

# Your Employee Assistance Service

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# Support and Counselling Services

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



# Accessing the EAS

**Our EAS is available 24/7/365 days per year**, 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 or work related issues, and can support anyone suffering with issues included (but not limited to):

- Depression, anxiety, stress
- Grief and bereavement
- Addictions
- Relationships and marital problems
- Work stress and work-life balance issues
- Workplace conflict and communication
- Life transition such as career progression or retirement.

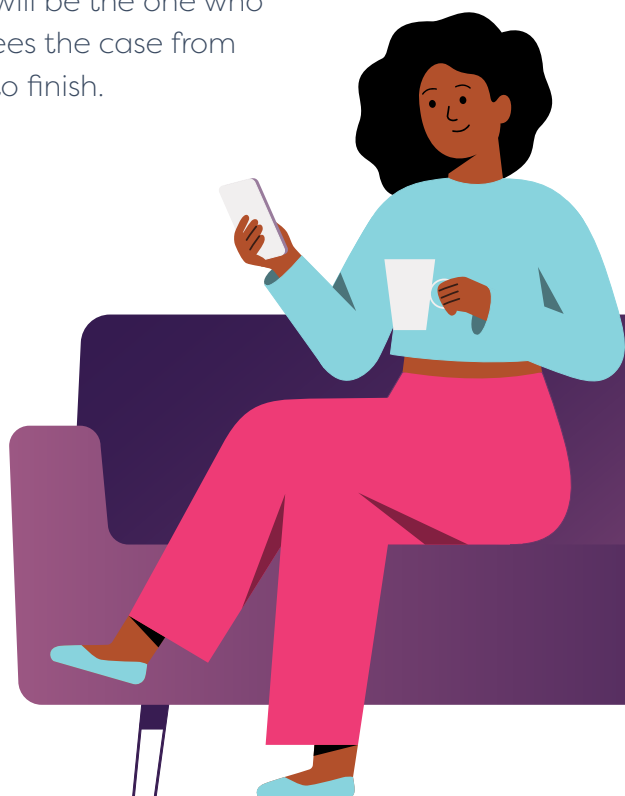
## Online CBT

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

## 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.





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