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East Carolina University® is working with employees to provide a safer workplace in light of the public health concerns surrounding COVID-19. All members of the ECU community need to work together to promote the health and safety of their fellow Pirates, including students, faculty, staff and visitors.

Our return-to-on-site operations will be aligned and consistent with guidance from the following entities:

- The University of North Carolina System
- Local, state and federal public health authorities
- Applicable orders and regulations from the governor and relevant federal agencies, such as the Occupational Safety and Health Administration (OSHA) and the U.S. Equal Employment Opportunity Commission (EEOC)

The ECU community is expected to follow the COVID-19 monitoring, containment and response protocols established and updated by the Centers for Disease Control and Prevention (CDC) for colleges and universities.

Given the evolving nature of the understanding of the virus that causes COVID-19 and the recommended guidance from public health and other governmental bodies, please understand that ECU’s guidance may need to be updated periodically to respond to continuing developments.

Click here for up-to-date coronavirus information from East Carolina University.
Expectations

For your safety and the safety of your colleagues, all employees of East Carolina University are expected to comply with the COVID-19-related policies and protocols announced by campus leadership with respect to returning to on-site work.

While you can make individual choices on personal protective measures outside of the workplace, subject to the governor’s executive orders, local orders, and applicable law, such measures are not discretionary when ECU formally requires them in the workplace. Failure to comply with such measures may result in disciplinary action or other corrective measures.

Students, visitors, contractors and others are required to follow all institutional and local health protocols while on-site to protect the safety of the entire community.

Phased Return to On-Site Operations

East Carolina University’s leadership will make final decisions about who will return to on-site work and when. The UNC System recommends an incremental and phased approach to the return to on-site operations, based on the state’s three-phased reopening plan.
ECU will take reasonable measures to promote the health and safety of faculty and staff, as well as the broader university community. Faculty and staff will be kept informed of changes to workplace expectations, the status of the statewide reopening plan as it applies to ECU, and any related health and safety requirements through regular updates to the university’s coronavirus website and/or communication from supervisors.

All decisions on return to on-site operations, once approved, will be communicated through the employee’s direct supervisor, East Carolina University’s HR office, and/or other designated university management.

**ECU is responsible for determining reasonable measures to facilitate the return-to-on-site work process.** These institutional measures are expected to include the following:

› Use of face coverings and, in some circumstances, PPE
› Social distancing
› Continuous cleaning and disinfection of facilities
› Reasonable access control for ECU visitors other than faculty, staff and students
› COVID-19 symptom screening for faculty, staff, students and others

All employees must comply with these measures unless an employee receives a specific accommodation through the Americans with Disabilities Act (ADA) accommodation process or other reasoning pursuant to ECU policy.

As on-site staffing increases and operations expand, ECU will monitor and assess the potential spread of the COVID-19 virus. Testing and monitoring will be a critical part of assessing the impact of increased staffing. If localized outbreaks emerge, tighter restrictions and reduced on-site staffing may need to be implemented again, potentially on very short notice.

The timing and specifics of each phase of expanded on-site work are highly contingent on the progression of COVID-19 within the state of North Carolina and ECU’s immediate surrounding area, as well as continued official public health guidance.

Management may either require and/or permit certain employees to work on-site if they need access to particular equipment, technology, internet connectivity, etc., to perform the essential functions of their job and do not otherwise have such access at their residence.

Guidance for the state’s three-phased reopening plan will depend heavily on specific circumstances present with respect to COVID-19 spread within the state and within Greenville/Pitt County at that time. At the direction of the UNC System, ECU will continue a gradual and controlled return of employees to on-site operations, as conditions permit.
### Staffing Options

All staff and faculty are expected to fully comply with the policies, protocols and guidelines for returning to the workplace. Our expectations must be clearly articulated, illustrated and modeled by all levels of university leadership. Thus, our first and preferred approach to ensure compliance will be through education as we intentionally build a culture of compliance. If necessary, the university and other governmental authorities will institute applicable enforcement measures (including disciplinary, legal or other appropriate actions) to address disregard for or intentional violations of these standards.

1. Generally, employees who can work remotely should continue to do so to reduce the number of individuals on campus and the potential spread of the COVID-19 virus.

2. However, the needs of university operations will require that certain positions be designated as a “Required On-Site Employee” (ROSE). A ROSE designation is appropriate where the position is required to perform on-site work for a documented, nondiscriminatory and legitimate business need.

3. As part of planning for a phased reopening of campus, departments should immediately categorize positions as ROSE where position duties can only be fully performed at the worksite and there is a legitimate, nondiscriminatory business need for the employee to work on campus. It may be a full-time or part-time (duties-specific) designation. Additionally, as reopening progresses, additional employees will be considered ROSE. Departments should maintain documentation of this determination.

4. The return of individuals designated as ROSE will be phased, will involve increased density throughout the summer months, and will be monitored carefully for the presence of COVID-19.

5. The university should immediately send an employee home from a worksite who appears to have or is experiencing COVID-19 symptoms.
6 Departments should strongly consider amending employee work schedules by alternating days on campus and staggering reporting and departure times by at least 30 minutes to reduce traffic in common areas to meet social distancing requirements.

7 Employees should maintain at least 6 feet of distance from coworkers whenever possible.

8 Departments should assess open work environments and meeting rooms to institute measures to physically separate and increase distance between employees, other coworkers and customers.

9 Cloth face coverings must be worn in public spaces and in face-to-face meetings while on campus.

10 Meetings should be held in whole or part using the extensive range of available collaboration tools.

11 When on-site, communicate with colleagues and supervisors as needed by email, instant message, telephone, or other available technology, rather than face-to-face.

12 Except in the case of ROSE-designated positions, employees at higher risk should generally be permitted to perform their work duties remotely whenever possible, and limit, if not eliminate, their presence on campus. Employees should follow CDC recommendations for self-identifying whether they are at higher risk.

13 Requests for workplace accommodation from any employee should be directed to the university’s ADA coordinator for analysis under the Americans with Disability Act. Confidential health information should not be addressed or handled directly by individual supervisors or departmental personnel, nor should these personnel be tasked with making assessments of employee medical information or physician notes.

14 All employees are responsible for creating and sustaining an inclusive workplace and campus community. Violations of university policy, including incidents of harassment or discrimination, will not be tolerated. The effects of COVID-19 will not be permitted to allow employees to violate university policy.

15 Employees are encouraged to tend to their physical and mental well-being. For assistance, ComPsych through Guidance Resources is available to employees and their immediate families. Call 833-743-8183 for counseling services, or visit www.guidanceresources.com (ID: ECUFASAP).
Symptom Monitoring Requirement

Any employee who has been instructed to return to the workplace must conduct symptom monitoring every day before reporting to work. An employee must be free of ANY symptoms potentially related to COVID-19 or have had evaluation and clearance by a licensed health care provider to be eligible to report to work.

Employees who have had close contact with a COVID-19 patient, defined by the CDC as any individual who was within 6 feet of an infected person for at least 15 minutes, or who are otherwise at high risk of exposure should not return to on-site work until they have completed the recommended self-quarantine.

ECU will develop measures to confirm employee self-screening. All ECU employees are expected to self-screen on daily basis. At this time, COVID-19 symptoms include the following:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting

*This list of possible symptoms is not comprehensive.*
If Symptomatic

If you have any one or more of these symptoms or have been exposed to COVID-19, you must follow ECU's guidelines for reporting and assessment of symptoms and potential COVID-19 testing, which will align with CDC guidelines.

You should wear a face covering to avoid possibly transmitting the virus to others. You should self-isolate until CDC guidelines allow you to return to work.

If you have any concerns that a colleague may be exhibiting COVID-19 symptoms, please reach out to your direct supervisor.

According to the CDC, individuals with certain underlying conditions may have a higher risk for COVID-19 infection. Those conditions may include the following:

- Older adults (aged 65 years and older)
- People who live in a nursing home or long-term care facility
- Asthma (moderate to severe)
- Chronic lung disease
- Diabetes
- Serious heart conditions
- Chronic kidney disease being treated with dialysis
- Severe obesity
- Being immunocompromised
Leave Benefits

On March 18, 2020, the Families First Coronavirus Response Act (FFCRA) was enacted to address the impact of COVID-19 on the U.S. community. It includes two acts (effective April 1, 2020) that apply to ECU and provide paid leave benefits to university employees under certain circumstances.

A copy of employee rights, as laid out by the U.S. Department of Labor, is available here. Please note that certain types of employees, such as health care professionals and first responders, may be exempt from certain provisions of the FFCRA.

Emergency Paid Sick Leave Act (EPSLA)

The EPSLA provides up to 80 hours (prorated for part-time employees) of paid sick leave for employees who are unable to work (or telework) for any of the following reasons:

1. If you are subject to a federal, state or local quarantine or isolation order relating to COVID-19.
2. If you have been advised by a health care provider to self-quarantine due to concerns related to COVID-19.
3. If you are experiencing symptoms of COVID-19 and seeking a medical diagnosis.
4. If you are caring for an individual who is subject to a COVID-19 quarantine or isolation order or who has been advised by a health care provider to self-quarantine due to concerns related to COVID-19.
5. If you are caring for a child because the child’s school or place of care has been closed, or the child's regular child care provider is unavailable, due to COVID-19.
6. If you are experiencing any other substantially similar condition as specified by the U.S. Department of Health and Human Services.

If an employee is unable to work for reasons 1–3 above, the EPSLA provides paid sick leave at the employee’s regular rate (or the applicable minimum wage, whichever is greater), up to $511 per day or $5,110 in total. If an employee is unable to work for reasons 4–5, the EPSLA provides paid sick leave of two-thirds of that amount, up to $200 per day or $2,000 in total.
Emergency Family and Medical Leave Act Expansion Act (EFMLEA)

The EFMLEA provides up to 12 weeks of family and medical leave to eligible employees who are unable to work (or telework) because they are caring for a child whose school or place of care has been closed, or whose child care provider is unavailable, for COVID-19-related reasons.

The first two weeks of this leave is unpaid, but employees may use the paid sick leave available under the EPSLA or any other existing leave to receive pay for that period. The remaining 10 available weeks are paid at two-thirds of an employee’s regular rate of pay, up to $200 per day or $10,000 total.

Employees who are interested in leave under the FFCRA are required to complete a request form and send it to adminleaverequests@ecu.edu.

Please note that leave under the FFCRA works in parallel with leave provisions offered by the university (e.g., COVID-19 Administrative Leave) and will offset such leaves as appropriate. As part of the FFCRA process, teams in Human Resources will assist employees and departments with those nuances on a case-by-case basis. Please note that in the coming weeks, employees who are likely eligible for FFCRA leave will receive direct communication from Human Resources in order to work through these details individually.

Please direct questions to HR_Benefits@ecu.edu, or contact your benefits counselor.
HEALTH AND SAFETY GUIDANCE

Personal Safety Practices

When leaving your home, and especially when returning to your workplace, you are strongly encouraged to follow the “Know your W’s” guidance from the North Carolina Department of Health and Human Services.

**KNOW YOUR W’S**

**WEAR**

* a cloth face covering if you will be with other people.

Face coverings will be provided by ECU, if needed.

- Disposable masks may only be worn for one day and then must be properly discarded.
- You may also wear a self-supplied cloth face covering. Cloth face coverings must only be worn for one day at a time and must be properly laundered between each use. Having a week’s supply of cloth face coverings can help reduce the need for daily laundering.
- Employees whose jobs require the use of PPE, including respirators, will do so in accordance with instructions from supervisors.

**WAIT**

* 6 feet apart. Avoid close contact.

Keeping space between you and others is one of the best tools we have to avoid being exposed to the COVID-19 virus and slowing its spread. Since people can spread the virus before they know they are sick, it is important to stay away from others when possible, even if you have no symptoms. Social distancing is important for everyone, especially to those who are at higher risk of getting very sick.

Employees must follow these social distancing practices:

- Stay at least 6 feet (about two arms’ length) from other people at all times.
- Stay out of crowded places and avoid mass gatherings.
- Minimize opportunities for close contact by limiting sustained exposure (15 minutes or more) or ensuring sufficient social distancing.

**WASH**

* your hands often with soap and water for at least 20 seconds or use hand sanitizer.

Ensure proper hand hygiene:

- After you have been in a public place.
- After blowing your nose, coughing, sneezing or touching your face.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry. Avoid touching your eyes, nose and mouth.
### Face Masks/Cloth Face Coverings Guidelines

<table>
<thead>
<tr>
<th>Putting on the face covering/disposable mask</th>
<th>Taking off the face covering/disposable mask</th>
<th>Care, storage and laundering</th>
</tr>
</thead>
<tbody>
<tr>
<td>▶ Wash hands or use hand sanitizer prior to handling the face covering/disposable mask.</td>
<td>▶ Do not touch your eyes, nose or mouth when removing the face covering/disposable mask.</td>
<td>▶ Keep face coverings/disposable masks stored in a paper bag when not in use.</td>
</tr>
<tr>
<td>▶ Ensure the face covering/disposable mask fits over the nose and under the chin.</td>
<td>▶ When removing the face covering/disposable mask, loop your finger into the strap and pull the strap away from the ear, or untie the straps.</td>
<td>▶ If the face coverings/disposable masks are not visibly soiled, torn or saturated, they may be stored between uses in a clean, sealable paper bag or breathable container. Carefully fold face coverings so that the outer surface is held inward and against itself.</td>
</tr>
<tr>
<td>▶ Situate the face covering/disposable mask properly with nose wire snug against the nose (where applicable).</td>
<td>▶ Wash hands immediately after removing.</td>
<td>▶ When soiled, cloth face coverings should be properly laundered with regular clothing detergent. Cloth face coverings should be replaced immediately if they are soiled, damaged (e.g., ripped, punctured), or visibly contaminated.</td>
</tr>
<tr>
<td>▶ Tie straps behind the head and neck or loop around the ears.</td>
<td></td>
<td>▶ Disposable masks should be placed in the trash if they are soiled, damaged (e.g., stretched ear loops, torn or punctured material), or difficult to breathe through.</td>
</tr>
<tr>
<td>▶ Throughout the process: Avoid touching the front of the face covering/disposable mask.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### USE AND CARE OF FACE COVERINGS

<table>
<thead>
<tr>
<th>Cloth Face Covering</th>
<th>Disposable Mask</th>
<th>Medical-Grade Surgical Mask</th>
<th>N95 Respirator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homemade or commercially manufactured face coverings that are washable and help contain wearer’s respiratory emissions</td>
<td>Commercially manufactured mask that helps contain wearer’s respiratory emissions</td>
<td>FDA-approved mask that protects the wearer from large droplets and splashes; helps contain wearer’s respiratory emissions</td>
<td>Provides effective respiratory protection from airborne particles and aerosols; helps contain wearer’s respiratory emissions</td>
</tr>
</tbody>
</table>

These items are required for campus community use in non-health care settings (office spaces, general research/work settings, shops, community areas) where 6 feet of social distancing cannot be consistently maintained. Cloth face coverings and disposable masks must be replaced daily. (While likely necessary for ingress and egress, they are not required when working alone in an office.)

These masks are reserved for health care workers and other approved areas with task-specific hazards.

**Face coverings or masks are to be worn in all public places at ECU.**
Gloves

Health care workers and others in designated areas should use gloves as part of PPE (personal protective equipment), but according to the CDC, gloves are not necessary for general use and do not replace good hand hygiene. Washing your hands often is considered the best practice for common everyday tasks.

Goggles/Face Shields

Staff do not need to wear goggles or face shields as part of general activity on campus. Maintaining good hand hygiene and avoiding touching your face are generally sufficient for non-health care environments.

Cleaning/Disinfection

Housekeeping teams will clean offices and workspaces based on CDC guidelines for disinfection to avoid the spread of the COVID-19 virus. Facilities management groups will also maintain hand-sanitizer stations at major building entrances, elevator stops and high-traffic areas. Mechanical, electrical, plumbing and monitoring systems will be assessed and readied prior to reopening of buildings.

Building occupants should also wipe down commonly used surfaces before and after use with products that meet the U.S. Environmental Protection Agency’s (EPA) criteria for use against COVID-19 and are appropriate for the surface. This includes any shared-space location or equipment (e.g., copiers, printers, computers, A/V and other electrical equipment, coffee makers, desks and tables, light switches, doorknobs, etc.).

ECU will also follow NCDHHS guidelines for environmental cleaning after a potential exposure to COVID-19 at a worksite.

Coughing/Sneezing Hygiene

If you are in a private setting and are not wearing your face covering, remember to always cover your mouth and nose with a tissue or the inside of your elbow when you cough or sneeze. Then throw used tissues in the trash. Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.
Guidance for Specific Workplace Scenarios

It is our shared responsibility to practice social distancing, cleanliness, hygiene and other safety measures so that we can contain the spread of COVID-19.

Sharing University Vehicles

Sharing university vehicles is discouraged. If you must share a vehicle, the passenger(s) should sit as far away as possible from the driver and each other. Travel with the windows open, or use the vehicle’s vents for fresh air circulation. Wear a face covering while in the vehicle. Avoid touching interior surfaces as much as practicable and use gloves, if available. After exiting the vehicle, remove your gloves (if used) and wash your hands or use alcohol-based hand sanitizers as soon as possible and before removing your face covering.

Public Transportation

If you must take public transportation, wear a mask before boarding and avoid touching surfaces with your hands. Upon disembarking, wash your hands or use alcohol-based hand sanitizers as soon as possible after removing your mask. Face coverings are required for all ECU Transit passengers.

Working in Office Environments

Employees should follow any institutional measures to physically separate and increase distance between individuals, which may include the following:

- Visual cues – such as floor decals, colored tape or signs – that indicate where individuals should stand while waiting in line
- One-way directional signage for large open workspaces with multiple throughways to increase distance between individuals moving through the space
- Designated stairways for up or down traffic if building space allows

No more than one person should be in the same room or office unless the occupants can maintain the required 6 feet of distancing. Whenever more than one person is in a room, each individual should wear a mask or face covering at all times. A mask or face covering is not required when individuals are working alone in a confined office space (this does not include partitioned work areas in a large open environment).

Masks/face coverings should be worn in reception/receiving areas, in any workplace facility where others are present (including narrow hallways where others travel), and in break rooms, conference rooms, and other meeting locations.
Using Restrooms

Use of restrooms should be limited based on size to ensure at least 6 feet distance between individuals. Wash your hands thoroughly afterward to reduce the potential transmission of the virus.

Using Elevators

Elevator usage should be limited to one passenger to the extent practicable. Use the stairs whenever possible, especially when descending. Practice social distancing, including when entering and exiting elevators. Face coverings are required while riding in an elevator. Observe all signage, and avoid touching the buttons with your exposed hand/fingers, if possible. If an elevator must be shared, passengers should stand as far away as possible from each other. Wash hands or use alcohol-based hand sanitizers upon departing the elevator.

Meetings

Convening in groups increases the risk of viral transmission. Where feasible, meetings should be held in whole or part using the extensive range of available online collaboration tools (e.g., Zoom, WebEx, Microsoft Teams, telephone).

In-person meetings are limited to the restrictions of local, state and federal orders and should not exceed 50% of a room’s capacity, assuming individuals can still maintain 6 feet of separation for social distancing requirements. All attendees should wear a mask or face covering while sharing space in a common room.

During your time on-site, you are encouraged to communicate with your colleagues and supervisors as needed by email, instant message, telephone or other available technology to minimize face-to-face interactions.

Meals

Before and after eating, you should wash your hands thoroughly to reduce the potential transmission of the virus.

If dining at work, you should wear your mask or face covering until you are ready to eat and then replace it afterward. Individuals should not sit facing one another. Staff are encouraged to take food back to their office area or eat outside, if this is reasonable for your situation.

If you are eating in your work environment (break room, office, etc.), maintain 6 feet of distance between you and others. Individuals should not sit facing one another. Only remove your mask or face covering in order to eat, then put it back on. Wipe all surfaces in common areas (tables, refrigerator handles, coffee machines, etc.) after using.
Research and Research Facilities

This guidance refers to activities conducted in research spaces, including the physical campus and campus owned/leased spaces, field stations and nature reserves, or with direct contact with individuals (human subjects) anywhere. This document does not cover research that can be done entirely remotely.

On-campus research includes physical presence in campus libraries and other facilities to access any university material that cannot be accessed remotely, as well as performance work (arts) or other studio access that must be done on campus.

Research varies by discipline, and unit administrators in consultation with the Division of Research, Economic Development and Engagement are best positioned to make decisions on priority of activities and when different activities can be safely resumed or should be suspended.

The following principles apply in making decisions.

1. Follow local, state and national public health authority directives.
2. Protect the emotional and physical health and safety of the research workforce, including students.
3. Protect the health and safety of clinical patients and human research subjects.
4. Protect careers of early stage researchers and progression of students through their academic programs.
5. Ensure fair and transparent access to resources and facilities.
6. Ensure as rapid a research restart as public health conditions permit.
7. Plan for ramping-down research activities if public health conditions dictate.
8. Participate in finding cures and preventions for COVID-19 while increasing safe access to participants for research studies and clinical trials.
In addition to the social distancing, physical controls, and hygiene behaviors described elsewhere in this plan, the following are required before engaging in research activities on campus or at field sites.

1. Research activities must be prioritized and approved by the department and college based on the status of COVID-19 cases.

2. Research personnel must be identified and approved by the department and college for return to campus or field site.

3. Research groups must compile and implement COVID-19 safety plans based on the risk level of the activities as defined by OSHA COVID-19 guidance.

4. Facilities logs must be maintained to document occupancy of laboratories.

Detailed guidance on a phased approach to restarting research activity is available from the Division of Research, Economic Development and Engagement at rede.ecu.edu.

**Entrances/Exits**

Entry to buildings will be regulated and monitored to the extent practicable. Maintaining social distance at this time is the most important courtesy we can extend to our colleagues. At secure access buildings that require an employee ID card/badge for entry, you should not hold or prop open exterior doors for any other person. It is possible that some buildings may be subject to more rigorous access control during the COVID-19 event.

Once you have been instructed to return to the workplace, you should report to and depart from work through the designated building access and at the designated time. This will limit the number of people entering and exiting buildings at any one time.

Building occupants are expected to follow signage designed to help manage traffic flow through building entrances, exits, elevator usage, and similar common use areas.

Violation of these guidelines may result in the immediate revocation of building access privileges, as well as potential disciplinary or other corrective action.
Travel

During this time of operating in the best interest of the health and well-being of all members of the ECU community, the following guidelines will be in place:

- Until further notice, all university domestic and international travel is suspended. Exceptions require approval by the chancellor.
- Essential domestic university travel will be processed with a modified approval process after the travel suspension is lifted. Mode of travel and destination will be included as risk elements within the existing approval process.
- After the international travel suspension is lifted and upon the advice of the university’s Global Affairs Committee, the general risk categories for international travel by students will also apply to faculty/staff travel.
  - Travel to lower-risk destinations (DOS Level 1 and 2, and CDC Level 1 and lower) may be permitted.
  - Travel to elevated-risk countries (DOS Level 3, and/or CDC Level 2) may be allowed at the discretion of the traveler’s supervisors and the appropriate vice chancellor.
  - Travel to the highest-risk destinations (DOS Level 4 and/or CDC Level 3) countries will remain prohibited.

In the case of all incoming international visitors, ECU will follow CDC guidance regarding individuals who come directly from affected international locations. These individuals include but are not limited to new international students, visiting scholars and employees, as well as students, faculty and staff returning from travel abroad. ECU will monitor the guidance provided by the CDC and communicate these guidelines to incoming/returning students, faculty and staff. State, local and territorial governments may have travel restrictions in place, including testing requirements, stay-at-home orders and quarantine requirements upon arrival. Follow state, local and territorial travel restrictions.

While the university is not in a position to regulate or prohibit private personal travel, any form of travel that exposes the campus community to heightened risk (e.g., travel by plane to a current “hot spot”) is strongly discouraged and may result in campus restrictions on the individual after return.
Mental and Emotional Well-Being

Managing COVID-19 and adapting to significant changes in the work environment can be a stressful experience for everyone and may evoke emotions that are unfamiliar or difficult to work through. Each employee will handle the transition back to the worksite differently.

East Carolina University is committed to supporting your overall health and well-being during this stressful time. For assistance with any mental or emotional health issues, ComPsych, through GuidanceResources®, gives you and your immediate family confidential support, resources and information for personal and work-life issues.

These services are strictly confidential and are available to you and your immediate family members 24 hours a day, seven days a week, by phone or online.

There are two ways to access your GuidanceResources® benefits:

1. Call 833-743-8183. You’ll speak to a counseling professional who will listen to your concerns and can guide you to the appropriate services you require.

2. Visit GuidanceResources® online at www.guidanceresources.com and enter our company ID: ECUFASAP.

Questions regarding the Faculty and Staff Assistance Program (formerly Employee Assistance Program) can be directed to Employee Relations at employeerelations@ecu.edu.
Click here for up-to-date information about the coronavirus from East Carolina University.