

What is Therapy?

What to expect from your EAP sessions, either telephone, online or face to face.

The EAP therapy sessions are a space for you to talk through your feelings, thoughts and behaviours with a professional. It is not easy having therapy for the first time and it is certainly not unusual to feel hesitant about sharing personal information. Our counsellors are very aware of this - they are trained to listen and not to give advice or pass judgement.

The counsellor should be objective and empathic. Sessions last for between 50 minutes to an hour and are confidential. Sometimes telephone sessions are for a shorter time; this is due to the intensity of working on the telephone.

The therapy sessions aim to assess how you are coping, support you and help you to make creative changes.

The counsellor will help you to achieve this by encouraging you to:

- ▶ explore your feelings
- ▶ facilitate your understanding
- ▶ heighten your self awareness
- ▶ deepen your thinking
- ▶ identify patterns in thinking or behaviour

You are being provided with the time and expertise of a specialist who can help you understand more about how you can make changes for yourself and your life. The sessions can be used to explore work or personal issues and help with the symptoms you may be experiencing for instance anxiety, depression and low self esteem.

Confidentiality

The service is confidential and our counsellors adhere to a strict code of ethics. Confidentiality will be explained to you in the first session so if you have any questions please ask.

In certain circumstances, where there is risk to yourself or to others we may need to break confidentiality. This is very rare and whenever possible would be discussed with you

in advance. In such cases Confidential Care would disclose limited information to those that can support you and encourage you to actively seek additional help for yourself.

What do you need to do?

Agree a mutually convenient time with your counsellor. When seeing a counsellor for face to face appointments the counsellor may not have a waiting room and it is therefore advisable to plan the time of your arrival, and to take a book / water / umbrella etc in case you have to wait outside.

If you have to postpone or cancel a session, do try and give at least 24 hours notice as if you cancel with less notice you may forfeit the session. Avoid taking anything that alters your sense of self and mood before sessions. This includes alcohol or non-prescribed drugs. If you are taking prescribed medicine then do mention this in the assessment session and try to have the name and dosage with you for information.

Please fill in all the questionnaires, accessed via the internet link that we will provide you with, or if hard copies are sent to you, take these to your first session. These are not mandatory but are designed to facilitate the therapy process enabling you to get the most from your sessions. It can be helpful to set aside some time after the session to reflect as the therapy process can trigger a range of feelings and reactions. This is a normal part of the process, however, if you are concerned about how you feel then discuss your worries in the next session or telephone Confidential Care.

What if I want to continue the therapy process?

The counsellor you are seeing for your EAP therapy will be able to suggest options to you for longer term support in your area, taking into account any financial restrictions, particular requirements or types of therapy available. You can also contact Confidential Care afterwards for further referral options. You won't be able to continue seeing your EAP counsellor privately as they are contracted to work in a time-focused model.