

A guide to the



# Membership Assistance Programme (PRCA MAP)

Provided by



# Accessing the PRCA MAP Service

---

- Accessible 24/7, 365 days a year
- It is a completely free and 100% confidential service
  1. By free phone number:  
**1800 851 110**
  2. Through the online portal where you can live chat or request a call back
    - **Sign Up for the Online Portal:** <https://app.spectrum.life>
    - **Organisation Code:** PRCAMAP



# What can the PRCA MAP help with?

---

- The PRCA MAP can help with a wide variety of personal or work- related issues you might be facing...
  - Stress
  - Anxiety
  - Low mood
  - Marital or relationship problems
  - Family problems
  - Loss & grief
  - Substance abuse issues
  - Financial worries
  - Questions on a legal matter
  - Help with career planning
  - Confidence issues
  - Consumer queries
  - Worries about physical health
  - Advice on practical, day to day issues

...and much, much more



## Will the PRCA know I have called?

---

The PRCA MAP service is a completely free & 100% confidential service. Your name and personal information will never be shared.

## Who can contact the PRCA MAP service?

---

It is available to the employees of all PRCA Ireland member agencies.

## Do I have to give my name when I call?

---

All that is required on the initial call is confirmation that you are a member of the PRCA so the team know you are eligible to use the service. An individuals name is not required unless further counselling or support is arranged.

# Who will you speak with on the initial telephone call?

---

- A Dublin-based team of fully qualified and experienced counsellors, who can offer immediate telephone support
- Each and every MAP case is handled by one of our counsellors who will become your dedicated Case Manager from start to finish
- On the initial call, the Case Manager will collect your details, discuss the issue you are facing and complete a quick assessment, taking approximately 30 minutes
- The Case Manager will then match the member with the most appropriate service available in their area. This can be face to face, video or telephone depending on what suits best.

# Short Term Counselling

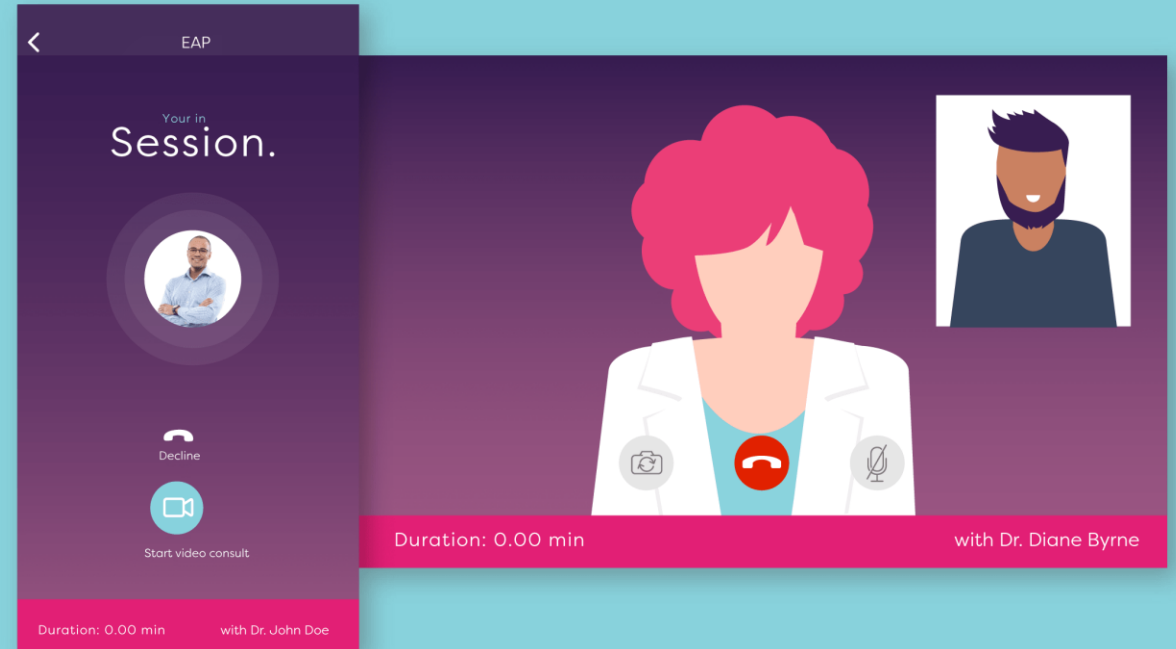
## How does it work?

- When a member is referred for counselling through the MAP, you will be provided with **6 sessions of counselling**
- Our expansive team is spread throughout Ireland so you can always be matched with a counsellor within **30 miles of your home or work place**
- Our counsellors have a wide range of clinical specialities meaning you can be matched with someone experienced in dealing with whatever your specific issue might be
- Our team of counsellors is multilingual, speaking more than a dozen different languages.
- After being referred, your counsellor will contact you **within 48 hours**
- Your first appointment will be arranged **within 5 working days**



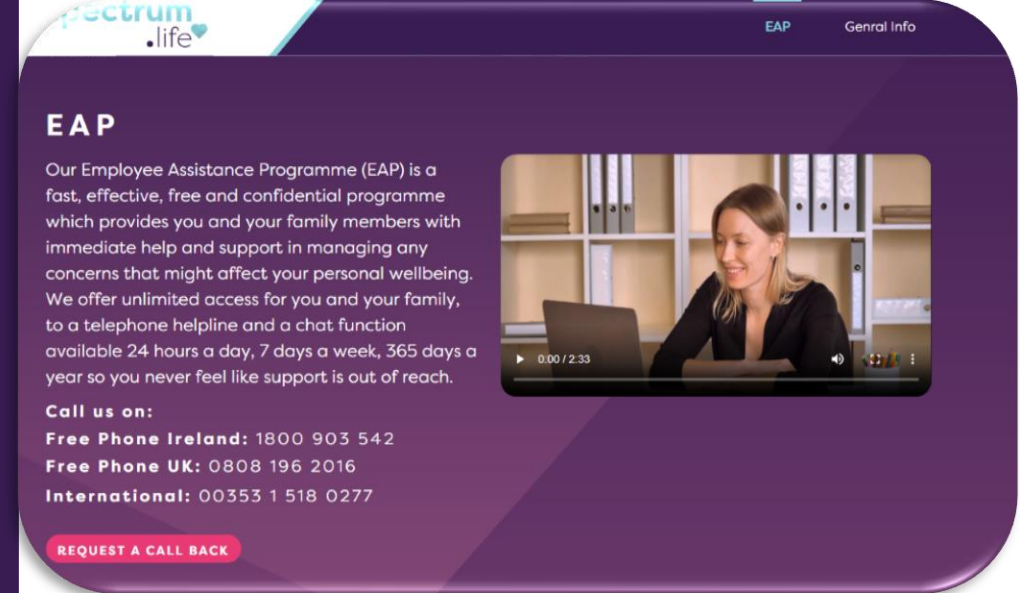
# Face to Face/Telephone/Video Counselling

- There are a number of different options if face to face counselling does not suit you
- In addition to telephone counselling, our video counselling is fully secure, meeting the highest standard of sensitive data protection
- Highly convenient and easily accessible
- No matter where you are, through video counselling, you can be linked up with a counsellor who speaks your native language or has clinical expertise in handling your specific issue



# What does the PRCA MAP online portal give me access too?

- Self-help resources
- e-learning modules
- Informative blog articles on all aspects of wellbeing
- On demand webinars
- Live Chat with a counsellor
- Home workout videos
- Food recipes
- Advice on sleep, mental wellbeing and much more



**EAP**

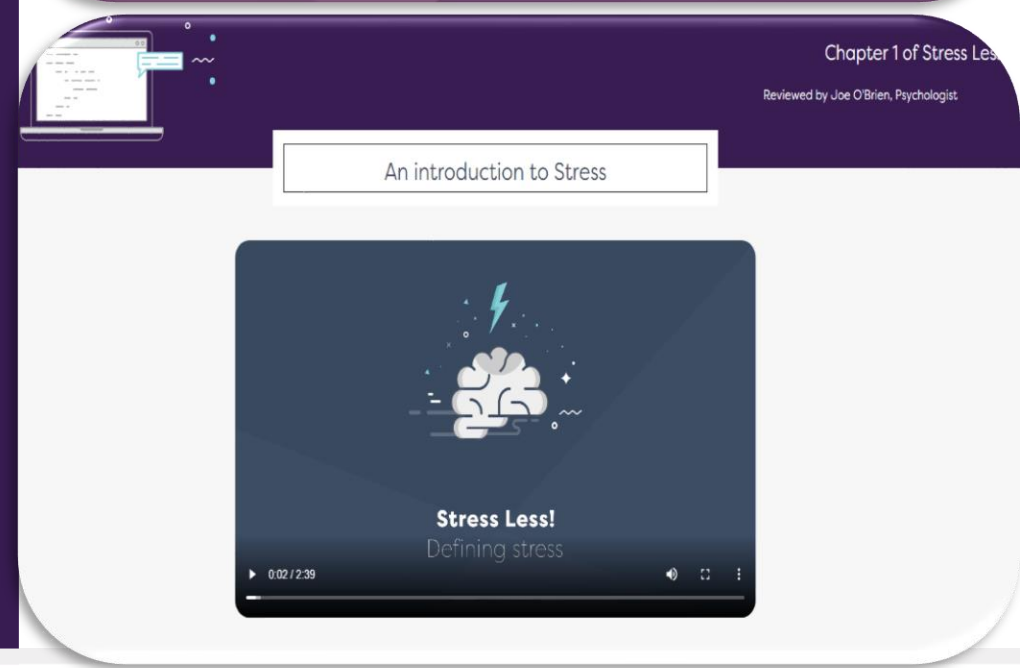
Our Employee Assistance Programme (EAP) is a fast, effective, free and confidential programme which provides you and your family members with immediate help and support in managing any concerns that might affect your personal wellbeing. We offer unlimited access for you and your family, to a telephone helpline and a chat function available 24 hours a day, 7 days a week, 365 days a year so you never feel like support is out of reach.

**Call us on:**  
**Free Phone Ireland:** 1800 903 542  
**Free Phone UK:** 0808 196 2016  
**International:** 00353 1 518 0277

[REQUEST A CALL BACK](#)

EAP    General Info

0:00 / 2:33



Chapter 1 of Stress Les  
Reviewed by Joe O'Brien, Psychologist

An introduction to Stress

**Stress Less!**  
Defining stress

0:02 / 2:39



# Beyond Counselling...

- **The PRCA MAP is more than just a counselling support service, your MAP can help you with a wide range of practical, day to day issues, providing you with access to:**
  - Financial advice
  - Advice on legal issues
  - Career guidance
  - Life coaching
  - Mediation information
  - Consumer advice
  - Advice from allied health professionals including physiotherapists, dieticians and more
  - Advice on childcare and eldercare
  - Support for non-Irish nationals around settling into Ireland
- **For all of the above, your Case Manager can refer you on for one free 30 minute telephone consultation with a relevant trained and experienced expert**



## 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?”

## Reach out to the MAP today for support:

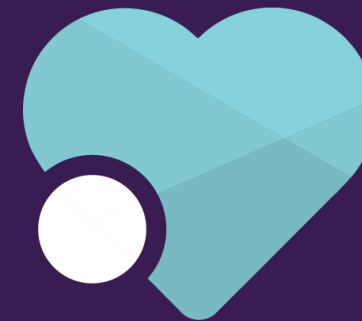
- 1. By free phone number:

**1800 851 110**

- 2. Through the online portal where you can live chat or request a call back

- Sign Up for the Online Portal: <https://app.spectrum.life>
- Organisation Code: PRCAMAP

**100% CONFIDENTIAL**



Where  
**wellbeing**  
works.

A guide to the



# Membership Assistance Programme (PRCA MAP)

Provided by

