

This service is free to you and you do not pay for any part of the service: this has already been contracted by your employer.

If you have reason to believe that the service you receive falls below your expectations it is important to us that you let us know. There is an Account Manager that you can ask to speak to if you have any concerns or problems. These will be discussed with you and if it is appropriate we will then activate our **complaints procedure**; a copy of this will be sent to you and your employer will be notified that this has happened.

The therapist who works with you is a **qualified professional**. As well as representing this organisation, they also are part of a professional organisation with a professional code of conduct and they are required to act in an ethical, courteous, supportive and respectful manner at all times.

At the end of your counselling you will be provided with a **feedback** form which can also be accessed and completed on-line at www.timefortalking.co.uk This is important to us because it helps us know if you have felt supported by the service and it allows you to make any recommendations for improvements.

You can expect that at all times when you are working with this organisation that you will be treated respectfully and without any form of

bias or discrimination. **TimeforTalking** is committed to **equality of access and opportunity** in all aspects of its work. It is our policy to ensure there is no discrimination on the basis of age, gender, colour, race, nationality, ethnic origin, marital status, religious beliefs, sexual orientation or disability and we seek to actively promote diversity.

To use this service or to contact any of the managers call:

0800 970 3980

email

admin@timefortalking.co.uk



TimeforTalking is part of the TCS-Group
Therapeutic Counselling Services



Counselling and support services for employees

This service provides you with a **24/7 helpline** which you can use to speak to counsellor about anything that is worrying you or causing you distress. It might be a personal issue or a work issue and the helpline allows you to discuss it with someone who will support you to find the best way to deal with your worry.

You can connect with us through the helpline or by using the **on-line chat facility** and we can offer you counselling support either on the **telephone, face-to-face** or by **Skype**.

Counselling is used for different reasons:

- ✓ stress at work or at home
- ✓ relationship problems at work or home
- ✓ suffering from depression or low self-esteem
- ✓ bereavement or difficult changes in life
- ✓ struggling with alcohol or drugs
- ✓ going through a disciplinary at work
- ✓ health concerns

Counselling gives you a private and confidential opportunity to talk about your concerns with a qualified therapist who can help you examine your issues in a new light. People who use counselling normally feel they have been supported by **sensitive understanding and respectful empathy**. **Counselling is a non-judgemental form of support** which focuses more on the person looking for the support rather than on the problems. Counselling does not measure the size of a problem but instead looks at the impact that it is having on you and your wellbeing.

Helping you feel that you have more control in your life is a key purpose in counselling and people come to counselling to find the best way to manage their life circumstances at that time. There is a direction and purpose in the therapy but it is one that you set and the counsellor helps you think it through, plan

ahead and build up your resilience to move forward.

The counselling that you receive will take place over **a contracted number of sessions** which will be made clear to you at the start of your counselling by the counsellor. Counselling is a process and does not lead to immediate change for this reason and **it is important that you attend all the sessions** so that over the weeks you begin to feel differently. Together with your therapist you will monitor changes in how you feel and changes in your outlook on life.

The services you receive are **confidential** and neither your employer nor anyone else in your life is made aware of anything you discuss. It is essential to this organisation that your confidentiality is respected. The therapist will only discuss how the work with you is going in their clinical supervision and this is done confidentially to ensure that you are receiving the best and most appropriate support.

Respecting you and your confidentiality is of critical importance but **protecting life** remains an overriding principle. If it is felt that your life or the lives of others are at risk we will act to protect you (or others) and if that means breaching your confidentiality we are willing to do this. It is very rare that this happens and even if it does, we will do all we can to discuss it with you first so as not to act against you.

There is a high demand for these services and if you do not attend or if you **cancel with less than 48 hours' notice** this session may still have to count as one of your allocated sessions and your employer may be charged for it. *If you are unable to attend a session please let us know as soon as you can.*

Your counsellor will keep **brief notes** after each meeting. These notes are stored in a secure and encrypted electronic format with **TimeforTalking**. It is our practice to store these records for a period of 3 years after the end of counselling. These cannot be accessed by anyone outside of this organisation. If you require a copy of these notes an administration charge will apply. **TimeforTalking** will keep your name and contact details on file for administration purposes only. This information is kept separate from your session notes. **We do not share your information** with any other organisation and we do not use this information for any purpose except the administration of this service.

TimeforTalking/TCS is registered with the UK Information Commission under the **Data Protection Act** (1998) and adheres to all their policies on the safe keeping of information.