



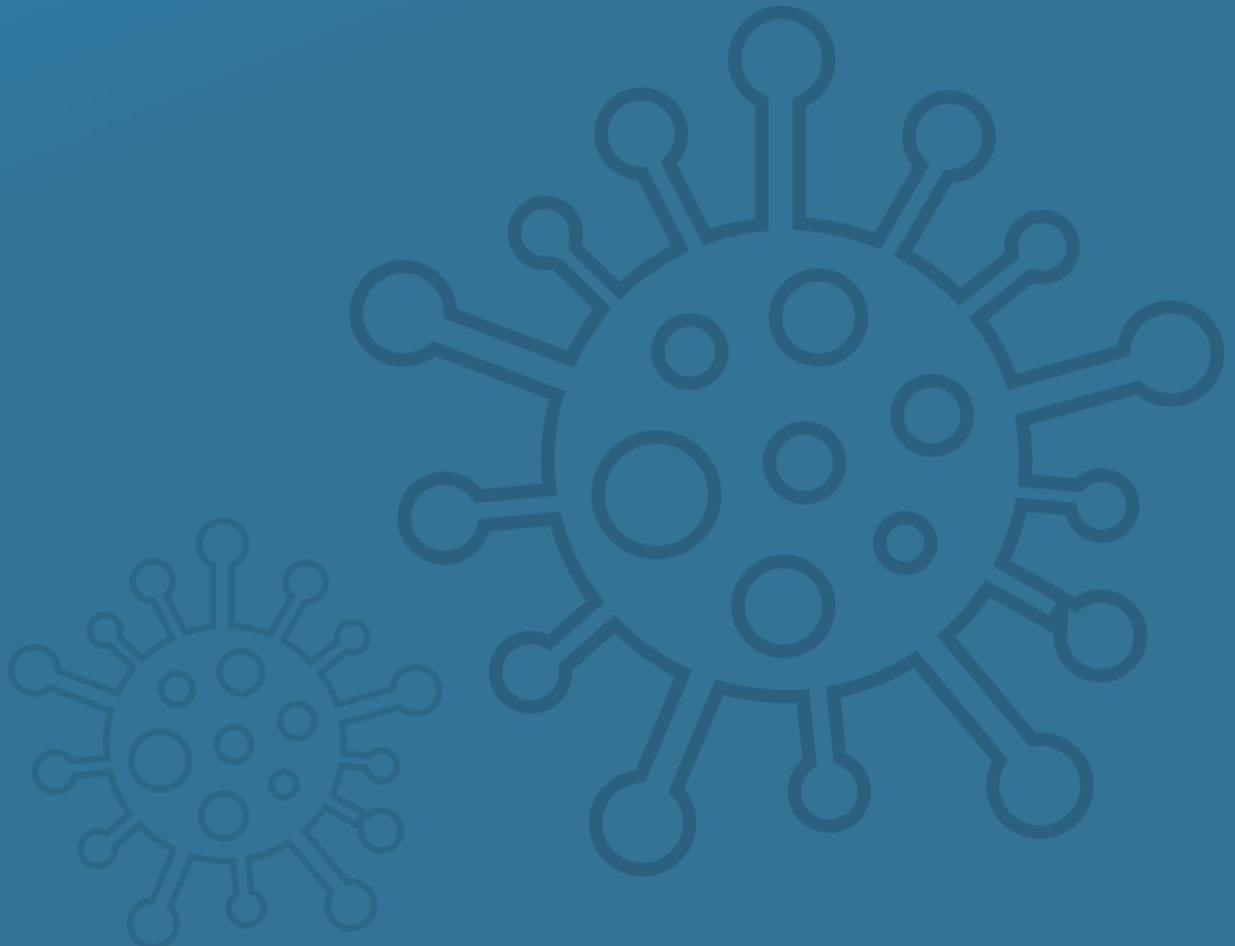
**Fáilte Ireland**

National Tourism Development Authority

## **MENTAL HEALTH SUPPORTS**

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### **Looking After the Wellbeing of Your Employees during the COVID-19 Crisis**





## MENTAL HEALTH SUPPORTS

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The COVID-19 crisis is one of the most challenging and difficult times the tourism industry has ever faced. Business owners, employees and people who are self-employed are facing uncertainty about the future of their jobs and businesses. Times like this can naturally cause significant anxiousness and worry.

Fáilte Ireland has launched a suite of supports to help the industry through this difficult time, on both a professional and personal level:

- 1. I Am Here** - a programme of mental health support and learning within the workplace and beyond
- 2. An Employee Assistance Programme** to provide more formal supports to those who need it.



**Empowering you to:**

**Show you care  
Ask the question  
Call for help**

**I Am Here is an ongoing programme of mental health support and learning within the workplace and beyond.**

**I Am Here is about Compassionate Conversations**

**I Am Here is changing workplace culture.**

We are positively disrupting mental health and emotional wellbeing beliefs and behaviours.

**I Am Here creates a culture where**

**'It's ok not to feel ok; and it's absolutely ok to ask for help.'**

### **What is I Am Here?**

**I Am Here** recognises that people in your business want to connect their fellow team members to the help or support they may need.

**I Am Here** enables your team members to signpost existing services to those who need it.

This is achieved through compassionate connection and through peer-to-peer conversations.



**I Am Here empowers team members to have the courage, confidence and skills to:**

**Show you care  
Ask the question  
Call for help.**

## **I Am Here Rapid Response**



In response to the current Covid-19 crisis, Fáilte Ireland is offering the I Am Here: Rapid Response service to the Irish tourism industry, in partnership with PulseLearning,

### **The “Trua don Turasóireacht” Project (Compassion for Tourism)**

I Am Here: Rapid Response is a continuous learning and support programme with three key elements:

Online Courses:

- I Am Here: The Why
- I Am Here: Tribe Members
- I Am Here: Ambassadors

***Join our Tribe. Change beliefs and behaviours ... One individual, one organisation and one community at a time.***

***How can I access this service?***

**[CLICK: Visit the I Am Here Tourism Arena](#)**



**EMPLOYEE ASSISTANCE PROGRAMME:  
FOR WHEN SOMEONE NEEDS MORE FORMALISED SUPPORTS**

Fáilte Ireland has partnered with Inspire Workplaces to offer the tourism industry free and confidential access to an Employee Assistance Programme. Inspire Workplaces is a mental health charity with a wealth of experience supporting organisations and employees at times of crisis across Ireland. Through a Freephone Helpline, offered 24/7/365, you and your employees can access a range of supports, including but not limited to:

<b>Financial Concerns</b>	<b>Job Insecurity / Loss</b>	<b>Stress</b>	<b>Family Issues</b>	<b>Relationship Issues</b>
<b>Legal Issues</b>	<b>Covid-19 information and support</b>	<b>Depression/ Anxiety</b>	<b>Life Events / Crisis Events</b>	<b>Consumer Issues</b>

The Employee Assistance Programme is a confidential service designed to support you and your employees to resolve personal or work-related concerns, through telephone support, specialist information and telephone or video counselling.

This service is free to you and your employees and we encourage anyone who may need support at this time to contact the Employee Assistance Programme by dialling the number below.



**Freephone Helpline on  
1800 201346**

*You will need to quote Fáilte Ireland when accessing the service to ensure the services are provided to you free of charge.*

## Inspire Online Support Hub:

The inspire support hub provides instant access to a range of information, guidance, screening and intervention tools, tailored specifically to help care for your individual wellbeing needs.

### GETTING STARTED:

When logging in at first, you will be prompted to enter your company PIN and to complete a sign up form in order to register.

**To start using the hub**, follow the steps below:

Visit [www.inspiresupporthub.org](http://www.inspiresupporthub.org) and on the homepage, click the purple 'Sign Up' icon, top right.

Where prompted, enter your company PIN which is unique to Fáilte Ireland:

### COFIHUB!

### USERNAME

It is important that you take a note of this as you will need it when logging in each time you visit the hub.

Create a strong password and click 'Sign Up'

On the login page, enter your noted username and password

Start using the hub!



### REMEMBER!

If logging in to the hub using a username other than that generated on first sign up, your individual profile information and tracked page history will not be saved - **it is therefore important to keep a safe note of the username you used when first logging in to the hub.**

For feedback or technical queries on using the hub, contact Inspire at:  
[hubsupport@inspirewellbeing.org](mailto:hubsupport@inspirewellbeing.org)