

Employee Support Services

The Georgia Department of Corrections (GDC) recognizes that at any time a personal situation can impact the personal and/or work lives of employees or their immediate family members. GDC can provide employees possible resources and information that may assist in addressing such situations. GDC offers services both within and outside GDC.



Services provided within GDC



Employee Assistance Program

When an employee is faced with either a job or non-job related issue that has either started impacting or has the potential of impacting his or her work performance is typically when an employee would seek out the Employee Assistance Program (EAP). Examples of non-job related issues might be grief, loss of job by spouse, medical issues, divorce, financial, death, family crisis, dealing with elderly parent, etc. The purpose of EAP is to assist employees in finding resources to address job and non job-related situations.

GDC's EAP involves having:

- 1) someone with whom the employee can talk
- 2) someone to pull together resources, information, etc. concerning a particular issue for the employee
- 3) someone to provide guidance to the employee on SOPs and to refer him/her to Personnel for more specific information
- 4) websites where employees may gather resources, articles, websites, etc. which may assist in a particular situation

Employees may locate local or nearby EAP coordinators by visiting either Captiva* or the GDC Public Website**. The Statewide EAP coordinator may also be contacted at 478-992-5160.

* - Captiva>Executive Operations>Human Resources>Employee Menu>Employee Support>Overall Directories>Local EAP and CID coordinators

** - www.dcor.state.ga.us >For Corrections Staff>Employee Support>Overall Directories>Local EAP and CID coordinators

Critical Incident Debriefing and Alternative Dispute Resolution

Critical Incident Debriefing (CID) is a process to assist the survivor of a traumatic event (job or non-job related – such as car wrecks, fires, tornadoes, witness to death, homicide, suicide of staff or inmate or attempted homicide or suicide, etc.) and to help with the recovery process. CID is generally requested through the employee's Appointing Authority.

Alternative Dispute Resolution (ADR) usually involves employee/management or employee/ employee disagreements. The ADR process involves informal intervention into work place disputes by a neutral third party **only** after all other avenues have been explored via the employee's chain of command. For more information, call the Statewide EAP Coordinator at 478-992-5160.

Services provided outside GDC



www.eapconsultants.com

Contracted counseling services

Many times employees can have their needs met by talking in-house with GDC EAP coordinators but, sometimes due to the particular situation, the employee may feel the need to seek professional help. GDC has contracted with **EAP Consultants, Inc.** to provide some assistance in this area. GDC employees, as well as their immediate family members, have access to a limited number of **free and confidential** counseling sessions with a licensed clinician through EAP Consultants, Inc. No referral is needed and GDC employees, as well as their immediate family members may call and schedule an appointment at 1-800-869-0276.



**Check out Captiva or the
GDC Public Website for
Great information**

For great information, resources, articles,
etc. about a wide variety of topics, such as:

- Family issues (children/elderly parents)
- Food/Housing/Foreclosure
- Grief/Depression/Suicide Prevention
- Healthy Relationships/Domestic Violence
- Medical/Health/Substance Abuse
- Money Issues/Job Loss
- Overall Directories
- Personal Stress/Coping/Positive Thinking

To access on Captiva:

Executive Operations>Human Resources>
Personnel>Employee Menu>Employee Support

To access from GDC Public website
www.dcor.state.ga.us):

For Corrections Staff>Employee Support

Frequently Asked Questions:

**Are the counseling sessions with
the outside contractor free or am I
responsible for paying for those?**

You are eligible for a certain number of
sessions for free; however, if it is
determined by you and the counseling
professional that you continue your
sessions, you will then be financially
responsible for those. The contractor will
work with you in finding resources that
are either covered by your personal
health insurance or that meet your
financial capabilities.

**I would like to talk with my local
EAP coordinator but I'm
concerned about confidentiality.
Can I trust them?**

EAP is confidential; however under
certain circumstances the coordinator
must reveal certain information to
appropriate authorities. Certain
circumstances include information about
child, elder or disabled adult abuse; if the
employee presents a threat of imminent
danger and serious bodily harm to
him/herself or others; violation or
attempted violation of any law,
regulation, policy or procedure; if
employee has been subjected to
unlawful harassment or retaliation; or if
disclosure is required by legitimate
subpoena, court order or otherwise by
law.



**Georgia Department
of Corrections**

**Employee Support
Services**



***Need a helping hand
today?***



Why Employee Support Services?

The Georgia Department of Corrections (GDC) recognizes that at any time a personal situation can impact the personal and/or work lives of employees or their immediate family members.

Many times employees can become overwhelmed in these situations. GDC can provide employees possible resources and information that may assist in addressing such situations. GDC offers services both within and outside GDC.

Services provided within GDC

Employee Assistance Program

Employee Assistance Program (EAP) provides an employee a listening ear and direction to resources and information that may possibly assist the employee in their current situation.

To access EAP, you have a number of options:

- 1) contact your local EAP coordinator
- 2) contact a nearby EAP coordinator
- 3) contact Statewide EAP coordinator at 478-992-5160

Critical Incident Debriefing

Critical Incident Debriefing (CID) is a process to assist the survivor of a traumatic event (job or non-job related – such as car wrecks, fires, tornadoes, witness to death, homicide, suicide of staff or inmate or attempted homicide or suicide, etc.) and to help with the recovery process. CIDs are typically only requested by the Appointing Authority.

Services provided within GDC

Alternative Dispute Resolution

Alternative Dispute Resolution (ADR) usually involves employee/management or employee/employee disagreements. The process involves informal intervention into work place disputes by a neutral third party **only** after all other avenues have been explored via the employee's chain of command. If you are requesting ADR, please contact the Statewide EAP coordinator directly.

Services provided outside GDC

Introducing our new statewide EAP partner:



www.eapconsultants.com

Contracted counseling services

Many times employees can have their needs met by talking in-house with GDC EAP coordinators but sometimes due to the particular situation, the employee may feel the need to seek professional help. GDC has contracted with **EAP Consultants, Inc.** to provide some assistance in this area. GDC employees, as well as their immediate family members, have access to a limited number of **free and confidential** counseling sessions with a licensed clinician through EAP Consultants, Inc.

Talking out your situation with a counseling professional can be very helpful. **However**, since the number of sessions is limited, employees are encouraged to first seek assistance within GDC via local EAP coordinator, nearby EAP coordinator, or statewide EAP coordinator.

Employees may choose to contact EAP Consultants, Inc. directly at **800-869-0276**.

EAP Consultants also have a wealth of resources on their website, just log on to www.eapconsultants.com, then choose "member access", and type in **gdceap** as your password.

Frequently Asked Questions:

Where can I find out who is my local EAP coordinator?

You can access the listing of current EAP coordinators on either 1) Captiva: Executive Operations>Human Resources>Employee Menu> Employee Support >Overall Directories>Local EAP and CID Coordinators or 2) www.dcor.state.ga.us and then For Corrections Staff>Employee Support>Overall Directories> Local EAP and CID Coordinators.

If I go and see my local EAP coordinator am I guaranteed paid leave?

Local and statewide EAP coordinators **do not** have the authority to grant leave. However, depending on the situation, it is permissible for the employee to go either to 1) his/her direct supervisor or 2) to someone in his/her chain of command and ask for leave to be granted in order to address a particular situation.

I understand that "immediate" family can also use EAP services and counseling services provided by a contractor. Who is considered "immediate" family?

Immediate family includes the employee's spouse, child, and parent. Immediate family also includes any other person who resides in the employee's household and is recognized by law as a dependent of the employee.

(Frequently Asked Questions continued on Back Panel)