

spectrum
.life 

Your
**Employee Assistance
Programme**

24/7 Mental Wellbeing
Support Programme



Support and Counselling Services

Our EAP 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 EAP

Our EAP is available 24/7/365 days and offers support to you and your dependent children over the age of 16 years, still living at home.

As well as through a telephone helpline, free in Ireland and the UK you can also access the EAP directly from your digital wellbeing platform and mobile app. On the platform, you can request a callback and use our live chat facility. This means that we can respond to your needs at any time, no matter where in the world you are.

Types of Problems

The EAP can help with a wide variety of problems. Our fully qualified team of counselors 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 EAP are managed by our EAP Case Managers, who are all qualified and experienced counselors. 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.



Other Employee Assistance Services

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

Legal Assistance

Our EAP 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

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.

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

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

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

Life Coaching

Our life coaches can offer coaching in the following areas:

- Confidence coaching
- Presentation skills
- Communication skills
- Time management and organisation skills

Support for Non-Nationals & their families

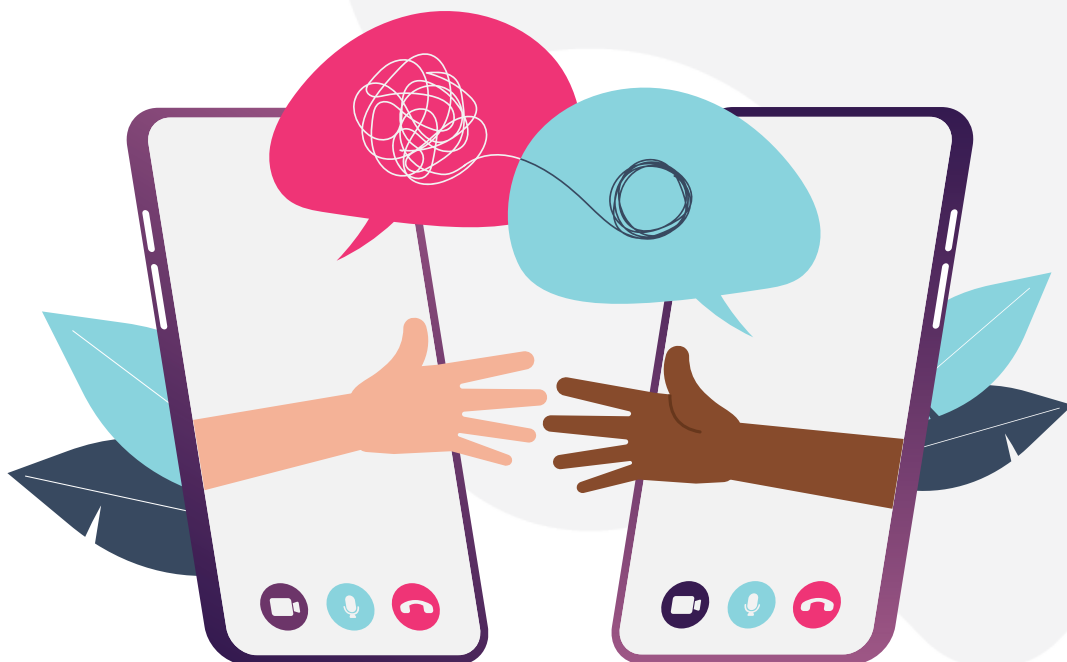
Our team can assist non-nationals in areas such as:

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

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



Call and see how we can help:

Freephone UK:

0808 196 2016

INTL: +353 1 5180277

SMS: Text 'Hi' to 087 145 2056

Email: eap@spectrum.life



www.spectrum.life