

Frequently Asked Questions

1. What is EAP?

Our Employee Assistance Programme (EAP) is a 24/7 free and confidential support service designed to assist individuals in dealing more effectively with any personal or work related problems they might be facing.

Our EAP provides short-term, solution focused counselling and referral services for employees and their families.

2. What kind of support does this service provide?

We offer unlimited access to a telephone helpline, available 24 hours a day, 7 days a week, 365 days a year. Employees can also reach the service through our website, live chat, or via the app meaning we can respond to your needs at any time, no matter where you are.

Log on to www.layaeap.ie by using the code: **LAYAEAP** to set up an account and find out more about the services we offer. Along with counselling, employees can access their EAP for the following:

- Legal Assistance
- Financial Assistance
- Consumer Advice
- Career Guidance
- Life Coaching
- Mediation
- Support for Non-Irish Nationals & their Families
- Health Advice, including Physio, Podiatrists and Dietitians.
- Advice on practical, day to day issues and services

3. Is the number a Freephone number?

Yes, the number is still free phone and 24/7. The new number is 1800 911 909.
For the UK, our number is also free and is 0800 0988 350.

4. Who will answer the EAP calls

All calls will be answered by our EAP team and all cases will be handled by one of our experienced case managers (all fully trained counsellors) who will carry out an assessment with each caller to ensure that each person is receiving the specialised assistance that they need.

5. What if the line is busy when an employee calls and they cannot speak with a counsellor?

We have put in place stringent measures to make sure that the line is never busy. However, if for some reason we do miss a call, you can leave a voicemail and we will call you back.

6. What happens if employees call the old number

If employee's call the old EAP number they will be informed that the number has been changed and will be provided with the new number: 1800 911 909.

7. Can you let me know if there are any other changes that are a result of this announcement?

The core service will remain the same with a 24/7 telephone and face to face services. As before the counselling is carried out over 5 sessions and can take place over the phone, or in a face to face setting.

All that changed is additions and improvements. We now have Video Counselling. Alongside access to legal and financial information services, we now have access to career counsellors, life coaches, mediation, health professionals and much more. There will also be more ways of connecting with your EAP including our new website, Live Chat and our EAP App. Log on to www.layaeap.ie to find out more. Please discard any information relating to the old EAP service.

8. Will there be more online services?

Yes. We have a whole host of online services. On our website, www.layaeap.ie we have extensive educational resources such as videos, blogs and eLearning on topics like mental health, self-care, fitness, nutrition and more. We also have live chat and video counselling available through the website and the EAP app, which will provide access to regularly updated blogs and info on our EAP service, while also giving you the option to instantly call the helpline, discuss short term counselling with our team or request a booking.

9. Who in my family can use this service?

The service can be used by a spouse/partner or dependants 16 years of age or older who are living in the same household. (Same eligibility to sessions as the employee themselves)

10. What do you mean by short term counselling?

EAP only provides short-term counselling. In short-term counselling it is understood that EAP provides access to our team of mental health professionals 24/7/365 and referral to short term counselling where appropriate. Short term counselling won't be appropriate for all service users mental health needs. For example, if someone has a long standing mental health difficulty or is experiencing an acute issue, a longer term therapeutic setting, a specific mental health professional or a specialised service may be more appropriate care pathways. We appreciate this can be difficult to navigate, and that uncertainty can be a barrier to seeking care. Linking people in mental health distress with appropriate supports as early as possible is associated with best clinical outcomes. In situations where referral to short term counselling would not be appropriate, we work with the service user to support them engage with the appropriate pathway for them at that time.

If you have any questions on that our EAP team can help you.

11. Is this service based in Ireland?

Yes, our service is based in Ireland. This allows EAP case managers and counsellors have a better knowledge of the geography in Ireland and it will be easier for them to match employees with counsellors by location as well as speciality.

12. Can I access the EAP from the UK?

Yes – the free UK number is 0800 0988 350. The service can also be accessed online from anywhere in the world, through our website and online chat at www.layaeap.ie or our mobile app.

13. Are there many counsellors in my county?

We have an extensive large network of qualified professional EAP counsellors & psychotherapists spread across the 32 counties of Ireland. We can promise to provide any employee a counsellor within a maximum distance of 30 miles from their home or workplace and we have the ability to provide face to face counselling within 5 working days throughout Ireland. Laya healthcare will always offer locations that are as convenient as possible to an employee.

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14. What languages are available through the service?

Within our network we also have multi-lingual services, with counsellors who can work therapeutically in Spanish, French, German, Italian, Portuguese, Dutch, Polish, Russian, Romanian, Ukrainian, Latvian, Hindu and Punjabi. We are building our network all the time and hope to be adding to this list presently.

15. How can I be sure my employer won't know I called?

All services provided through Iaya Healthcare's EAP are done so in total confidence. The identity of individuals and personal details will always be protected by the Case Managers and our nationwide team of counsellors. This information will never be shared with or reported to the employer or management team or anyone else, without the employee's clear consent.

16. Is the app available on all types of phones?

The app is available to download on iOS and Android devices. Go to the App Store or the Play Store now, to download it free today. You will need to register an account but remember, all information you provide is confidential.

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