



Folláine le Chéile
Wellbeing Together

Your Employee Assistance Service.

24/7 Mental Wellbeing
Support Programme



Support & Counselling Services.

Our EAS provides you with immediate access to counselling support to help you cope and deal more effectively with any personal or work related problems.



Accessing the EAS.

Our EAS is available **24/7/365** days and offers support to **you, a spouse, civil partner or dependent, where the family member can be described as a person over the age of 18 and residing at the family home.**

As well as through a telephone helpline, free from Ireland, you can also access the EAS via SMS and WhatsApp. Furthermore, you can directly contact the EAS via the wellbeing portal/app by requesting a callback, through a live chat facility. You can also engage in video counselling too. This means that we can respond to your needs at any time, no matter where in the world you are.

– TYPES OF PROBLEMS

The EAS can help with a wide variety of problems to support your mental wellbeing. Our fully qualified team of counsellors and experts are highly experienced in personal and work-related issues and can support anyone suffering with issues including, but not limited to:

- Depression, anxiety, stress
- Grief and bereavement
- Addictions
- Relationship and marital problems
- Work stress and work-life balance issues
- Workplace conflict and communication
- Life transitions such as retirement

– CASE MANAGEMENT

All cases that come into our EAS are managed by our EAS Case Managers, who are all qualified and experienced counsellors. This means they can understand the root causes of an emotional issue and help with onwards referral to the service most appropriate service.

When one of our Case Managers takes an initial call from you, they will become your dedicated Case Manager. Your dedicated Case Manager will be the main point of contact for any query or issue that you have. They will be the one who oversees the case from start to finish.

– Online CBT

Where appropriate, Case Managers may refer you to clinician led tailored Online Cognitive Behavioural Therapy programmes, to expand access, support your mental wellbeing and improve outcomes.



Other Employee Assistance Services.

Looking at the individual in the complete context of their lives, our EAS can sign post to a number of additional services for you to overcome the various practical issues that you may face.

For the additional services, your Case Manager can refer you internally for one signposting session per issue per year, pointing you to a trained and experienced expert.



Legal Assistance.

Signposting on a wide range of legal issues including:

- Family law matters
- Property acquisition and sales
- Enduring powers of attorney
- Probate law and estate planning
- Personal injury claims
- Consumer and financial law
- Criminal law

Consumer Assistance.

Signposting to help with a variety of consumer issues such as:

- Food and food safety
- Product performance
- Guarantees/warranties and deposits
- Finance and financial products
- Environment and health issues
- Consumer rights and how to safeguard these rights.

Financial Assistance.

Signposting for support on financial issues including:

- Household budgeting and personal spending
- Borrowing and debt management
- Saving, investing and the possible risks
- Life assurance, income replacement and protecting loved ones
- Retirement planning

Mediation Information.

Sign posting around how mediation could help with disputes involving:

- Workplace conflict or bullying
- Family business
- Shareholders or partnership
- Intellectual property
- Defaulting debtors
- Defective goods or services
- Building construction or subcontractors
- Public authorities

Life Coaching

Sign posting to life coaching supports for:

- Confidence coaching
- Presentation skills
- Communication skills
- Time management and organisation skills

Help with practical, day to day issues & services.

Signposting to assist with day today queries on services such as:

- Home (Contractors, trades etc.)
- Travel
- Eldercare Services
- Childcare





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