

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.