

January 2010

# Employee Assistance Service for Teachers Counselling Service

## Vhi Corporate Solutions



Most of the time, we can depend on our own resourcefulness to cope with whatever comes our way.

However, from time to time, external support can be important in dealing with particular issues that bring additional stress and pressure into lives. Such external support is now available to teachers and their immediate family members through the Employee Assistance Service (EAS).

## 1. What is an Employee Assistance Service (EAS)?

The purpose of the EAS is to provide teachers and their immediate family members with easy access to confidential counselling and to assist in coping with personal and/or work issues. The service is available to teachers whose positions are funded by the Department of Education and Science, their spouses or partners, their dependants above the age of 16 and mother/father where appropriate.

## 2. Why is the service provided?

When you are worried or concerned, it helps to have someone who will listen in a non-judgemental way. If that someone is a skilled counsellor, then you're taking an important and perhaps the first step to resolving these worries or concerns. Apart from getting support, you will discover your own strengths, skills and resources. The EAS can help you with issues in any of these areas:

- > Work related issues
- > Emotional concerns
- > Family issues
- > Relationship difficulties

### 3. How is the service provided?

The Department of Education and Science has contracted Vhi Corporate Solutions, an external provider, to deliver the Employee Assistance Service. Through the EAS, counselling services will be available to you and your immediate family members from a range of professional counsellors and psychotherapists.

The following services are available:

- Face to face counselling
- Single session or short term structured telephone counselling

Telephone or face-to-face counselling is available through the EAS and works with current issues in a goal oriented manner, identifying existing strengths and potential solutions in a collaborative way between the counsellor and client. It is based upon a short term model of up to six counselling sessions. The process commences with a telephone assessment to identify short term issues that can be reasonably addressed within the short term counselling model.

If it is assessed by the counsellor that longer term counselling or in-depth psychotherapy is more suited to your needs, we will identify the appropriate resources for you in your local area, including low or no cost options where available. Face to face appointments can be made at a location convenient to you.



## 4. How do I know the service is confidential?

The EAS staff follows ethics and codes of ethics and practice and are bound by the Irish Association of Counselling and Psychotherapy (IACP). This means any contact with you remains **confidential**. No information about you is available without your written consent. All feedback will be anonymous in nature and will only be used for statistical purposes to assist in policy formation in this area.

## 5. How do I access the service?

To talk to a member of our team, please call

Free phone: **1800 411 057**

or

Email: **[eas@vhics.ie](mailto:eas@vhics.ie)**

Our service is available 24 hours a day, 365 days a year

We welcome feedback on all elements of our services, comments can be sent to **[eapfeedback@vhics.ie](mailto:eapfeedback@vhics.ie)**

### Data Protection Legislation

The personal information you provide will be held on behalf of Vhi Corporate Solutions by its agent, for use only in the provision and administration of Employee Assistance Programmes and related services and, in providing such information, you consent to its use, for that purpose.