

## 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

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

Please ask the local facility for information on the in-house EAP Representative. The Statewide EAP coordinator may also be contacted at 478-283-4450 or email [linda.greene@gdc.ga.gov](mailto:linda.greene@gdc.ga.gov).

## 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. CID is generally requested through the employee's Appointing Authority.

**Critical Incident (Peer) Support-** Available to all Department of Public Safety personnel and their immediate families after a critical incident. With appropriate approvals, these services may be offered to the members of other Georgia law enforcement organizations. The techniques are recommended for all persons exposed to traumatic situations. Candidates for support may include witnesses, victims, employees and others.

Peer support includes employees who have volunteered to participate in the Critical Incident Support Program and are trained in CISM techniques. They would be detached to assist fellow employees, their families, and other law enforcement personnel in the aftermath of critical incidents. The success of this program is predicted on the fact that law enforcement personnel may initially be more inclined to seek the counsel of fellow officers.

Please contact Sharrod Campbell for more information about GDC's Peer Support Team at [Sharrod.campbell@gdc.ga.gov](mailto:Sharrod.campbell@gdc.ga.gov).

Services provided outside GDC



[www.EAPhelpink.com](http://www.EAPhelpink.com)

Enter Company code: **Georgia**

**Contracted counseling services**

No referral is needed and GDC employees, as well as their immediate family members may call and schedule an appointment at **1-833-276-0988**.