



## Employee Counselling Service: Information for employees

### How can counselling help you?

Your emotional wellbeing is an important part of your overall health.

We can help with worry, stress, burnout, depression, family or relationship problems and other mental health issues that you might be experiencing. Counselling can enable positive changes to take place leading to a healthier, happier and more hopeful outlook.

Your employer has engaged us to make a face-to-face counselling service available for employees so that you have somewhere safe and confidential to turn. The Employee Counselling Service offers you quick access to a qualified and experienced counsellor paid for by your employer. With the support of your employer, we can offer options of either six or ten sessions of counselling.

Cogwheel has an experienced team of counsellors who are able to provide support for an extensive range of needs.

They are trained to help people talk about sensitive issues and to find ways forward for themselves.

### Will your counselling be kept confidential?

Confidentiality is key and our counsellors work to a strict code of professional ethics, meaning that no information about your counselling will be disclosed to your employer.

### How is counselling arranged?

To request counselling under the Employee Counselling Service please email us at [headofservices@cogwheel.org.uk](mailto:headofservices@cogwheel.org.uk) and we will then contact you to initiate a client referral process.

When the client referral process is complete, we will match you with a counsellor. Your counsellor will contact you to arrange your counselling sessions which may be online or at our offices within the Cambridge & District Citizens Advice on Devonshire Road in Cambridge.

It is important to keep to the timetable of sessions agreed with your counsellor. However, we understand that situations crop up and you may need to cancel or postpone a session. If this happens, please give your counsellor as much notice as possible (at least 48 hours).

### Longer Term Support

If you and your counsellor feel that ongoing counselling could be helpful, you can consider applying directly to Cogwheel Counselling for further counselling. This would be at your own expense.

### Who are Cogwheel Counselling?

Cogwheel is a well-established charity which has delivered counselling since 1988, and with our accreditation with the British Association for Counselling and Psychotherapy we can guarantee the highest levels of professionalism and ethical standards.