



## Contacting the Employee Assistance Service

### What can I expect?

UCD Employee/family members calls or texts the EAS

Directly connected to a qualified counsellor

'In the Moment' Mental Health Consultation

Information request

You will have the opportunity for a **detailed conversation with an experienced counsellor by phone** where you can explore **your presenting concerns**. The aim of this exploration is to understand all aspects of the issue, identifying some aspects you may not have considered, and raising your awareness around your needs and the best pathway towards resolving the issue(s).

Once this consultation has been completed, you and the counsellor will then collaboratively **explore and agree the most appropriate next steps to consider**, which will be based on the information shared by you.

Signposting to appropriate advice/services for:

- Legal Assistance
- Financial Assistance
- Consumer Advice
- Life Coaching
- Mediation
- Support for Non-Irish Nationals
- Health Advice

Consultation outcomes

#### Consultation concluded

'In the moment' support is given and no follow-up required

#### Consultation with signposting to other services

If referral to short-term counselling would not represent the best pathway towards resolving the issue(s) or it is agreed a more specialist short/longer-term therapy would be recommended, the EAS will suggest pathways to access services or encourage you to seek support from your GP, if appropriate. A follow up call may be scheduled if agreed by both parties.

#### Consultation with Referral to short term Counselling

If clinically appropriate your counsellor will discuss referral to formal counselling sessions provided by the EAS. Up to 6 sessions are available in person, via video or telephone. You will receive follow-up after initial and concluding sessions.