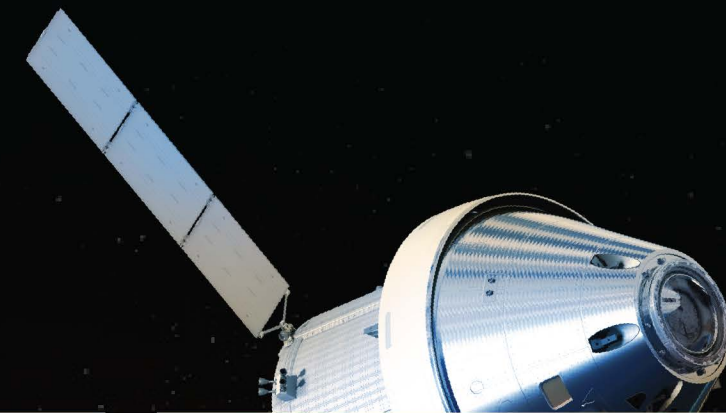




Where Do I Go for Help with Workplace Issues?

A Resource Guide for Employees



Immediate Supervisor

Employees are encouraged to consider their immediate supervisor as the first point of contact for assistance with resolving workplace concerns. Supervisors may directly assist staff or may be able to provide additional resources. Employees are also free to seek assistance from any of the programs listed below.

Employee Assistance Program

EAP is a voluntary program that offers free and confidential assessments, short-term counseling, referrals, and follow-up services to NASA employees to help address issues affecting personal, mental, and emotional well-being. NASA EAP resources are implemented at the Center level and may be found by consulting your Center Web site.

Conflict Management/Resolution Programs (CMRP)

CMRP offers one-on-one consultation and strategic efforts designed to arrive at a mutually satisfactory resolution to workplace conflict. Such programs are especially helpful for communication-rooted issues.

Ombuds

Employees who would like assistance with a workplace concern but wish to remain anonymous may opt to contact a NASA ombudsman. NASA has an ombudsman at HQ and every Center.

Union

Employees covered by a collective bargaining agreement can contact their local labor representative for information and assistance.

Threat Assessment Team

Acts of violence, threats, intimidation, sexual assault, stalking, and other disruptive behavior involving a direct or indirect threat of physical harm are prohibited. All employees and non-NASA personnel working on/in a NASA facility should immediately report incidents involving these issues to their Center's Threat Assessment Team or Center HR Office.

Equal Employment Opportunity (EEO) Office

Reasonable Accommodation

Employees with disabilities may request reasonable accommodations, which are modifications or adjustments to the work environment, such as sign language interpreters, information technology enhancements, or removal of physical barriers, to name just a few examples.

EEO Complaints Process

If an employee believes they are being discriminated against based on a protected status, they may file an EEO complaint through their Center Equal Opportunity Office. The Center EEO Office handles the informal stage of the EEO complaints process. Formal complaints are handled by the Agency Office of Diversity and Equal Opportunity (ODEO).

Alternate Dispute Resolution (ADR)

ADR is a process in which a neutral third party assists the disputants in reaching an amicable resolution through the use of various ADR techniques. The goal is to try to resolve conflict as early and as informally as possible and avoid the cost, delay, and unpredictability of the traditional adjudicatory processes while at the same time improving workplace communication and morale. ADR is available at both informal and formal EEO complaints processes and for other (non-EEO) workplace disputes.

Center Anti-Harassment Coordinator (CAHC)

Anti-Harassment Program

If an employee believes they are being harassed based on a protected status, such as race or gender, among others, they may raise the concern within their supervisory chain or outside of it through the Center Anti-Harassment Coordinator.

Human Resources (HR) Office

Administrative Grievance System

Grievances can be used by employees to express general workplace concerns or areas of dissatisfaction. Non-bargaining unit employees may file grievances under the NASA Administrative Grievance System. Employees should contact the Center HR Office for more information.

Employee Relations

Employee Relations (ER) Specialists can assist employees with workplace issues by helping them navigate the variety of resources that are available. Employees may contact their Center ER Specialist through the Center Human Resources Office.

Ethics Program-Related Concerns: NASA's Office of the General Counsel administers NASA's ethics program. If you believe you have witnessed unethical or fraudulent activity in the workplace at HQ, you are encouraged to report this activity by contacting the ethicsteam@hq.nasa.gov or by phone at (202) 358-0550. Center employees may contact a Center Ethics Official by e-mail or by phone.

Inspector General-Related Concerns: Employees who report a violation of any law, rule, or regulation; gross mismanagement; a gross waste of funds; an abuse of authority; or a substantial and specific danger to public health and safety are protected from retaliation. Questions about this protection (also known as "whistleblower rights") may be addressed by contacting the NASA Whistleblower Protection Ombudsman.