


spectrum  
.life 

# Your Employee Assistance Service.

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24/7 Mental Wellbeing  
Support Programme



# Support & Counselling Services.

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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 or via video counselling. 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. 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 career progression or 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.

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 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.

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Looking at the whole individual in the complete context of their lives, our EAS includes access to a number of additional services for you to overcome various practical issues you may face.

For the additional services, your Case Manager can refer you on for one free 30 minute telephone consultation with a relevant trained and experienced expert.



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## Legal Assistance.

Our EAS can provide consultations with solicitors for 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

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## Consumer Assistance.

Our team can ensure you have the relevant information 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.

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## Financial Assistance.

We can provide consultation on a wide range of 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

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## Mediation Information.

Our team of highly experienced mediators can advise 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



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## Career Guidance.

Our career coaches can help individuals plan their future in the world of:

- Work
- Employment
- Career development
- Further education
- Training
- Learning and development

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## Life Coaching.

Our Life Coaches can offer coaching in the following areas:

- Confidence coaching
- Presentation skills
- Communication skills
- Time management and organisation skills
- Online CBT: Access to clinician led online Cognitive Behavioural Therapy tailored programs to expand access, drive engagement and improve outcomes.



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## Support for Non-Nationals & their families.

Our team can assist non-nationals in areas such as:

- Finances and banking
- Political system and voting
- Foreign embassy/consulate
- Education
- Social welfare
- Health services
- Housing

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## Help with practical, day to day issues & services.

Our team can assist you and your family members with day to day queries and provide information on services such as:

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





Where  
**wellbeing**  
works.

[www.spectrum.life](http://www.spectrum.life)