the responsibility of CNOOC to notify the Employee Assistance Services (EAP) of the incident. The following information will be provided to the EAP within two (2) hours of the critical incident:

1. Day, time, train number, location, what happened, the extent of injuries to employees, passengers, and trespassers, and/or fatalities.
2. How long the train is going to be delayed; what was the train's destination; and when do they expect the crew to return home.
3. Names, telephone numbers, and social security numbers of the train crew or employees involved.

Intervention Process

All critical incidents are followed-up by telephone or in person intervention by a Critical Incident Team (CIRT) member and/ or an EAP counselor. Contacts with the employee involved in the critical incident will be made within 24 hours of the incident or an appropriate time thereafter

Interventions are conducted by specially trained CIRT members and/or Employee Assistance Professionals(EAP). CIRT's made up of peers lead the intervention and offer support to their co-workers while the EAP counselor oversees the process.

