



## The Confidential Care service by CiC

When you are anxious or stressed about something personal or work-related it can be difficult to be your best at work or at home. That's why we offer the Confidential Care service to anyone working for your organisation.

Confidential Care gives a place to turn for support any time of day or night, 365 days a year. Support is available for whatever issues you might be facing, including work stress, depression, marriage and relationship issues, legal concerns, coping with change, parenting issues, financial problems and much more.

### How does it work?

You simply call the freephone number whenever it's convenient for you. No appointment is necessary and the service is as close as your phone.

Experienced, professional counsellors are available to listen to your concerns, determine appropriate resources, and then help you take the next steps.

By calling in you can access professional support services offering emotional, psychological and practical help, ranging from referrals for face to face counseling to information and advice teams who will support you through a wide range of personal and work-related issues.

Sometimes you may have more than one issue that's bothering you, rest assured that Confidential Care can provide you with support that will help.

### Is this really free?

Absolutely, there is no cost to you and everything is completely confidential. On top of this the people at Confidential Care have many years of experience, so please call the EAP Adviceline whenever you're facing a challenge. You can also access the Confidential Care wellbeing website by visiting [www.well-online.co.uk](http://www.well-online.co.uk), just log in using the username provided. By visiting Well Online you can research for yourself the range of support available to you, watch videos and access a wide selection of help sheets and articles written on topics that relate to you and your own wellbeing. We update our help sheets and articles at least once a month so be sure to check back for more if you've already visited.

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### Are there any limits to the service?

In some ways yes, although the service includes access to structured counselling support for some, this will only be offered following an assessment with one of CiC's adviceline staff. Our adviceline staff are themselves counsellors and are professionally qualified to determine the most appropriate course of structured support for you given your own unique set of circumstances.

Face to face counselling is not the only form of structured support that may be offered to you, CiC also make use of structured telephone appointments and a number of other forms of support as well.

While there are some other situations in which we might not be able to give you exactly what you are looking for our team should always be up front and caring in their dealings with you, we will do our best to provide you with holding support until such time as you can access further support outside of the service.

We might even be able to guide you in this process as we hold an exhaustive list of external support organisations on our database, and remember, there is no limit to the amount of times you can phone the EAP Adviceline staff.

### How do I access the service?

Accessing the service is easy to do and there are a variety of ways to do so. The most common method of contact is through our Adviceline. If this does not suit your needs you can email the Confidential Care service, use online chat through Well Online, use internet video calling, or be referred after consultation with a manager. No matter your preference, CiC will facilitate. To find out ways to contact the service please refer to promotional material within your organisation, or visit our online wellbeing portal at [www.well-online.co.uk](http://www.well-online.co.uk).

