

Tusla Employee Assistance Service

CALL 1800 817 435 FOR 24HR CONFIDENTIAL COUNSELLING

WELCOME TO **TUSLA**



Health, Wellbeing and EAP

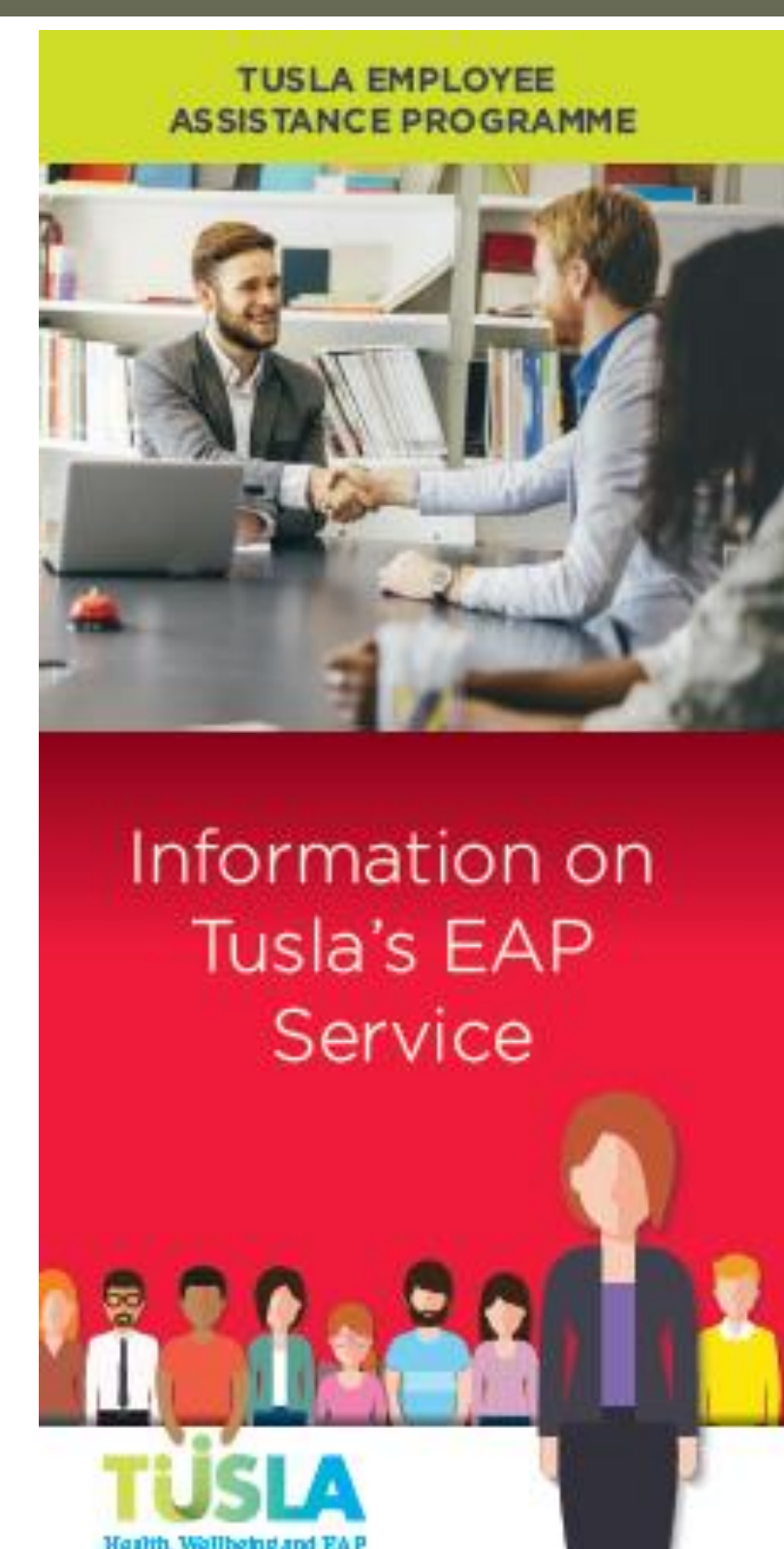
About

The Employee Assistance Service is one element of the wider Health and Wellbeing service in Tusla.

The EAP Service provides of free and confidential supports to staff and management designed to assist colleagues to manage work and life difficulties, which, if left unattended, could adversely affect work performance and/or attendance and quality of life.

The service offered are available nationally.

To find out more about the service call 086 1438390 or email eap@tusla.ie



Free Counselling

Did you know that Tusla Staff can avail of free 24hr counselling services?

1800 817 435

You do not need to be referred by a line manager to avail of this service. Your call will be answered by a qualified counsellor. If you wish you can make an appointment for face to face counselling in a location convenient to you (nationwide service). This service is absolutely confidential, no identifiable information regarding who has availed of this service is provided to Tusla.

Resilience Training

Resilience is an essential life skill. It is the process of adapting positively in the face of challenge, adversity, trauma, tragedy, threats or other potential sources of stress. Resilience can be strengthened over time. It involves learning how to think, act and behave in a positive way. It's all about tapping into your inner strength and resources.

Resilience training is now available through Workforce Learning and Development.

[Click for leaflet](#)



Critical Incident Stress Management

The Office of Health Wellbeing and EAP a Critical Incident Stress Management Service.

A Critical Incident is defined as an event out of the range of normal experience; one which is sudden and unexpected and may have a physical or emotional impact.

In some cases it may involve the perception of a threat to life. Critical incidents are challenging events that have the potential to create significant distress and can overwhelm one's usual coping mechanisms.

There are a number of [policies](#) in place around access and delivery of this service.

[Click for leaflet](#)



Managing Work Life Balance

Life is very busy these days. Giving some attention to your work life balance at different intervals can help you to get the most out of it. The Wheel of Life is a simple diagram that helps you to focus on your current satisfaction levels across 8 areas of your life from.

We encourage all staff to periodically complete the wheel of life exercise and give themselves a work life balance check-up

[Click for the Wheel and Explanatory leaflet](#)



Responding to Difficult Phone Calls

Occasionally we all need to deal with phone calls that are difficult. This could involve dealing with people who are emotional or angry.

These calls can have an impact on you and at time may be stressful. The most important thing to do is stay calm and listen before attempting to offer solutions.

You should also be aware of the escalation process in your department if you are not comfortable in continuing a call.

[Click for leaflet](#)



Know the signs to seek help



Further resources

There are a range of other resources that can be accessed on the Staff section of the [Tusla website](#).

