

Georgia Department of Public Safety

Policy Manual

SUBJECT EMPLOYEE ASSISTANCE PROGRAM	POLICY NUMBER 5.18
DISTRIBUTION ALL EMPLOYEES	DATE REVISED 2/13/2009

5.18.1 Purpose

The purpose of this policy is to establish procedures for implementation and administration of the Department of Public Safety Employee Assistance Program (EAP).

5.18.2 Policy

This policy addresses the employee assistance program (EAP) which is a confidential counseling program designed to assist employees and their family members who have personal problems that could interfere with their job performance and family life. The Department of Public Safety (DPS) believes that employees are a valuable asset and recognizes that personal problems can affect job performance and employees may be unable to resolve these problems alone.

5.18.3 Provisions

- A. The Department contracts with a private vendor, EAP Consultants, Inc. to provide EAP services for its employees 24 hours a day, 7 days a week. The telephone numbers are 770-951-8021 or 1-800-869-0276.
- B. All DPS employees are eligible to use the EAP, including full-time, part-time and hourly-paid employees. New employees will be informed of the EAP during employee orientation. Managers and supervisors can also recommend the EAP to their employees.
- C. Temporary agency employees are not eligible to use the program.
- D. Employees and their dependents can receive confidential, professional counseling from a licensed therapist in the areas of marital problems, adolescent, family, grief, stress, alcohol and drug abuse, emotional, financial, eating disorders, aging parents, career or any personal problem that could interfere with job performance.
- E. The EAP is a pre-paid service provided by the Department for its employees and their dependents. Employees and their dependents may use up to eight counseling sessions per problem to resolve their issues. However, if the services are assessed to be outside the scope of EAP, then employees will be referred to their medical benefit plan or community resources for further assistance. If employees decide to remain with EAP Consultants, Inc. and go beyond the designated eight sessions, then the cost will be charged to the employees.
- F. The services provided by the EAP are confidential, whether employees are self-referred or recommended by a supervisor. Information can only be released by EAP

Consultants, Inc. if the employee signs a waiver stating that EAP Consultants, Inc. is allowed to release it. Employees do not have to inform the Human Resources Division or their supervisors if they wish to utilize the EAP.

5.18.4 Procedures

- A. Employees interested in using the EAP can contact a counselor 24 hours a day, 7 days a week for emergencies by calling the toll-free number (1-800-869-0276) or the local number (770-951-8021). If the situation is not an emergency, employees should call during office hours (M-F, 8:00 a.m. – 5:00 p.m.) for assistance.
- B. EAP Consultants, Inc. has offices nationwide. When employees call the EAP, a representative will assist them in finding a convenient location.
- C. When scheduling an appointment, employees will be asked a few questions such as name, the name of the employer, and the problem or concern. Employees will be offered an appointment within 48 hours of their call. For emergencies, employees will be seen in less than 24 hours or the same day. Employees must utilize a leave usage option if they schedule an appointment during their work hours.
- D. Employees arriving for their appointments will be asked to complete a demographic form and sign a statement of understanding informing them of the number of sessions available.
- E. When completing the demographic form, employees should state they work for DPS and only the division they work for (i.e., Administrative Services, CIU, Field Operations, etc.) EAP Consultants, Inc. does not have a list of individual work locations and must call the Human Resources Division to determine in which division an employee works when a work address is provided. **Employees should not list the office location or address where they work because it lessens the confidentiality of the employee.**
- F. Employees or their family members will have their situations assessed to determine the best type of help needed. A designated number of sessions will be provided to help resolve the problem. If a referral is needed outside the EAP, the counselor will recommend the most suitable and cost effective.
- G. All records of employees' sessions are the property of EAP Consultants, Inc. The records are coded and entered into a security sensitive computer system and at no time are the records a part of the employees' 201 file.

5.18.5 Reports

EAP Consultants, Inc. will submit periodic reports to the Department regarding employees' utilization of its services. The report reflects the number of employees using its services by division, problem areas, gender, race, and referral source, and average number of sessions attended, and does not identify those using the services.

5.18.6 Additional Information

Brochures and additional information regarding the EAP may be obtained by contacting the Human Resources Division.