



Spectrum.Life EAS FAQs

What is the Employee Assistance Service (EAS)?

Your Employee Assistance Service (EAS) is a free and confidential 24/7 in-the-moment support service. It is designed to assist individuals in dealing more effectively with personal issues that may affect their work performance, health and wellbeing. Where clinically appropriate, our EAS provides up to 6 sessions of short-term counselling per issue, per year.

With your EAS you also have access to a dedicated Wellbeing Platform and App. The platform and app provide 24/7 access to on-demand content across numerous health and wellbeing topics, all created and delivered by experts.

This content is there to support you in proactively maintaining your personal health and wellbeing in whatever way is meaningful to you.

Who in my family can use this service?

The service can be used by an employee, their spouse, civil partner and dependants over the age of 16 and residing in the family home.

What kind of support does this service provide?

Our service provides in-the-moment support which is accessed to speak with a Case Manager at any time of the day or night - 24 hours a day, 7 days a week.

If you are seeking short-term counselling, an initial consultation with an EAS Case Manager is required to best determine the support needed to help you through your journey. If the issue or concern(s) is suitable for short-term sessions, a referral to a counsellor can be coordinated.

The EAS can help with a wide range of personal and work-related issues such as stress, anxiety, low mood, depression, relationship concerns, family matters, substance use and anything else that may be impacting your wellbeing.

How can I access the service?

You can contact your EAS through a toll-free phone number provided on your Wellbeing Platform and App, you can also to schedule a consultation with a Case Manager through the portal or app *Live Chat* and *Request a Callback* functions.

Your EAS helpline is available 24/7, 365 days a year. You can contact us via direct phone call, WhatsApp, SMS, Live Chat and Request a Call Back. We encourage you to reach out in whatever way is most convenient or comfortable for you.

Multiple access channels ensures you can access support anytime, from anywhere; and it enables our team to respond to your needs quickly.

Is the number a Freephone number?

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

You can also text 'Hi' to 087 369 0010 to avail of EAS support on WhatsApp.

You can also text 'Hi' to 087 145 2056 to avail of EAS support on SMS.

Who will answer the EAS calls and what happens on that call?

All calls are answered by one of our experienced Case Managers. All our Case Managers are fully qualified, accredited Counsellors.

On that call, the Case Manager will carry out an initial assessment to better understand what challenges you are facing. This assessment also helps our Case Manager determine the most appropriate care pathway for you.

The assessment consists of a series of questions and takes approximately 30 minutes to complete. Upon completion of the assessment, the EAS Counsellor will provide an informed and clinically suitable recommendation for next steps.

This may or may not include clinical intervention. Short-term counselling is not appropriate in every instance. When it is determined that short-term counselling is not appropriate, the Case Manager will recommend alternative support. Depending on your type of challenge and/or the severity, this might include self-guided pathways within the Wellbeing Platform and App or in instances where complex care is required, it could mean referral to long-term counselling support outside of your EAS coverage.

What happens if my case is deemed suitable for 6 sessions of counselling?

If your case is suitable for short-term counselling, also known as solution-focused therapy, the case manager will connect you with a Counsellor to organise your first session.

Cases suitable for solution-focused therapy can include but are not limited to:

- Mild to moderate emotional distress manifesting as stress, anxiety or low-level depression.
- Assistance in the promotion of healthier self-care techniques.

- Supporting with challenging life events (i.e. loss, parenting issues/concerns, interpersonal difficulties, work stress).
- Support around marital/relationship/family issues.

What happens if my case is not suitable for 6 sessions of counselling?

If an individual is dealing with challenges that are identified as requiring long-term counselling, they may not be suitable for the EAS services. This is because complex psychological issues and behaviours are unlikely to be resolved and changed within a short time frame.

In these cases, we can provide employees with options for getting their psychological needs met in a more appropriate, long-term setting outside of the EAS. Doing so will enable them to work through challenges in-depth and begin to change long-term behavioural patterns that enable those challenges to persist.

It is imperative employees are referred appropriately from the beginning so that they can access the most suitable form of counselling as quickly as possible. The EAS Case Manager ensures that's what happens from your initial call to the EAS helpline.

If you have any questions about short-term counselling access or the referral process, our EAS team can help you.

Will there be more online services?

Yes. We have a whole host of online services that can be accessed through your organisation's Wellbeing Platform and App.

There are extensive clinically-backed and expert created content and educational resources such as videos, blogs and eLearning pathways on topics like mental health, self-care, fitness, nutrition and more.

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

No, all we may require on the initial contact is confirmation of your company name and brief high-level information so we know that you are eligible to access the service.

It doesn't suit for me to meet the counsellor face-to-face, are there other counselling options?

Yes, you can request video or telephone counselling.

How many sessions of counselling am I entitled to?

Your EAS allows for up to 6 sessions of short-term counselling per issue, per year in instances where short-term counselling is clinically appropriate.

Whether short-term counselling is appropriate for you and the challenge you're facing will be assessed and determined by the EAS Case Manager when you contact the 24/7 helpline.

If short-term counselling is determined to be the most appropriate care pathway, the Case Manager will provide a referral.

A Case Manager referral is required to access EAS short-term counselling.

Is this service based in Ireland?

Yes, our service is based in Ireland. If you are an international employee our Case Managers will match you with the most appropriate Counsellor in your area.

Are there many Counsellors in my county?

We have an extensive network of qualified, accredited Counsellors & Psychotherapists across the Republic of Ireland. We will provide employees with a Counsellor within a maximum distance of 30km from their home or workplace. We have the ability to provide face-to-face counselling within 5 business days, and we will always offer locations that are as convenient as possible.

Will my employer know I called the EAS?

No. All EAS services are strictly confidential. Information shared with a counsellor is not disclosed to anyone without your consent.

The only instance where confidentiality may not be maintained is if a Case Manager determines you are at risk of harming yourself or someone else. In such an instance, emergency services will be contacted.

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

Yes, the EAS is there to answer any questions you may have.