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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, or providing erroneous or misleading information, 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 dimmer-switch approach.
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 will depend heavily on specific circumstances present with respect to COVID-19 spread within the state and within Greenville/Pitt County at that time. 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, may involve increased density throughout spring semester, 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). The UNC System Office COVID-19 Resilience Website for Faculty and Staff includes a series of web-based resources that faculty and staff can access related to mental health and well-being, resilience and equity, and stress management.
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 person with symptoms of a diagnosis of COVID-19 should immediately notify their direct supervisor and should not return to on-site work until they have completed the quarantine period recommended by their local public health department and/or the CDC.

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 along with guidance from the North Carolina Department of Health and Human Services (NCDHHS).

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 an increased 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

The UNC System Office issued updated COVID-19 special faculty and staff work and leave provisions, effective January 1, 2021, through March 31, 2021, or until revised or rescinded.

COVID-19 Paid Administrative Leave

COVID-19 paid administrative leave is available if an employee is subject to a quarantine or isolation order, has been advised to self-quarantine by a health care provider or public health official, or has had exposure to someone who tested positive for COVID-19 and is awaiting a diagnosis.

Under these conditions, COVID-19 paid administrative leave will be allocated as follows:

1. Employees may receive up to 80 hours of COVID-19 paid administrative leave for absences prior to using any accrued personal leave.

2. After these 80 hours have been exhausted, the employee must use their accrued personal leave for the absences.

3. Once the employee has exhausted their accrued personal leave, then the employee may receive an additional 80 hours of COVID-19 paid administrative leave for qualifying absences.

4. Employees who are interested in COVID-19 paid administrative leave are required to complete a request form available [here](#) and send it to adminleaverequests@ecu.edu.

**Please note:** Employees who have taken COVID-19 paid administrative leave or emergency paid sick leave under the Families First Coronavirus Response Act (FFCRA) since March 2020 will have those hours taken deducted from any remaining paid administrative leave that may be available to them.

Interchangeability of Leave

The interchangeability of accrued vacation and sick leave continues through March 31, 2021, but is now limited to COVID-19-related absences (child/elder care, cannot telework, etc.).
Community Service Leave

The Literacy, Tutoring and Mentoring Community Service Leave (CSL) Policy has been continued to support children in a virtual or partially in-person academic setting. Hours used during a workweek may vary but cannot exceed the 36 hours allowed under policy. In addition, employees who are not using Literacy, Tutoring and Mentoring CSL will have their traditional CSL hours reset at 24 hours (prorated by FTE), which can be used through the end of the calendar year. Please note that the Literacy, Tutoring and Mentoring CSL Policy stipulates that employees must choose between using CSL for that purpose and using CSL traditionally (employees may not use both). CSL leave banks are reset at the beginning of the calendar year. If you have interest in using CSL under this policy, please contact your department.

A new allocation of community service leave (80 hours) has been provided for volunteering with not-for-profit organizations on COVID-19-related service projects. Any remainder of the 80 hours of CSL that was provided for this same purpose in August 2020 will be forfeited as of December 31, 2020. As a reminder, CSL usage must be approved by an employee’s supervisor prior to use.

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. A self-supplied cloth face covering can be worn as long as it does not interfere with the completion of your work duties, is in good taste, and does not include a design, graphic or logo that presents an unprofessional image and/or would not be acceptable to the general public.
• 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

**Putting on the face covering/disposable mask**
- Wash hands or use hand sanitizer prior to handling the face covering/disposable mask.
- Ensure the face covering/disposable mask fits over the nose and under the chin.
- Situate the face covering/disposable mask properly with nose wire snug against the nose (where applicable).
- Tie straps behind the head and neck or loop around the ears.
- Throughout the process: Avoid touching the front of the face covering/disposable mask.

**Taking off the face covering/disposable mask**
- Do not touch your eyes, nose or mouth when removing the face covering/disposable mask.
- 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.
- Wash hands immediately after removing.

**Care, storage and laundering**
- Keep face coverings/disposable masks stored in a paper bag when not in use.
- 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.
- 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.
- 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.

**USE AND CARE OF FACE COVERINGS**

- **Cloth Face Covering**
  Homemade or commercially manufactured face coverings that are washable and help contain wearer’s respiratory emissions

- **Disposable Mask**
  Commercially manufactured mask that helps contain wearer's respiratory emissions

- **Medical-Grade Surgical Mask**
  FDA-approved mask that protects the wearer from large droplets and splashes; helps contain wearer’s respiratory emissions

- **N95 Respirator**
  Provides effective respiratory protection from airborne particles and aerosols; helps contain wearer’s respiratory emissions

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. Face shields are not an acceptable substitute for cloth face coverings. Face shields may be used in addition to cloth face coverings. Individuals who are unable to wear cloth face coverings for medical reasons may request an accommodation with ADA.

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. State vehicles are considered shared spaces, so it is critical that you clean and disinfect high-touch surfaces in vehicles before and after each use. Employees should ride separately unless supervisor approval is obtained for two or more persons to ride together for business purposes.

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). Cubicles with minimum 65-inch-high partitions are recommended for open areas or workstations within 6 feet of each other.

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.

The UNC System Office COVID-19 Resilience Website for Faculty and Staff includes a series of web-based resources that faculty and staff can access related to mental health and well-being, resilience and equity, and stress management.
Click here for up-to-date information about the coronavirus from East Carolina University.