



Employee Assistance Program (EAP) Frequently Asked Questions

East Central College is partnered with New Directions to provide employees additional resources for personal needs. Employees and family members have up to 6 counseling sessions available per issue.

1. What if I just need some information?

You will find valuable information at www.ndbh.com. Your **login code is:ECC**

The website has thousands of resources covering a wide range of topics including: Family Life, Stress, Finances, Legal, Health and Wellness, Emotional Wellbeing, and Business Management.

2. How do I get in touch with the program?

Call New Directions Employee Assistance s Program at **800-624-5544**

3. Who is eligible for EAP services?

All full time employees of East Central College and their immediate family members

4. What will I find at the EAP?

Your EAP provides counseling and work/life services to employees of East Central College.

5. How can you help?

We help with a wide range of everyday or unexpected concerns. We also have a number of resources aimed at growth and development.

6. How much do EAP services cost?

It's free. Your organization covers the costs for you to use EAP services.

7. Who will know if I call the EAP?

This program is confidential. No one will know you have used the service unless you give permission to discuss it or if you tell them yourself.

8. Are your counselors professionals?

Yes, EAP counselors have at least a master's degree in behavioral health, and state license to provide these services.

9. What if I have a legal concern?

You will be referred to an attorney who can assist you. Initial consultation is no cost. 25% discount off the hourly rate is available if you choose to contract with the attorney.

10. Can you help with financial issues?

Yes, we have professional financial advisors available.

11. What if I need help for an emergency?

The EAP Call Center is open 24 hours a day, 7 days a week, 365 days a year. There is always a licensed EAP professional available to help in a crisis.