



# 24/7 Mental Wellbeing Support Programme

Your Employee Assistance Programme

looking after you always



# What is the 24/7 Mental Wellbeing Support Programme?

## Your Employee Assistance Programme

- The 24/7 Mental Wellbeing Support Programme is a short term, confidential counselling service for employees and their immediate families over the age of 16 who are still living at home.
- The service is designed to provide support to individuals who are facing any work or personal related concerns.

# What are some of the services that can be accessed through the 24/7 Mental Wellbeing Support Programme?

- An initial chat with a friendly telephone based counsellor who can provide in the moment support to you whatever your concern
- Where appropriate onward referral for Counselling
- Where appropriate onward referral to online clinician led CBT
- Access to a range of additional services & independent experts that can support on a range of matters including: Financial queries, Legal concerns, Parenting and more
- E-learning self help resources through the EAP web portal
- 'BeCalm' Guided meditation pathways through the EAP web portal

# Accessing the service

## By free phone numbers:

ROI: 1800 911 909

UK: 0800 0988 350

By Email: [hello@layaeap.ie](mailto:hello@layaeap.ie)

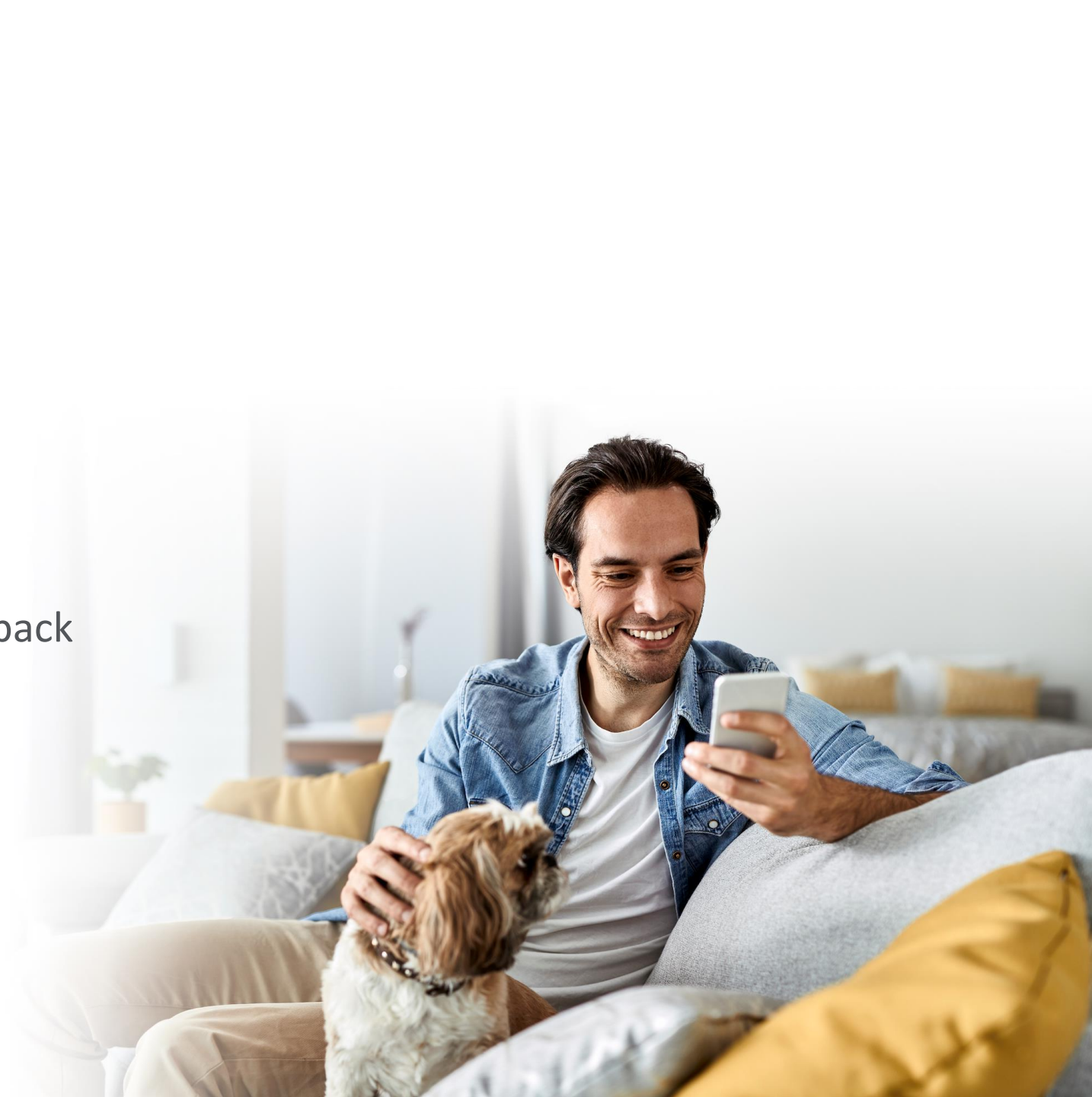
## Through the online portal

[www.layaeap.ie](http://www.layaeap.ie)

where you can Live Chat or Request a call back  
at a time that suits you

Free and  
Confidential

365 Days  
A Year



# What can the 24/7 Mental Wellbeing Support Programme help with?

The EAP can help with a wide variety of personal or work related issues an individual might be facing...

Stress

Anxiety

Low Mood

Marital or Relationship  
Problems

Family Problems

Loss and Grief

Substance Abuse Issues

Financial Worries

Questions on legal matters

Help with career planning

Confidence Issues

Consumer Advice

Worries about physical  
health

Advice on practical day to  
day issues

**And much more**

## Who will I speak to when I call?



A Dublin-based team of fully qualified and experienced counsellors, who can offer immediate support when you call



On the initial call, they will collect key details, discuss the issue the employee is facing and complete an assessment, taking approximately 30 minutes



Each and every EAP case is handled by one of our counsellors, this counsellor will become the employee's dedicated "Case Manager" from start to finish



The Case Manager will then match the individual with the most appropriate service available

# Mental Health Support

**As soon as an employee accesses the 24/7 Mental Wellbeing Support Programme they will get straight through to a counsellor who can provide immediate, in the moment support and advice.**

Where appropriate, the Case Manager can recommend and refer on to the following:



Telephone  
Counselling



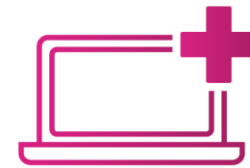
Face to Face  
Counselling



Video  
Counselling



Additional services  
with an expert



Online clinician  
led CBT



Our eLearning  
platform



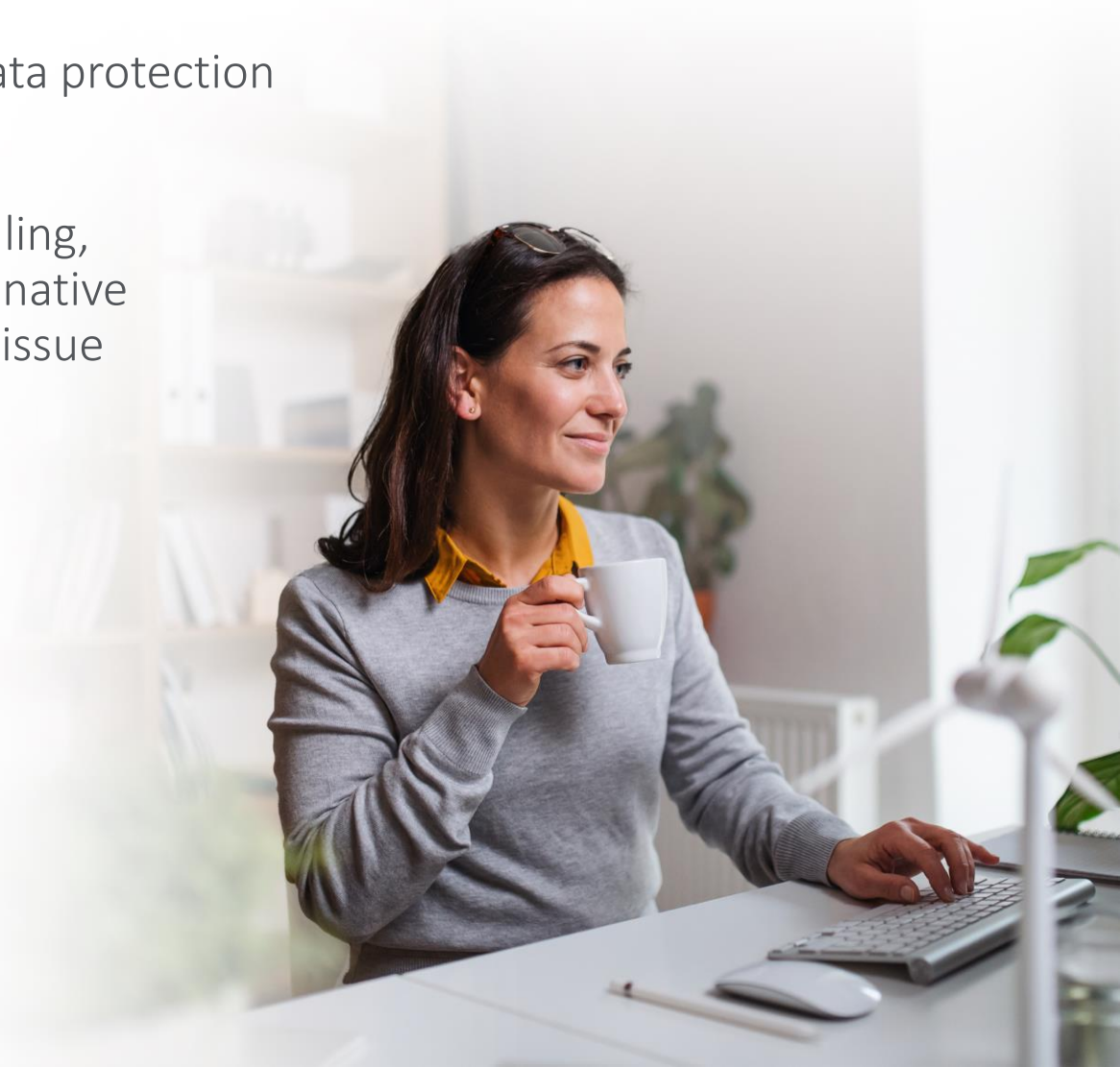
# Short-term counselling

- When an employee is referred for counselling through the EAP, they will be provided with 6 sessions of counselling
- Our expansive team is spread throughout Ireland so any individual can always be matched with a counsellor within 30 miles of their home or work place
- Our counsellors have a wide range of clinical specialities – this means we we will have someone available who is highly experienced in dealing with whatever the specific issue might be
- Our team of counsellors is multilingual, speaking more than a dozen different languages.
- After being referred, the counsellor will make contact you within 24 hours and the first appointment will be arranged within 5 working days



# Video counselling

- Fully secure, meeting the highest standard of sensitive data protection
- Highly convenient and easily accessible
- No matter where the employee is, through video counselling, they can be linked up with a counsellor who speaks their native language or has clinical expertise in handling the specific issue



# Laya EAP Portal

The EAP portal includes the following exciting features



Self-Help  
Resources



eLearning  
Modules



Informative blog  
articles on all aspects  
of wellbeing



Live chat or request a  
call back with EAP



On-Demand  
Webinars



Be Calm self-guided  
meditation



Member area and  
dedicated weblink

# Additional Services

The 24/7 Mental Wellbeing Support Programme is more than just a counselling support service, the EAP can help with a wide range of practical, day to day issues, providing access to:

For each of the below, the Case Manager will refer the employee on for one free 30 minute telephone consultation with a relevant trained and experienced expert

Financial  
Advice

Advice on  
legal issues

Life  
coaching

Consumer  
advice

Career  
Guidance

Advice on  
childcare and  
eldercare

Meditation  
Information

Support for  
non-Irish  
nationals around  
settling into  
Ireland

Advice from allied  
health professionals  
including  
physiotherapists,  
dieticians and more

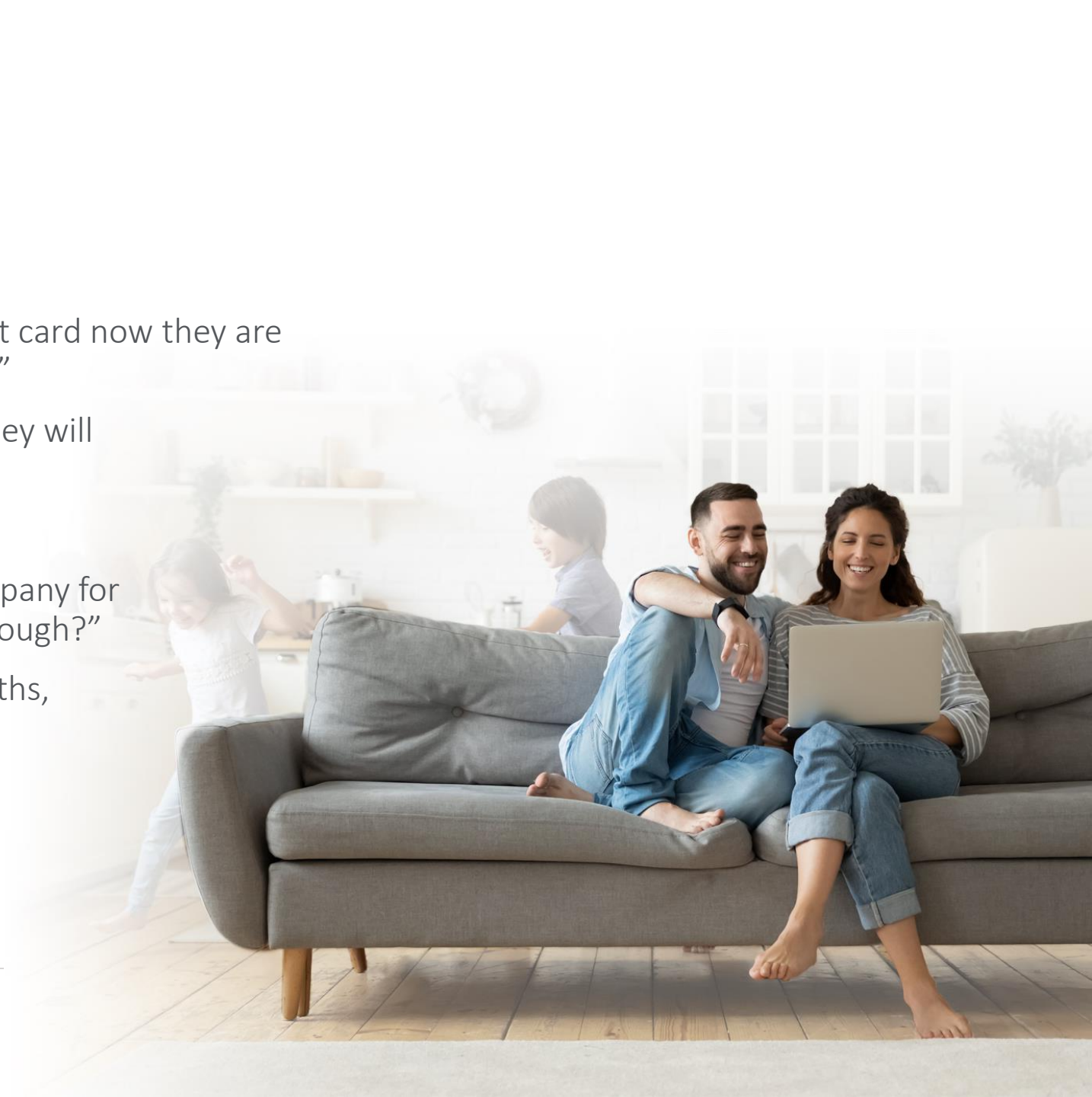
# What is your concern?

## Financial support

- “I have missed my last few payments on my credit card now they are threatening to repossess my card, what can I do?”
- “I want to retire in 10 years time, how much money will I need and what is the best way to save for it?”

## Legal/Tenancy support

- I’ve signed a contract with my mobile phone company for 24 months, is there any way out of it half way through?”
- “My landlord has not fixed the heating for 2 months, can I stop paying rent until it’s fixed?”



# Good to remember:

## **Will my employer know I have called?**

The 24/7 Mental Wellbeing Support Programme is a completely free & 100% confidential service. Your name and personal information will never be shared your employer.

## **Who can contact the service?**

It is available to all employees, their partner or spouse and dependents over the age of 16 years who are still living at home

## **Do I need a special code when I call?**

We require your organisations name and some of your personal details to ensure you are eligible to access the service





# Thank you for listening

Reach out to your EAP today

Freephone ROI: 1800 911 909

Freephone NI: 0800 0988 350

Email: [hello@layaeap.ie](mailto:hello@layaeap.ie)

EAP portal : [www.layaeap.ie](http://www.layaeap.ie)



Investors in  
Diversity

**GOLD**

looking after you always

