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Passenger Train Handling Safety and Emergency Procedures

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THESE PROCEDURES ARE RECOMMENDED FOR USE ON RAILWAYS OPERATING IN CANADA

1. DEFINITIONS
2. PASSENGER HANDLING SAFETY PLANS
3. CHECKLIST
4. PRE-DEPARTURE BRIEFING
5. ENTRAINING AND DETRAINING OF PASSENGERS
6. PASSENGER AWARENESS
7. SAFETY FEATURES AWARENESS
8. TRAINING
9. TRAINING OF OTHER PERSONNEL
10. MEDICAL EMERGENCY
11. ON-BOARD FIRE
12. EVACUATIONS



1. DEFINITIONS

- 1.1 “**C.R.O.R.**” means Canadian Rail Operating Rules.
- 1.2 “**R.T.C.**” means Rail Traffic Controller.
- 1.3 “**Qualified Person**” means, in respect of a specified duty, a person who, because of his/her knowledge, training and experience is qualified to perform that duty safely and properly.
- 1.4 “**Operations Control Center**” means, that office of a railway company which directly controls/coordinates emergency responses.

2. PASSENGER HANDLING SAFETY PLAN

- 2.1 Each railway company that operates or hosts passenger/mixed train service shall have a written Passenger Handling Safety Plan which, as a minimum, encompasses all of the following, as applicable to the type of equipment and operation:
 - a) employee training and qualifications;
 - b) communications;
 - c) on-board emergency equipment and supplies;
 - d) specific emergency measures to be taken.

3. CHECKLIST

- 3.1 Every railway company or passenger service provider shall provide to the “person in charge” a checklist for each different type of passenger car which indicates the type and location of all safety equipment.
- 3.2 Prior to departure, either from a safety inspection location or pre-departure inspection location, or at intervals otherwise identified in the safety plan, the “person in-charge” or other qualified person shall ensure that all safety equipment and supplies are intact and all safety systems function as intended, including as a minimum:
 - a) safety awareness cards/video/placards and signage;
 - b) fire extinguishers;
 - c) emergency tools;
 - d) first aid and trauma kits;
 - e) emergency exit windows;
 - f) emergency lighting;
 - g) public announcement system;
 - h) carts, parcels, luggage and oversize articles are properly stowed and secured.



- 3.3 Where deficiencies are identified, the “person in-charge” shall ensure that:
- a) missing or defective items are replaced, or
 - b) such deficiencies are logged and/or reported to the proper authority as defined in the Passenger Handling Safety Plan, and
 - c) where missing or defective items are not replaced, inform all other on-board personnel of the missing or defective item.

4. PRE-DEPARTURE BRIEFING

On other than commuter operations, the “person in-charge” shall ensure, prior to departure from the train’s initial station, that a pre-departure briefing is conducted with those employees identified by the company. Pre-departure briefings should address as a minimum:

- a) any operational restrictions identified either through operating orders, pre-departure inspection etc.;
- b) any pre-identified passenger(s) and station(s) where special handling will be required;
- c) any known hazardous condition(s) which has not been repaired or corrected prior to departure, and any specific measures to be taken en-route regarding the matter;
- d) the assignment of emergency responsibilities. These are prescribed in Section 8 and will be detailed in each company’s safety plan.

5. ENTRAINING AND DETRAINING OF PASSENGERS

- 5.1 Each railway company shall establish procedures to ensure that passengers entrain and detrain safely. Such procedures shall be specified in their Passenger Handling Safety Plan. These may include the use of:
- a) employee assistance;
 - b) ramp and bridges;
 - c) steps, etc.;
 - d) hydraulic/Manual Lifts.

6. PASSENGER AWARENESS PROGRAM

- 6.1 Each railway company or passenger service provider shall ensure that passengers are provided with safety information in accordance with their established plans. These safety briefings shall be performed through:
- a) pre-departure on-board announcements, or
 - b) video presentations, or
 - c) placards and signage strategically placed and legible within equipment, or
 - d) other methods identified in the railway’s safety plan.
- 6.2 Where applicable, safety briefings will be provided both in English and French.



- 6.3 Where applicable and as appropriate to the individual's needs, safety briefings should be given individually to disabled persons, or where applicable, their escort.
- 6.4 In coaches, on other than commuter operations the, "person in-charge" shall ensure that a passenger who is seated next to an emergency exit window, is informed that the window is an emergency exit and is made aware of how to operate that exit.
- 6.5 In coaches, on other than commuter operations, the "person in-charge" shall ensure that at least one (1) passenger seated near a vestibule, side door or gate, is made aware of how to operate that exit.
- 6.6 In other equipment, on other than commuter operations, railway companies will specify in their safety plan the procedures and practices to apply regarding passenger awareness and operation of emergency windows and doors.

7. SAFETY FEATURES AWARENESS

On other than commuter operations, each railway company or passenger service provider shall make available to each passenger, safety information containing, in pictographic form, the emergency features and equipment of the car they are situated in.

8. TRAINING/QUALIFYING ON-BOARD PERSONNEL

Each railway company that operates or hosts passenger train service shall train, test, requalify and keep records for all on-board personnel to ensure they are familiar with the following, at the intervals prescribed in their safety plan.

8.1 Passenger Handling Safety

On-board personnel shall be trained, tested and re-qualified on the Passenger Handling Safety Plan established by each individual railway.



8.2 Emergency Response Procedures

On-board personnel shall be trained and updated on:

- a) the role and responsibilities of each employee working on-board a train;
- b) procedures for handling passengers who may display inappropriate behaviour that may threaten the safety of other passengers or on-train personnel;
- c) the role and responsibilities of the RTC and/or their respective Operations Control Center;
- d) the retrieving and/or relaying of passenger count, names and injuries to either RTC or to their respective Operations Control Center.

8.3 Safety Design of Passenger Equipment

On-board personnel shall be trained and updated with both theory and practical training on:

- a) equipment exits and safety features;
- b) location and use of safety equipment, these include:
 - i. safety equipment tools
 - ii. first aid/trauma kits
 - iii. public announcement systems/megaphones
 - iv. emergency shut-offs, cut-outs etc.

8.4 Emergency Communication Procedures

On-board personnel shall be trained and updated on:

- a) internal communication re: on-board fire, derailment and bomb threats;
- b) to perform announcements in issuing instructions to passengers without creating anxiety.
- c)

Note: When applicable, emergency announcements will be provided in both English and French.

8.5 On-board First Aid & Trauma Kit

On-board personnel shall be familiar with and instructed on the location, contents and utilization of first aid and trauma kits.

8.6 Assist Passengers With Disabilities In Normal and Emergency Situations

On-board personnel shall be trained and familiar in applying approved procedures in assisting passengers with disabilities regarding:

- a) restricted mobility;
- b) impaired hearing;
- c) impaired vision;
- d) intellectual disability.



9. TRAINING OF OTHER PERSONNEL

Each railway company shall ensure that other railway personnel who may be required to assist in a passenger train emergency are sufficiently trained and instructed in performing their duties as required in an emergency situation and so as to be familiar with emergency response procedures and activity coordination. Such training may be applicable to:

- a) RTC (Railway Traffic Controller(s));
- b) Operations Control Officers;
- c) other personnel as may be designated in the Company's Safety Plan (e.g. safety committee members and representatives where appropriate).

Employees so designated will be trained with regards to:

- i. passenger handling safety rules and plans;
- ii. company security measures and emergency response plan;
- iii. relevant segments of related rules such as the "Railway Passenger Car Inspection and Safety Rules" etc.

10. MEDICAL EMERGENCY

10.1 Employees who have completed an accredited first-aid and CPR course are required to render emergency assistance until the arrival of medical help.

10.2 In the event of a medical emergency, the following steps should be taken once informed of an injury or illness:

- a) report to the scene;
- b) evaluate situation and provide emergency first-aid;
- c) request emergency medical services, as warranted;
- d) determine availability of on-board medical assistance

10.3 Emergency First Aid

- a) Assess hazards, make area safe for yourself and others;
- b) identify yourself as a First-Aider,
- c) take charge, send someone for assistance

10.4 Prior to administering first-aid assess the following:

- a) history (medical problems);
- b) signs (what you notice);
- c) symptoms (how the casualty feels)

10.5 Establish priorities in the following order and administer first-aid for:

- a) stopped breathing;
- b) severe bleeding;
- c) shock and unconsciousness



- 10.6 Once the medical condition is assessed and a need is established for external medical resources, a member of the crew using correct radio procedures, must immediately contact the RTC or the Operations Control Center and relay the following information:
- type of assistance required (ambulance, doctor etc.);
 - state of the person (conscious or unconscious);
 - age (approximate) and gender;
 - condition of the person (bleeding, suspected heart attack etc.);
 - location of the train (if possible nearest intersecting roadway, access or known landmark as well as railway mileage);
- NOTE: This information is vital for ambulance and emergency personnel.
- location within train (car number and position in consist)
- 10.7 The RTC or Operations Control Center will arrange for the medical assistance and will relay the information to the train and will also arrange to inform the appropriate railway officials of the emergency.
- 10.8 Assistance rendered should be documented as soon as possible during or after the event.

11. ON-BOARD FIRE

11.1 General

In the event of an on-board fire, protection of life must be of the main concern.

11.2 On-Board Fire Procedures

- In the event of open flame, smoke or fire, turn off the car's ventilation system;
- notify other employees of the fire and request assistance. Appropriate code which will alert other employees of an emergency without alarming passengers;
- the Person In-Charge must immediately proceed to the specific car and coordinate the activities;
- immediately evacuate passengers to an adjacent car (preferably in the direction of the locomotive);
- locate fire, determine if it appears controllable. If it is controllable, attempt to extinguish fire with on-board fire extinguisher;
- search car including lavatories, to ensure all passengers have evacuated.
- If the fire appears to be out of control and it is unlikely it can be controlled, separate the train if practicable, so as to isolate the affected car and ensure that the car is properly secured;
- contact the RTC or Operations Control Center immediately, giving particulars of the situation and the action being taken. The RTC or Operations Control Center will arrange to protect the train and arrange for the local Emergency Response Services



11.3 Portable Fire Extinguisher Operating Instructions

- a) Locate and remove fire extinguisher from its housing;
- b) verify by gauge that it is charged;
- c) approach fire at a close, but safe distance, ensure you have an escape route behind you, remove safety pin and test extinguisher;
- d) crouch down to better see the flames and to avoid smoke inhalation;
- e) aim nozzle at base of fire and activate the extinguisher;
- f) spray in side to side motion until fire is extinguished (average discharge time is 8 seconds);
- g) if fire is not readily controllable, evacuate car immediately;
- h) report discharge of extinguisher on defect form.

12. EVACUATION

12.1 General

- a) The following procedures are intended to familiarize employees with methods of quickly and efficiently evacuating passengers in event of an emergency. These procedures are in addition to requirements defined in the Operating Rules, Timetables, and General Operating Instructions, which must be adhered to at all times by operating personnel regardless of the nature of the emergency.
- b) Since the location of emergency equipment and emergency exits can differ depending on the type of equipment, location of these emergency features must be checked by crew members when reporting for duty.
- c) While these emergency procedures identify certain responsibilities of the “person in-charge”, it may be necessary because of injury or other extenuating circumstances, for another employee to assume those roles in coordinating the evacuation.
- d) In the event of an emergency, crew members are to remain calm in order not to panic the passengers.

12.2 Method of Evacuation

The method of evacuation to be selected, is the one that offers maximum passenger safety and minimum inconvenience. Evacuation to roadbed should be avoided unless no other means of evacuation is possible. The preferred methods of evacuation, in priority order are:

- a) from one car to another car;
- b) from train to station platform;
- c) from train to public or private crossing;
- d) from one train to another;
- e) from train to roadbed

NOTE: Companies, where appropriate, should develop specific procedures as part of their emergency plans related to special circumstances such as in tunnels, on bridges, electrified tracks etc.



12.3 Coordination of Evacuation

- a) The person in-charge and locomotive engineer must be informed immediately of any incident requiring possible evacuation.
- b) The person in-charge will decide to evacuate passengers.
- c) The person in-charge will ensure the RTC or Operations Control Center is advised in order to ensure protection of their train and to alert other train crews who might be able to give assistance

12.4 Selecting Location to Stop

- a) The locomotive engineer, in consultation with the RTC or Operations Control Center and “Person in-charge” will decide on the best location to stop based on the urgency of the situation.
- b) If the situation permits, the selected location should allow passengers to detrain quickly and move away from the immediate area. Ideal locations include:
 - i. station platforms;
 - ii. road crossing at grade;
 - iii. open area away from right of way, or
 - iv. avoid, if possible, bridges tunnels, deep cuts alongside roadway, or sharp sloping embankments

12.5 Responsibilities of Employees on Board the Train

- a) All employees not otherwise engaged will direct their efforts to detrain passengers. Off duty employees on train are required to assist.
- b) All employees will have due regard to the “person’s in-charge” instructions and ensure evacuation is carried out quickly and safely.
- c) Once a decision has been made to stop the train, the “person in-charge” must ensure that:
 - i. RTC and/or Operations Control Center is advised;
 - ii. all necessary steps are taken to protect the train;
 - iii. announcement to evacuate is made;
 - iv. announcements are made slowly and distinctly in a manner which will dispel anxiety;
 - v. all passengers are made aware of the evacuation and are directed to designated exits;
 - vi. all passengers are kept clear of adjacent tracks and off the right of way;
 - vii. all passengers are advised to leave carry on baggage and personal belongings on train. Only if situation permits (bomb threat), should passengers take their belongings.
 - viii. Crew member or designated passenger is assigned to remain outside of the train, to direct passengers away from the train.
 - ix. Search car(s) including lavatories, to ensure all passengers have evacuated