

New Directions Employee Assistance Program (EAP)

EAP Benefits for Beauport Gloucester LLC

Dedicated Call Center

800-624-5544 | 24/7/365

One number to call to request all services. Assessment, referral, and in-the-moment telephonic support with a master's level behavioral health clinician.

Short-Term Counseling

Up to 3 sessions per person per issue

Face-to-face, telephonic, online counseling, or life coaching for employees, household members, and dependents up to age 26 outside the home.

Online Therapy

Employees can connect with a therapist via messaging, live chat, and video as an alternative to traditional face-to-face counseling.

Life Coaching

Scheduled telephonic coaching for participants looking for support with non-clinical concerns such as balancing work and family life, personal development, communicating effectively and health and wellness.

Legal and Financial Services

30-minute telephonic consultation per issue

Legal consultation with an attorney

Financial consultation with a financial professional

Work-Life Services and Referrals

Unlimited

Referral service to vetted community resources that can help with childcare/adult care, family resources, financial resources, emergency resources and many other issues that can cause concern for employees.

EAP Web Portal Access

eap.ndbh.com | Company code: beauport | Management portal code: manager

Access to website providing emotional and physical health including online tools, legal forms, calculators, assessments, webinars and more for all eligible members. A management portal for supervisors and managers with access to our training catalog and ability to request a training.

New Directions is here for you.

We're available to support you 24 hours a day, 7 days a week.

Webinars

Monthly live webinars on a variety of topic for all employees including a leadership series schedule

Management Consultation and Support (MCS)

Unlimited

Support for manager and HR professionals as they face sensitive situations that impact individuals, teams, or the entire organization. The MCS team of experts offers customized best practice services that strengthen your organization. Available 24/7 offering guidance and consultation on disruptive behavior, worksite threats and safety planning, assistance with recognizing signs and symptoms of troubled employees, tools to guide HR through informal, formal, or mandatory referrals.

Formal Management Referrals

Unlimited

Structured referrals coordinated and managed by care managers with feedback provided to employer (limited to attendance and general cooperation as indicated on the employee signed release of information)

On-Site Training/Critical Incident Response

Available fee for service \$350 per hour

Training and/or on-site critical incident response

Training

Personal and professional development courses on-site or via live webinar

Critical Incident Response

On-site debriefing to support employees impacted by a traumatic event, workplace catastrophe or natural disaster

Electronic Value Add Brochures/Flyers

Monthly communications are emailed to client contacts. Flyers and tip sheets are available on a variety of topics. Managers can print these directly by logging into the management portal at eap.ndbh.com.

Shatterproof: Just Five

An online, self-paced, mobile enabled program focusing on increasing awareness, reducing stigma, and sharing information about addiction prevention and treatment.