



INFORMATION & SERVICES

Presented to

GLXS - 2014

Urbana, IL

August 3-8, 2014

Expressing the Compassion and Care of America's Finest Railroads

Discussion Topics

- ❑ Railroad Chaplain's (RRC) Mission
- ❑ History
- ❑ Services Provided
- ❑ Response Procedures
- ❑ Incident Statistics
- ❑ Examples and Stories
- ❑ Contact Information



Mission

The mission of RRC is to represent America's finest railroads by extending help and hope to people in need of sympathy, comfort and compassion in times of crisis.



History

- ❑ **Founded by Gil Stricklin in November 2006**
 - Sincere Love for Railroad
 - One Class 1 Railroad
- ❑ **Established Dedicated Hotline for Calls**
 - 1st Call – Camp Point, Illinois
 - 7 More by End of Year
- ❑ **Had 4 Chaplains Prepared to Respond**
 - Trained 30 More in January 2007
 - Consistently Trained Additional Chaplains Over Last 7 Years



History – Current Posture

- ❑ 109 Professionally Trained Chaplains
- ❑ Chaplains Strategically Spanned Across 26 States
- ❑ Serve Two Railroads – Poised to Serve More
- ❑ 1st National RRC Conference
 - Scheduled for 2015
 - Focus – Training and Continuous Improvement



Services Provided

❑ Personal Visits

- Home
- Hospital

❑ Assistance With

- Personal Tasks
- Additional Visitation to Family Members
- Funeral/Memorial Service Planning and/or Conducting
- Meals for Family Gatherings

❑ Provide

- Flowers and/or Memorial Contributions
- Grief Process Support and Referrals
- Grief Process Materials and Literature
- Benevolence for Families with Financial Need



Response Procedures

- ❑ **Local Claims Representative Calls RRC Office Hotline**
- ❑ **RRC Leadership Immediately...**
 - Gathers Information for Dissemination
 - Contacts Potential RRC Chaplain for Response
 - Assigns Chaplain to Incident
 - Forwards All Available Information to Assigned Chaplain
- ❑ **RRC Chaplain Immediately...**
 - Confirms Assignment
 - Proceeds to Home/Hospital to Provide Care and Compassion
- ❑ **Long-Term Care for Up to Two Years After Incident**



Stats Through June 2014

<input type="checkbox"/> Incidents	863
▪ Fatality (801)	
▪ Injury (132)	
<input type="checkbox"/> Family Members Contacted	2826
<input type="checkbox"/> Home Visits	754
<input type="checkbox"/> Hospital Visits	376
<input type="checkbox"/> Funerals/Wakes Attended	505
<input type="checkbox"/> Funerals Directed	61
<input type="checkbox"/> Grief Materials Provided	8445



Examples and Stories

- ❑ An elderly man went for his morning walk...
- ❑ A recent high school graduate chose to take her life...
- ❑ A 17-Year old boy changed his mind...
- ❑ An estranged daughter chose to take her life...
- ❑ A native American Indian chose to take her life...
- ❑ A 15-Year old boy chose to take his life...





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