

10.4 Employee Assistance Programme

What is an Employee Assistance Programme (EAP)?

The EAP provides you with immediate access to counselling, support and information services to help you cope and deal more effectively with any personal or work related problems. The service is provided by [Spectrum Life](#) and is available 24/7/365.

The service can be accessed via Freephone, via your online wellbeing portal or by downloading the app directly to your smart phone. There is a live chat facility on the portal/app in addition to access to video counselling. This means that the service can respond to your needs at any time, no matter where in the world you are. On contacting the EAP, you will be assigned a case manager who is a qualified and experienced counsellor. The case manager will continue to be your point of contact and will oversee your case from start to finish.

The EAP can deal with a wide variety of personal and work related issues including, but not limited to:

- Depression, anxiety, stress
- Grief and bereavement
- Addictions
- Relationship/marital problems
- Life transitions
- Legal/financial issues

Why are we offering this service?

Teagasc recognises the pressures all staff and their families experience and that internal resources are sometimes not appropriate for personal concerns. We also know that it is in everyone's best interest to ensure that personal and work-related problems are solved as early as possible.

How can I access the EAP?

- Freephone: 1800 903 542
- Online: <https://app.spectrum.life/login> (Organisation code: **Teagasc1**)
- Download the Spectrum.Life app in the app store for access to hours of additional wellbeing content.

For a quick guide in relation to the online platform and how to register [click here](#).

To read about the full range of services available through the EAP [click here](#).

Version	Revision Date	Summary of Changes	Policy Owner
2.0	July 2020	New provider details	HR