



Folláine le Chéile
Wellbeing Together

Employee Assistance Service

About Us & Our Mission



- We are an Irish owned company and we are also Ireland's largest provider of corporate health and wellbeing.
- We provide services ranging from Onsite Wellbeing to Digital Wellbeing and Employee Assistance Services/Programmes.
- We are a healthcare company first. We focus on clinical efficacy and outcomes as our prime responsibility.
- Our mission is to make clinical standards the benchmark for workplace wellbeing practices. We do this by providing first class services, delivered by fully accredited, experienced professionals through our inhouse built technology.

Our Vision For Wellbeing

- Our ethos is that wellbeing shouldn't stop once a person leaves the workplace. As such, our service will support a person in beginning and maintaining their wellbeing activities in a rewarding and positive experience.
- We will work to promote an all encompassing culture of wellbeing in schools and the school community.
- This will deliver a first class wellbeing service to you via an Employee Assistance Service (EAS) and your very own wellbeing portal and app.
- The wellbeing service is easily accessible, confidential and supported with the most up to date research.
- We hope to empower people in their personal wellbeing journey, in the classroom, in the wider school community and at home.

What Do People Have Access To?



Employee Assistance Service (EAS)

- Up to 6 counselling sessions where required, per issue, per year, and access to sign posting support across legal, financial and much more.



Online CBT

- Access to clinically led online Cognitive Behavioural Therapy pathways to expand access, drive engagement and increase recovery.



Wellbeing Platform & App

- A customised, digital platform delivering expert content on mental wellbeing, fitness and nutrition, in addition to a step counter and a calorie tracker.
- For example, through the Platform, a person will be able to access various mental health E-learning courses that educate, inform and empower various aspects of mental wellbeing.

Accessing the EAS

- Accessible 24/7, 365 days a year
- It is a completely free and 100% confidential service
 - Free Phone: 1800 411 057
 - WhatsApp and SMS: Text 'Hi' to 087 369 0010 (standard rates apply).
 - Email: eap@spectrum.life
 - You can Live Chat or Request a Call Back on the wellbeing portal and phone app
 - Register here:
<https://wellbeingtogether.spectrum.life/login?org=yIVIIU17>
 - Use organisation code: **yIVIIU17**



Who Will A Person Speak To on the Initial Contact?

- Fully qualified and experienced counsellors, who can offer immediate support.
- Each individual is dealt with by one of our counsellors, who will become a person's dedicated Case Manager from start to finish.
- 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.
- The Case Manager will then match the person with the most appropriate service available.

EAS Short Term Counselling

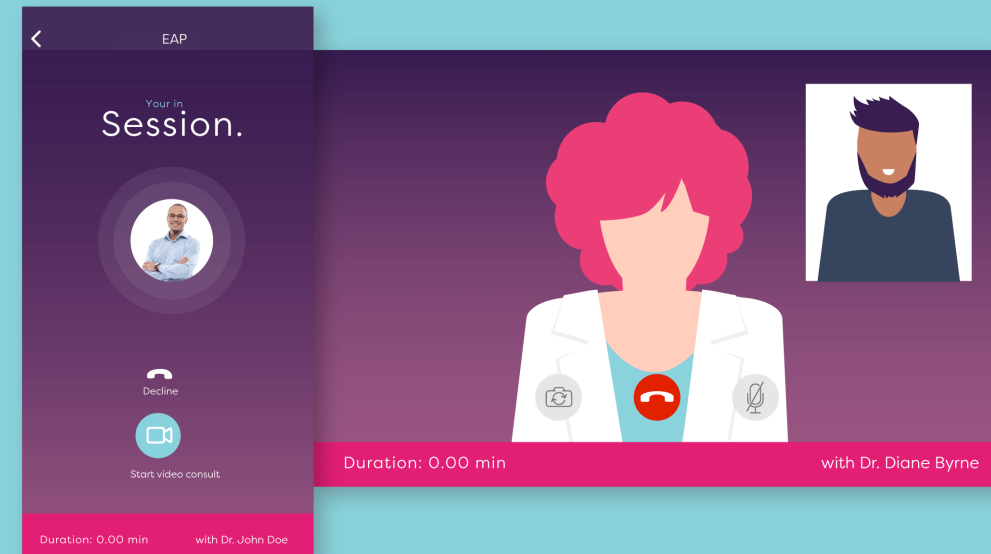
How does it work?

- Where appropriate, person may be referred to 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.
- Our expansive team is spread throughout the Island of Ireland, so a person may be matched with a counsellor within 30km of their home or work place, where appropriate. This may now be online due to COVID-19.
- Our counsellors have a wide range of clinical specialities, meaning a person can be matched with someone experienced in dealing with their specific issue.
- After being referred, a person's appointment will be confirmed within 24 hours and scheduled within 5 days of initial contact.
- Our team of counsellors speak more than a dozen different languages. Therefore, we can deliver the counselling service in multiple languages.* (See notes)



What if Face to Face Counselling is Not Possible?

- There are a number of different options if face to face counselling does not suit. For example, it may not be possible due to COVID-19.
- In addition to telephone counselling, our video, SMS, WhatsApp, email and live chat counselling services are fully secure, meeting the General Data Protection Regulation (GDPR) requirements.
- This service is highly convenient and easily accessible.
- No matter the location, a person can be linked up with a counsellor who has clinical expertise in handling the person's specific issue.



Areas Of Support Beyond Counselling

- ❖ The EAS can provide sign posting support to a person in other areas, such as:
 - Financial advice
 - Legal advice
 - Life coaching
 - Mediation information
 - Consumer advice
 - Allied health professionals including physiotherapists, dieticians and more
 - Childcare and eldercare
- ❖ The Case Manager can refer a person on for a telephone consultation with a relevant trained and experienced expert.



Will My School or The Department of Education and Skills Know I Have Contacted the EAS?

The EAS service is a 100% confidential service. A persons name and personal information will never be shared with their employer.

Who Can Contact the EAS?

All employees of the Department of Education and Skills. In addition to their family members who are 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.

What Information Does A Person Need to Provide on the Initial Contact?

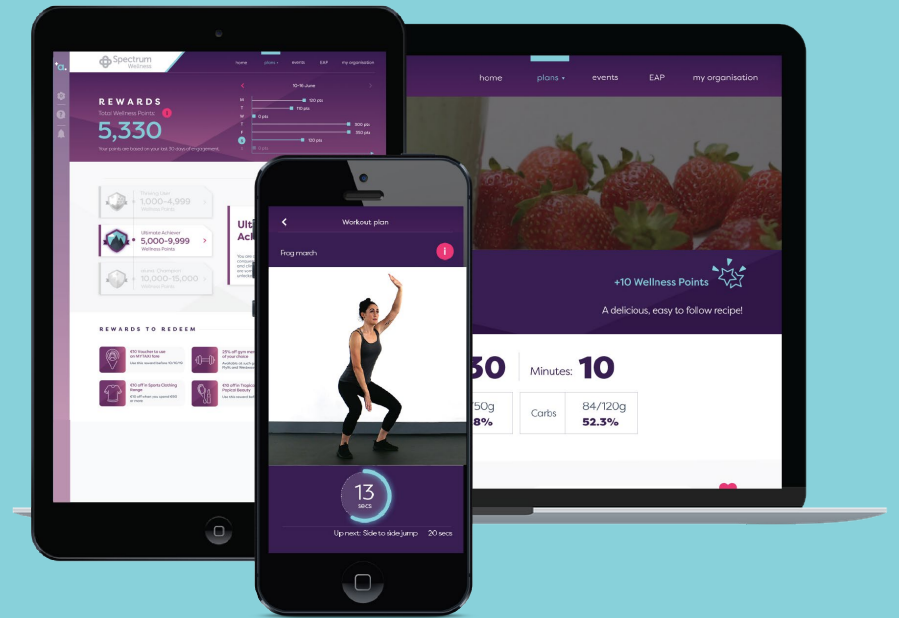
All that we require on the initial contact is to reference The Department of Education and Skills and some high level information to confirm you are eligible to use the service* (see notes).



Your Bespoke Wellbeing Platform and App!

What Do You Have Access To?

- Access the EAS directly through the wellbeing portal (desktop) and app (phone/tablet)
 - Access to EAS freephone number, text and WhatsApp number, live chat function, request a call back function and email address.
- Step and calorie counter.
- Mental wellbeing, fitness and nutrition resources.
- E-learning modules.
- Informative blog articles on all aspects of wellbeing.
- On demand webinars.
- Build up wellness points for discounts on wellness brands.
- Book and attend wellbeing events.



Download the app on:



Reach out to your EAS today for advice:

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