

About CiC

Confidential Care is provided by CiC. CiC was founded in 1988 and currently provides a range of employee support services to over 300,000 employees in the UK and abroad.

PRIVACY POLICY STATEMENT

Personal data provided by you when contacting Confidential Care is under the control of CNLR Horizons Limited T/A CiC.

CiC may disclose your personal data to a third party counsellor engaged by CiC to provide counselling services to you. Such counsellors are bound by a strict code of ethics and obligations of confidentiality which means that they will be under an obligation not to disclose any of your personal data to any third party including your employer unless required to do so by law. By seeking counselling advice from CiC you consent to the disclosure of your data to such third party counsellors.

All personal data collected by CiC is used by us solely for the purpose of providing a service to you. However, CiC does collate non-identifying or anonymised data about individuals to whom we provide support, in order that their employers can evaluate the quality of the service. Any feedback given by CiC to your employer is completely anonymous and is carefully monitored to ensure that no individual can be identified from that feedback at any time.

Details of your counselling and data collected about you are kept strictly confidential by CiC's clinical staff and any counsellor engaged in the provision of counselling to you. In extreme situations where there is a risk to you or to other people, we may have to disclose your personal data to a third party, but we would endeavour where possible to discuss this with you first.

0800 085 1376

Confidential Care

your free and confidential
information, support and counselling service

Available 24 hours a day, 7 days a week, 365 days a year

0800 085 1376

Minicom 0800 781 7935

Typetalk 18001 0800 085 1376

www.well-online.co.uk



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Confidential Care

The pace of life today is hectic and juggling work with personal lives and family responsibilities can be extremely difficult. From time to time, the pressure can be overwhelming, and we can all benefit from some extra support.

Recognising this, your organisation provides you with a service called Confidential Care which can assist you with the day-to-day issues you face and can help you to gain a healthy balance between your work and home life.

Confidential Care offers you access to an independent, free and completely confidential telephone advice service. You can call the Confidential Care line as often and for as long as you need and discuss any issues you may have with the advisor, for example:

- Organisational and workplace change and redundancy
- Performance at work
- Managing pressure
- Bullying and harassment
- Marital, family and relationship difficulties
- Stress, anxiety and depression
- Alcohol/substance misuse and addictive behaviour
- Bereavement
- Work/life balance issues
- Traumatic incidents

Subject to selection of this element of the service by your organisation, cover may also be extended to your partner and your immediate family members. Family members are defined as partners and dependent members (over the age of 16) of your household.

This leaflet explains the Confidential Care service in more detail and answers some of the questions you may have. Attached to the back you will find a wallet card with details of the Freephone number for you to keep close at hand.

Accessing Confidential Care

Confidential Care is available 24 hours a day, 7 days a week, 365 days a year.

When you call the Freephone number, you will immediately speak to a trained telephone advisor who, with you, will determine the best course of action to meet your particular needs. You may benefit from simply talking with the advisor, or you may wish to receive more specialist support. Whatever your situation, the advisor will help and, if appropriate, will put you in touch with an expert who will assist you with the issues you are facing.

If you have hearing difficulties, you can reach us via minicom on 0800 781 7935, or Typetalk on 18001 0800 085 1376.

Alternatively, you can find a wide range of information and suggestions for additional resources at www.well-online.co.uk. Your Human Resources department will be able to issue you with login details for this site.

Practical Advice and Information

Debt Advice

(available 8am to 8pm, Monday to Friday and 9am to 1pm Saturday)

For detailed advice and support with all debt concerns. This service offers a hands-on approach to help you manage debt, from drawing up Debt Management Plans right through to the setting up of Individual Voluntary Arrangements. Mortgage advice is also available.

Legal, Financial and Tax Advice *

(available 8am – 8pm, Monday to Friday and 9am to midday at weekends)

Provides extensive advice across a broad range of issues by experienced legal advisors, covering issues such as:

- Consumer Law
- Debt and Bankruptcy
- Welfare and Benefits
- Motoring Offences
- Personal Injury
- Boundary Disputes
- Landlord and Tenant Disputes
- Planning Matters
- Matrimonial Law
- Child Maintenance
- Cohabitation
- Contact with Children
- Divorce
- Domestic Violence
- Discrimination
- Health and Safety

Family Care * (available 24 hours a day, 7 days a week)

For support with all child, elder and disability care issues. From finding a care home for an elderly relative through to locating a playgroup or after school club in your area, all suppliers are thoroughly vetted prior to recommendation.

Everyday Matters * (available 24 hours a day, 7 days a week)

A valuable time-saving tool, allows you to request any information with regards to services, activities and suppliers in your area:

- Find a doctor or dentist
- Foreign office advice
- Airport information
- Passport advice and visas
- Evening classes
- Vets
- Specialist retailers
- Gyms
- Beauty and fitness clubs
- Events
- Driving instructors
- Leasing and hire companies

* Cover is subject to selection of these elements of the service by your organisation

Counselling

Subject to the selection of this option by your organisation, CiC can provide you with a referral for face-to-face counselling. If you and the telephone advisor decide that counselling may be helpful, you will be referred for a limited number of sessions with a fully qualified counsellor. You will be matched with a counsellor most suited to your needs. Counselling usually takes place at the counsellor's premises, close to your work or home, whichever is more convenient for you.

Your Questions Answered

Is Confidential Care really confidential?

Yes. Confidentiality is at the heart of Confidential Care and our telephone advisors and counsellors are bound by their professional Code of Ethics. The only information given to your organisation will be of a limited statistical nature and will not identify individuals.

When you contact Confidential Care, the only information you have to provide is the name of the organisation for whom you work. You do not have to give your name or department and you do not need to tell anybody else that you have used the service unless you wish to do so. If you are offered counselling, we will need to take details of your name and address. Appointments can be offered outside normal working hours to allow you to preserve confidentiality.

Is it really free?

Yes. The Confidential Care service has been paid for by your organisation and is completely free of charge to you. However, if you are referred on to a specialist organisation, require longer term counselling or choose to select services outside the scope of Confidential Care, there may be some costs involved which you will have to meet yourself.

How often can I use Confidential Care?

To obtain general information and support, you can use Confidential Care as much as you want to – there is no limit to the amount of calls you can make. However, in most cases, referrals to face-to-face counselling will normally only be made once within a 12 month period.

If I use Confidential Care, does that mean that I do not have to discuss personal concerns with my line manager?

As Confidential Care is completely independent from your organisation, we do not replace your Human Resources department or line manager. You may, however, find it helpful to discuss issues with your manager as well as with Confidential Care if they are affecting your wellbeing.

Can my manager make me contact the service?

No. Use of the service is completely voluntary. However, your manager may recommend or encourage you to call Confidential Care.

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