

# **Employee Assistance Service (EAS) Staff Guide & FAQs**

## **1. Introduction**

We understand that taking the first step in seeking support is not always easy. That's why before you do, we want to ensure that you receive the right support for your needs. Please read below to better understand the Employee Assistance Service and what you can expect when you contact the provider.

## **2. What is the EAS?**

- Free, confidential 24/7 support service
- Available to employees, spouses/civil partners, and dependants (over 18, living at home)
- Up to 6 sessions of short-term, solution-focused counselling per issue per year

## **3. Is the EAS right for me?**

**The service is suitable if:**

- You are experiencing mild to moderate psychological distress
- Your concerns are situational or reactive (e.g. stress, bereavement, relationship issues)
- You are generally able to function day-to-day
- There is no active risk (e.g. suicidality, psychosis, safeguarding concerns)
- You are not currently engaged with secondary/psychiatric services
- You are open to short-term, skills-based interventions

In this context EAS may help you if you are experiencing:

- Stress, anxiety, depression, low mood
- Work-related stress or work-life balance
- Relationship/marital or family difficulties
- Bereavement or loss
- Life transitions (e.g. retirement, career change)
- Substance misuse

## **4. What happens when I call?**

- Your call will be answered by a qualified counsellor or psychotherapist
- The first call is a brief, structured assessment of your needs
- Next steps may include:

- a. In-the-moment support on the call
- b. Referral for virtual or face-to-face counselling
- c. Signposting to specialist or longer-term services (if needed)

## 5. What type of support will I receive?

The EAS is structured under a skills-based, solution focused, short-term therapy model. The focus will normally be on the present and future rather than past experiences. The therapy is goal-orientated, and your counsellor will assume you already possess strengths and resources which can help you deal with your issue. Within a safe and non-judgemental space, relationship building and active listening is key so that you and your counsellor can work together to help enhance awareness of those strengths, help you recognise them and build on them. To give you some further insight, some examples of approaches, which are suitable for short term therapy may include:

- **Solution Focused Brief Therapy (SFBT)** which is a goal-oriented, strengths-based approach that focuses on solutions rather than problems.
- **Coaching** which can help you achieve goals, build on strengths, and change unhelpful behaviour
- **Other short-term interventions** may include behavioural activation or problem-solving therapy.

## 6. Why might I be referred elsewhere?

EAS provides short-term support. Where issues require long-term, specialist, or intensive treatment, you may be referred to an external provider.

- Any external support will be at the staff member's own expense
- Spectrum may offer interim supportive sessions while you connect with specialist services

## 7. How is the service delivered?

- Counselling is available virtually, by phone, or face-to-face
- Clinical triage ensures the best match between client and counsellor (issue, expertise, preference, accessibility)

Face-to-face is offered where appropriate, usually within 30km of home or work (but virtual sessions may allow faster access)

## 8. If your experience differs

If your experience of the EAS does not match the process described here, please get in touch with the below contacts to discuss your concerns confidentially:

- **Leave & Benefits Manager** – Marion.Schoenmakers@TUDublin.ie
- **Employee Engagement Manager** – Linda.Murray@TUDublin.ie

# Wellbeing Supports for Staff

