

# FSSU Training 16<sup>th</sup> June 2021

## Introduction to the EAS

### Wellbeing Together: Folláine le Chéile



The Employee Assistance Service (EAS) for employees is known as



'Wellbeing Together: Folláine le Chéile'.



The service is provided by [Spectrum.Life](https://www.spectrum.life)

# What is EAS?

The 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, the EAS provides up to 6 sessions of short-term, solution focused counselling and referral services, per issue, per year.

The EAS provides advice to employees on a range of issues including wellbeing, legal, financial, bereavement, conflict, etc.

The EAS also provides advice and support to managers and delivers interventions to help them deal with health and wellbeing issues in the workplace

## Who can access the EAS?

- **All** employees of the Board of Management irrespective if they are paid privately by the Board or are paid by 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.

# 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

# What Does The School Community Have Access To?

EAS Service

CBT(Cognitive Behavioural Therapy)

Wellbeing Together Online Platform

# The EAS Service

24/7, 365, unlimited in-the-moment first contact clinical support.

Up to 6 counselling sessions, where clinically appropriate.

Access is via:

Free phonenumber:  
1800411057

SMS: Text 'Hi' to 087  
369 0010

WhatsApp: Text 'Hi'  
to 087 369 0010

Live Chat via online wellbeing platform & app

Request a call back via online wellbeing platform & app

Email:  
[eap@spectrum.life](mailto:eap@spectrum.life)

# Wellbeing Together Online Platform

- A customised, digital platform delivering expert content on mental wellbeing, fitness and nutrition.
- Access to E-learning courses that educate, inform and empower various aspects of mental wellbeing.
- Register:  
<https://wellbeingtogether.spectrum.life/login?org=yLVIIU17>
- Log In: <https://wellbeingtogether.spectrum.life/login>
- Or download Spectrum.Life on the App Store/Google Play Store
- Org. code: yLVIIU17

# Digital Wellbeing Studio

Access to live and on demand fitness classes. All classes are delivered by experts who will demonstrate a safe and maintainable way to tackle fitness at home.

Employees will have access to:

Upwards of 20 classes per week.

30-45 minutes per class.

Live Access and On Demand.

Recordings.



Most popular!



Digital Gym class is Pilates Beginner on Monday.



Digital Gym function in new Digital Studio on wellbeing portal.

	Monday	Tuesday	Wednesday	Thursday	Friday
08:00	Pilates Intermediate & Advanced	Morning Energy HIIT	Wake Up Yoga - All Levels	Morning Mindfulness	Family Fitness
11:00	Pregnancy Pilates	Mobility & Flexibility	Pilates for Beginners	Pilates Intermediate & Advanced	Exercise for over 50s
12:00					
13:00	Quick HIIT & Abs	Desk Yoga	Yoga Beginner	Yoga Advanced	Pilates Beginner





155%






# Digital Wellbeing Series

Four-part wellbeing series based on a seasonal and relevant topic. Each monthly wellbeing event will be presented by one of its health and wellbeing presenters and will feature a range of experts.

Included Monthly:

4 x live seminars with Q&A and polling.

A new eLearning course on the topic to take part in one's own time.

A range of guides to download.

June

**Wednesday  
23rd  
@ 1.15pm**

### **Reconnect with Yourself**

This week we'll be discussing 'being present' and making time to focus on ourselves and what makes us happy. We'll also speak to someone who's taken up a new skill in the past year. With special guests: Daniela Deitl, Pilates; Sarah Breen, Author; Sarah Shannon, Lululemon.

June

**Wednesday  
30th  
@ 1.15pm**

### **Reconnect with Your Goals**

We're halfway through the year and what a year it has been. This is the perfect time to re-evaluate and check in on yourself. How are your goals going? And is it time to set some new ones? With special guests: Jack Kavanagh, Wellbeing Coach and Alisha O'Donovan, Psychologist.

Questions



# What have you 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.

# When should I use an EAS?

- The EAS can help with a wide variety of problems. The fully qualified team of counsellors and experts are highly experienced in personal and work related issues and can support anyone experiencing difficulties with certain issues including, but not limited to:
  - Depression, anxiety, stress
  - Grief and bereavement
  - Addictions
  - Relationship and marital problems
  - Work stress and work-life balance issues.

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

- No all the EAS may require on the initial contact is confirmation of your school and role type. The EAS will also ask some high-level information. The high level information will be your name, date of birth and contact details. This will enable the EAS to maintain its clinical standards/clinical governance.



# 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 the EAS 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, a 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.
- The 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

# 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, the 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.

# Who can contact the EAS?

- **All** employees of the Board of Management irrespective if they are paid privately by the Board or are paid by 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 kind of support does this service provide?

- The EAS 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 the EAS wellbeing app/platform via a live chat function, and a request a call back function. Therefore, the EAS can respond to your needs at any time, no matter where you are.

# Is the number a Freephone number?

- Yes, the number is free phone and open 24/7. The freephone number is **1800 411 057**.
- Text 'Hi' to 087 369 0010 to avail of EAS support on SMS & WhatsApp (standard rates apply).

# Who will answer the EAS calls?

- All calls will be answered by the EAS team and all cases will be handled by one of the 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?**

- The EAS has put in place stringent measures to make sure that the line is never busy. However, if for some reason the services do miss a call and on a very rare occasion you may leave a voice mail, to allow us to call you back as soon as possible.



**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, the service 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 the EAS team can help you.

# Is this service based in Ireland?

- Yes, the EAS 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?

- The EAS service has an extensive large network of qualified professional EAS counsellors & psychotherapists spread across the 26 counties of the Republic Ireland. The service offers 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 the EAS team of counsellors. This information will never be shared with or reported to the employer or anyone else, without the employee's clear consent.

# 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.

# Will there be more online services?

- Yes. There are a whole host of online services, including a Digital Gym!
- Go to the portal, <https://wellbeingtogether.spectrum.life/>. There are extensive educational resources such as videos, blogs and there is also live chat and video counselling available through the portal which will provide access to regularly updated blogs and info on the EAS, while also giving you the option to instantly call the helpline.



# What is the Wellbeing Together App/Portal?

- This is your very own wellbeing desktop portal and phone app (Search [Spectrum.Life](#) on App Store or Google Play Store) with access to hours of wellbeing content.
- Access the following supports :
  - *Digital Gym: Up to 5 live gym classes per day.*
  - *Digital Wellbeing Seminar Series – 4 seminars per month with eLearning.*
  - *Be Calm – Up to 43 different guided meditations.*

## **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.

# Reminder

- Sign Up link at: <https://wellbeingtogether.spectrum.life/login?org=yIVIIU17>
- Organisation code will be pre-populated. If not, organisation code is yIVIIU17
- Log in thereafter at: <https://wellbeingtogether.spectrum.life/login>
- Access the Wellbeing Webinar Calendar via the online portal at: <https://wellbeingtogether.spectrum.life/personal/my-company>
- Access the weekly Wellbeing Live Events at: <https://wellbeing.spectrum.life/wellbeing-series-2020/>

# Supports

- **Once Registered for the Online Wellbeing Portal, Check Out These Great Supports, and More!**
- Live Chat with Counsellors:  
<https://wellbeingtogether.spectrum.life/eap>
- Digital Gym  
<https://wellbeingtogether.spectrum.life/digital-gym>
- Dealing with Anxiety  
<https://wellbeingtogether.spectrum.life/wellbeing/54>
- Be Calm – Up To 40 Guided Meditations  
<https://wellbeingtogether.spectrum.life/be-calm>

**Reach out  
to your  
EAS today  
for advice:**

Email: [eap@spectrum.life](mailto:eap@spectrum.life)

Freephone IRE: 1800 411 057

WhatsApp/SMS: Text 'Hi' to  
087 369 0010