



**GEORGIA DEPARTMENT OF CORRECTIONS
CENTRAL PERSONNEL ADMINISTRATION
EMPLOYEE SUPPORT SERVICES**

OFFICIAL POLICY STATEMENT

The goal of the Department is to maintain a productive and efficient staff. We recognize that personal problems may have adverse impact on job accomplishment. At certain times **special intervention may be needed to address: personal issues, workplace conflicts among co-workers and/or supervisors, poor employee morale, or other situations that may adversely impact the work environment.** Employees may also be involved in or witness a traumatic event, which unfortunately could have varying degrees of impact on their productivity and emotional state of mind.

Consequently, it is the policy of the Department to provide services which are available to any employee (and his/her immediate family members) via the Central Personnel Administration Employee Support Services office. These services include ***Alternate Dispute Resolution (ADR), Employee Assistance Program (EAP), and Critical Incident Debriefing (CID).***

DEFINITIONS:

1. 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 or a **formal** intervention by a certified mediator. ADR provides a forum to resolve disputes amicably without sacrificing continuing relationships in a non-adversarial process at the earliest opportunity.
2. Employee Assistance Program (EAP) involves assessment of an employee's problems that affect his/her job performance and includes referral, limited counseling, and information to help resolve the problem. Usually, the problem deals with issues that occur away from work, but affect the work place (legal, financial, substance abuse, marital, etc.).
3. Critical Incident Debriefing (CID) is a process to assist the survivor of a traumatic event in understanding the individual affects of trauma on the survivor and to help in the healing process of recovery.

Employees may review the written procedures covering the three categories defined above, by visiting the local Personnel Office and requesting a copy of Standard Operating Procedures IVO01-0006, Employee Support Services, and IVO01-0007, Critical Incident Debriefing. **Employees are encouraged to contact the local EAP or CID Coordinator for direct assistance.** In addition, employees may call CPA Employee Support Services (@ 404-657-4314) for more assistance.

The local representatives and the staff of the CPA Employee Support Services Office will provide independent, impartial and **confidential** assistance to all employees/family members of the Georgia Department of Corrections, the Georgia Correctional Industries, and workers employed at our County Correctional facilities in Georgia.

The rights and interests of all concerned parties will be respected and protected.