

**Reference:** HUMAN RESOURCES  
**Section:** WORK ENVIRONMENT  
**Title:** CRITICAL INCIDENT STRESS DEBRIEFING  
**Policy Number:** 04-03-06  
**Issue Date:** 09-30-2001  
**Revision Date:** 05-11-2021

## **I. PURPOSE**

To provide a team of highly trained volunteer transit peer coworkers-workers to respond quickly when employees of the Niagara Frontier Transportation Authority and the Niagara Frontier Transit Metro System, Inc. (collectively referred to as "NFTA" or "Authority") experience a traumatic event or "critical incident". A "critical incident" is defined as any incident in which the circumstances are so unusual or the sights and sounds so distressing as to produce a high level of immediate or delayed emotional reaction which surpasses normal coping mechanisms. It produces a characteristic set of psychological and/or physiological reactions or symptoms. Potential critical incidents may include, but are not limited to:

- fatality or injury accidents
- assault incidents
- threatening encounters
- death of a coworker-worker
- witnessing a traumatic event.

## **II. POLICY**

- A) "Critical Incident" call will come to the Employee Assistance Program (EAP) through Metro Bus/Rail Controller, Transit Police Dispatcher and/or Department Manager reporting the critical incident.
- B) EAP will contact Critical Incident Stress Debriefing (CISD) team member(s) to determine who is available to perform a debriefing. EAP staff will provide team member with as much information about the critical incident as possible.
- C) Team member(s) will contact the Department Manager to obtain further information regarding the critical incident.
- D) Team member(s) and Department Manager will set up a time and location for the debriefing to take place.
- E) Team member(s) will debrief the affected employee(s) using the Authority's modified methods to minimize the short and long-term effects of experiencing a critical incident.
- F) Upon completion of debriefing, team member(s) will:
  - i. hand out CISD brochure;
  - ii. inform those present that a one-week follow-up meeting with Department Manager will be scheduled to determine whether further activity is necessary;
  - iii. advise those present that further counseling and/or referral is available if necessary through the Authority's EAP.
- G) At this time, team member(s) will complete the "CISD" Primary Intake Report. Team member will contact and update EAP staff who will assign a report number.
- H) Team member(s) will follow-up with Department Manager within one (1) week and complete the "CISD" Incident Follow-Up Report appropriately.
- I) All confidential reports will be forwarded to EAP office, 2495 Main Street, Suite 357, Buffalo,

New York, 14214.

**PLEASE NOTE:**

Participation by all team members is on a voluntary basis. However, if a team member provides critical incidence debriefing during their regular work schedule, they will be paid at their regular rate for that period of time. Any debriefing outside of the member's regular work schedule will not be paid time, but an extension of their voluntary participation as a team member. EAP staff will verify time.