



Spectrum.Life EAS FAQs

- **What is EAS?**

Our Employee Assistance Service (EAS) is a 24/7 free and confidential support service designed to assist individuals in dealing more effectively with any personal or work-related problems they might be facing. Where appropriate, our EAS provides up to 6 sessions of short-term, solution focused counselling and referral services, per issue, per year.

- **Who in my family can use this service?**

The service can be used by a spouse, civil partner or dependants where the family member can be described as over the age of 18 and residing in the family home.

- **What kind of support does this service provide?**

We offer access through a dedicated telephone helpline (1800 411 057), available 24 hours a day, 7 days a week, 365 days a year. Employees can also reach the service through our wellbeing app/platform via a live chat function, and a request a call back function. Therefore, we can respond to your needs at any time, no matter where you are.

Along with counselling, the EAS can sign post support for other areas such:

- Legal Assistance
- Financial Assistance
- Consumer Advice
- Career Guidance
- Life Coaching
- Mediation
- Advice on practical, day to day issues and services

- **Is the number a Freephone number?**

Yes, the number is free and open 24/7. The freephone number is **1800 411 057**.

- **Who will answer the EAS calls?**

All calls will be answered by our EAS team and all cases will be handled by one of our experienced Case Managers (all fully trained and qualified counsellors), who will carry out an assessment with each caller to ensure that each person is receiving the specialised assistance that they need.

- **What if the line is busy when an employee calls and they cannot speak with a counsellor?**

We have put in place stringent measures to make sure that the line is never busy.

- **Will there be more online services?**

Yes. We have a whole host of online services. You can find a calendar of events by going to the Wellbeing Together Hub tab on the online portal. Through our portal, <https://wellbeingtogether.spectrum.life/>, we have extensive educational resources such as videos, blogs and eLearning on topics like mental health, self-care, fitness, nutrition and more. We also have live chat and video counselling available through the portal which will provide access to regularly updated blogs and info on our EAS, while also giving you the option to instantly call the helpline.

- **Do I need a special code or my name to access the EAS service?**

No all we may require on the initial contact is where you work. We will also ask some high-level information. The high-level information will be your name, date of birth and contact details. This will enable us to maintain our clinical standards/clinical governance.

- **If it doesn't suit for me to meet the counsellor face to face, are there any other options for me?**

Yes, you can request video or telephone counselling, whatever suits you best.

- **How many sessions of counselling am I entitled to?**

On the initial contact, the Case Manager will collect a person's contact details, discuss the issue they are facing and complete a quick assessment, taking approximately 30 minutes. This is also known as a triage process. Where appropriate, a person may be referred to short term counselling through the EAS following the triage process with the Case Manager. When a person is referred to

counselling through the EAS, they will be provided with up to 6 sessions of counselling, where appropriate.

- **What do you mean by short term counselling?**

EAS only provides short-term counselling. In short-term counselling it is understood that major long-term psychological issues and behaviours are unlikely to be resolved and changed quickly. If an individual has issues that are identified as requiring long term counselling, they may not be suitable for the EAS. In these cases, we can provide employees with options for getting their psychological needs met in a more appropriate, longer-term setting where they can explore their issues in more depth and begin to change long-term patterns of behaviour.

If you have any questions on that our EAS team can help you.

- **Is this service based in Ireland?**

Yes, our service is based in Ireland. This allows EAS case managers and counsellors have a great knowledge of the geography in Ireland. As such, it will be easier for them to match employees with counsellors by location as well as speciality.

- **Are there many counsellors in my county?**

We have an extensive large network of qualified professional EAS counsellors & psychotherapists spread across the 26 counties of the Republic Ireland. We offer employees face to face counselling in a mutually agreeable venue within a 30km radius from their home or workplace, where possible due to COVID19 restrictions, at mutually agreed times. The face to face counselling appointment will be confirmed with the employee within 24 hours and scheduled within 5 days from the date of initial contact.

- **How can I be sure my employer won't know I called?**

All services provided through the Spectrum.Life EAS are done so in total confidence. The identity of individuals and personal details will always be protected by the Case Managers and our team of counsellors. This information will never be shared with or reported to the employer or anyone else, without the employee's clear consent.

- **Can I call the EAS if I want more information on the service?**

Yes, the EAS service is there to answer any questions you may have. No question is too big or small so feel free to reach out to the team 24/7, 365 days of the year.