

# Human Resources

## Critical Incident Response

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Research indicates that when employees are not given support and an opportunity to debrief after traumatic events there is more chance of prolonged absences from work, and/or developing post traumatic stress disorder.

CN introduced Critical Incident Response, in order to minimize the long term effects on employees of traumatic incidents in the workplace.

The program involves Shepellfgi our service provider, mobilizing local Peers who are trained to work with the Supervisor to provide support to the employees involved in Critical Incidents. Peers ensure affected employees are safe, know about possible reactions that may occur and provide them information about the help available through Shepellfgi our service provider. When needed, the Peer can also co-ordinate special debriefings by a trauma specialist.

### Protocols for the Responding Supervisor in the Event of a Critical Incident

On initial report of a critical incident under your direction request:

- The names of all employees involved or who observed the incident
- Their current location
- Status of their physical safety/injury, if known

### Accidents with fatalities or injuries - Rail Traffic Control (RTC) Centre involved

Representative of the RTC Centre will call Shepellfgi to mobilize Peers.

### All Other Situations

Supervisor must call Shepellfgi to mobilize Peers

Call Shepellfgi (1-800-268-5211 ENGLISH / 1-800- 363-3872 FRENCH)

Provide:

- Your name and cell/contact number
- Location and nature of accident eg:  
Closest CN centre - EG: Biggar, Hornepayne, Toronto, etc.
- Where and when Peer should report, if known (e.g. site of incident, terminal, etc.)

Contact those involved as soon as possible or on your arrival at the scene to enquire as to the well being of individuals or groups of employees

Consult individually with employees upon arrival. Express your concern and determine their requirement for support.

If you have any concern for safety due to the employee(s) state of mind, relieve them from their duties. Provide transportation home if necessary, (Peer will assist with this)

In the rare event a Peer cannot be mobilized, explain to employees the role of Shepellfgi and the support available. If the employees agree, obtain their home phone number and provide to Shepellfgi who will make an Outreach call to the individual.

Employees removed from duty should be compensated for actual time lost (exclusive of overtime) for the remainder of the shift or trip (or as outlined by the collective agreement)

### Protocols for CN Peers Responding to a Critical Incident

When you receive notification of an incident from Shepellfgi:

Copy down the:

- Supervisor's name and phone number
- Names of persons involved and their phone numbers if Shepellfgi has received them
- Nature of the incident
- Location of the incident
- Where and when you should report to meet those involved

Report to location as requested.

Assess the situation:

- If persons are exhibiting physical distress such as chest pain or difficulty breathing arrange for immediate medical care
- Respond as appropriate providing support (physical and emotional)
- Make sure those involved are warm and dry and give them fluids to drink as soon as possible

This is your main work: LISTEN, LISTEN, LISTEN then listen some more.

Transport or accompany those involved to their home or place of temporary residence.

Provide those involved including family if present the handouts showing what to expect.

- Remind to avoid caffeine and alcohol and other drugs
- Suggest healthy foods
- Remind to exercise and get plenty of rest

Ask permission to "call back" in 12,24 or 48 hours. Always follow up.

Notify Supervisor in charge of the incident that:

- You have made the contacts requested
- You will follow up with employees involved
- Ask if any other employees need support
- Ask supervisor how they are doing

Questions regarding Critical Incident Response should be addressed to:

- System Manager EFAP 204 231-7537

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**Last revision date:** March 2007