



WELCOME

Welcome to the third Civil Service Employee Assistance Service (CSEAS) bi-annual newsletter. The focus of this edition is **Being Healthy at Work**. We spend a considerable amount of time at work, so staying healthy both in mind and body is important. We will touch on this topic over a number of editions of our newsletter. In this edition will look at

- ◆ Staying safe and well when working off-site
- ◆ The role of workplace mediation in creating and maintaining a healthy working environment

On the back page you will find some CSEAS and other news items.

Issue 3

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STAYING SAFE WHEN WORKING OFF-SITE

Many of us may need to work off-site as part of our duties. We may have to travel to meetings, go out on audit, visit employer premises and so on. Take time to look after yourself and stay safe.

We all need to take personal responsibility for being safe when we are working off-site. Our application of common sense is often our best guarantee of safety. Letting relevant people know our schedule, choosing safe places to meet clients and customers, exercising judgement if visiting a client/customer premises and safe and compliant driving are essential.

Tips

- ◆ Follow your organisation's policy in relation to off-site working
- ◆ Comply with check-in procedures regarding your whereabouts
- ◆ Inform the relevant person of your off-site schedule
- ◆ Carry your identification badge/card
- ◆ Hold off-site meetings in an appropriate public location
- ◆ Follow protocols if you are visiting client/customer premises
- ◆ Have important contact numbers (manager/colleagues/next-of-kin) on speed dial
- ◆ Have phones/laptops fully charged – carry your charger with you
- ◆ Journey Check when driving – Be aware of RSA Regulations regarding car health, mobile phone use and safe driving
- ◆ Park in a safe place



Socialising from Work

- ◆ The same Code of Behaviour applies to work social events as that which applies at work. Treat your colleagues with respect. Don't post any comments or pictures which may be seen as offensive on social media.
- ◆ When we exercise good judgement e.g. moderate use of alcohol, making safe decisions such as travelling home in groups late at night, not taking chances, we are safer

Be safe!



FOOD FOR THOUGHT WHEN WORKING OFF-SITE

Dashboard dining requires preparation. Consider making a little extra of your favourite foods to pack as a tasty lunch or snack. Otherwise you may end up eating what the marketing manager places at eye level where you buy fuel and/or the newspaper. Why leave something so important to chance when good ideas are available at [Healthy Lunches](#) on the Safefood website.



Preparation



Make sure you have everything you need before you start. You may already have a cooler bag, lunch box and/or flask at home or you could decide to invest from a range of stylish options. You may have cutlery from a picnic set or hiking kit that gets little use. Your equipment will need to be fit for purpose or it may lose its appeal. Try various options until you refine it to suit your daily tastes and requirements.

Eat well and stay healthy

Eating well and staying hydrated is an enjoyable lifestyle choice and is important for all of us. In the short-term, it can help us to feel good, look our best and stay at a healthy weight. In the long-term, a healthy, balanced diet can reduce our risk of heart disease, type 2 diabetes, osteoporosis and some cancers — [Safefood website](#).



Financial Benefits



A little planning can save you money. Buying lunch out can prove expensive, especially if it is regular necessity. You can incentivise your new system by deciding to treat yourself to something nice with the savings – a useful motivator at a time of change.

Mindfulness while Driving

Mindful driving is about paying consistent attention to your driving. It is an interesting form of mindfulness. We can often experience travelling for some time and then realise that we have been lost in thought. Don't let your mind wander. Turn off autopilot. Focus on what is going on around you. Be aware of other drivers, vehicles, signage, pedestrians, cyclists and so on. If you stop for a break, add interest to your journey by being aware of nature and your surroundings. Stop for a break if you find yourself getting tired.

Drive safely.



WORKPLACE CONFLICT – HOW WORKPLACE MEDIATION CAN HELP



Misunderstandings, conflict and arguments can arise in the workplace and, if left unresolved, may result in a difficult working environment. Bullying, harassment and sexual harassment can also occur in the workplace. The Civil Service Dignity at Work Policy clearly outlines steps that can be taken to help resolve these issues, including the informal process and formal process. **Workplace Mediation is**

available at every step of the process and can be used to achieve early intervention for any workplace conflict under this policy. Workplace mediation may avoid the need for other dispute resolution methods including formal investigation of complaints and/or legal proceedings.

The Civil & Public Service Mediation Service (CPSMS) was established in 2012 with the aim of providing workplace mediation by civil and public servants who are mediators accredited by the Mediators' Institute of Ireland

- ◆ The CPSMS has helped more than 400 people in a wide range of conflict situations across 40 Civil and Public Service organisations since it has been established
- ◆ 4 out of every 5 workplace disputes referred to the CPSMS are resolved through Mediation
- ◆ CPSMS mediation is a fast acting, impartial and confidential service providing a safe environment for participants to deal with issues and find answers

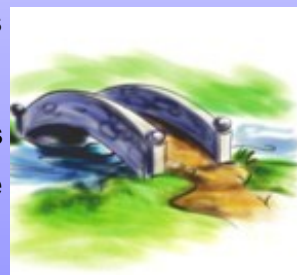
Mediation available from the CPSMS is a voluntary, confidential process that allows parties resolve their conflict/interpersonal issue in a mutually agreeable way with the help of a neutral third party, namely a mediator. Mediation requests to the CPSMS are channelled through and approved by the HR Department of the relevant Civil Service organisation.

Steps in the process: The Mediator

- ◆ meets with the parties involved separately, initially, to get a sense of the conflict/issue, to explain the mediation process and to answer any queries
- ◆ meets the parties involved together and facilitates a space where the parties can each talk about the issue and what has happened. This allows them to feel heard, listen and express how the conflict/issue is affecting them.
- ◆ helps to empower the parties to come up with a plan to which they can both (all) agree. This can lead the parties to resolving the issue and/or moving on from it.
- ◆ does **not** impose a solution but rather works with all parties to **create their own solution**

Through the process of mediation people involved can go back to working together leaving what has happened in the past. Sounds incredible? Yes it is. In workplace mediation this transformation can and does happen.

For more information visit <http://hr.per.gov.ie/mediation/>. If you feel this process may be an option for you, contact your HR Department to progress with the CPSMS.



LAUNCH OF THE CSEAS 2016 ACTIVITY REPORT



Minister for Public Expenditure and Reform, Paschal Donohoe T.D., attended the launch of the 2016 Civil Service Employee Assistance Service (CSEAS) Activity Report on Thursday 11th May 2017. The Report shows continued high usage of CSEAS services with 11% of civil servants having availed of supports throughout the year.

The CSEAS is a centralised service within the Department of Public Expenditure and Reform (DPER). Services and supports are provided on a regional basis to civil servants across Government Departments/Offices. The aim is to positively enhance their wellbeing and promote an ethos of employee wellness, resilience and organisational effectiveness.

Contact us:

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On-duty Employee Assistance Officer available

Mon–Thurs: 9am to 5.45pm Fri: 9am to 5.15pm (except bank/public holidays)

CSEAS NEWS

Follow us on Twitter @IRLCSEAS



Departures

Our colleagues Maureen Byrne and Derek Hollingsworth both moved on from CSEAS in 2017. Maureen retired and Derek was promoted and moved to another Government Department. Both had been with the CSEAS since its restructure in 2012 and contributed hugely to its successful transition to a centralised service. Maureen was an Employee Assistance Officer (EAO) for many years both pre and post the restructure. We wish Maureen and Derek well in their new endeavours!

Welcome three new faces to the CSEAS

- * Donna Casey, EAO, who has joined the CSEAS Cork Office
- * Claire Delahunt, EAO, who has joined the CSEAS Limerick Office
- * Kellie May, Office Admin, CSEAS Dublin Office

We also had some internal reconfigurations and welcome Rob Walsh, EAO and Deirdre Farrell, EAO, to the CSEAS Dublin Office. Rob was based in the CSEAS Cork Office & Deirdre in the CSEAS Limerick Office.

PUBLIC SERVICE FRIENDLY SOCIETY NEWS

THE CSEAS WISHES TO CONGRATULATE THE PUBLIC SERVICE FRIENDLY SOCIETY (PSFS) ON THE OCCASION OF ITS 90TH ANNIVERSARY



Since May 1927 the PSFS (formerly The Civil Service Benevolent Fund) has been assisting members who find themselves in a tight financial spot by way of repayable (interest free) and non-repayable grants. There are also a number of additional benefits available to members.

If you would like further information on benefits of membership please contact the PSFS (details below) or visit their website www.psfs.ie



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