



# Confidential Care

## Your Employee Wellbeing Programme



Your independent, free and confidential information, advice and support service including the counselling service.



**An independent, free and confidential advice service. Whether you're after practical advice or emotional support with either work or personal issues, we can offer expert guidance.**



**Available 24 hours  
7 days a week  
365 days a year**



**Debt & Financial  
Management**



**Legal &  
Tax Advice**



**Family Care**



**Everyday  
Matters**



**Therapy &  
Emotional Support**

# Ele - Digital Wellbeing Platform

An on-demand content library with 6,500 lived experience videos, interviews, podcasts, and expert-led discussions.

A new platform from our EAP provider.

Feel free to login and access Ele 24/7!

Available on your phone or other devices.

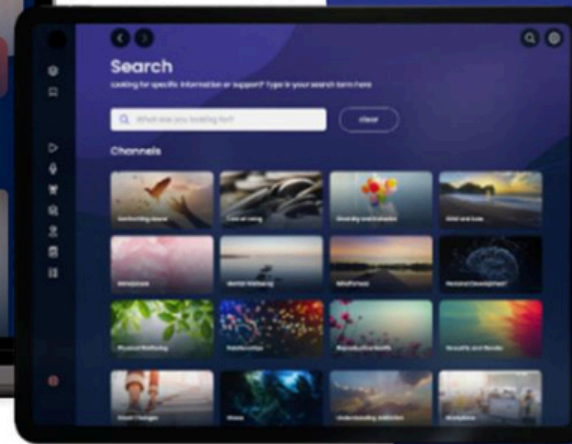
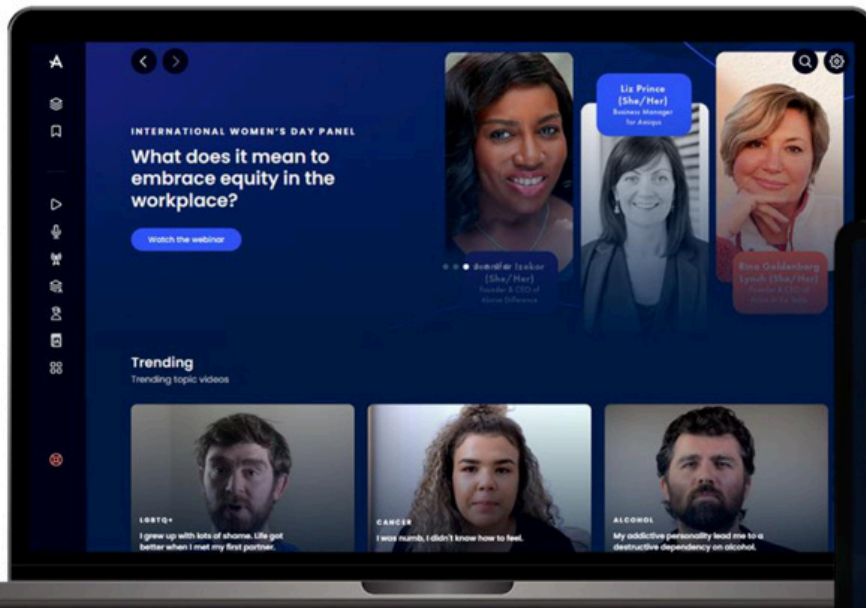
**Our domain:**

<https://kmicb.elewellbeing.co.uk>

**Username:**

[kmicb@elewellbeing.co.uk](mailto:kmicb@elewellbeing.co.uk)

**Password:** KMICBWellbeing



# Confidentiality

## Who will know I've called?

Your details are confidential and we don't tell your employer or anyone else that you've called. In the rare cases where we think people may be at risk of harming themselves or others, or if we legally have to, then we may need to break this confidentiality. We would aim to do this in full consultation with you. Our privacy policy can be read at [www.well-online.co.uk](http://www.well-online.co.uk).

## What do I need to tell you?

Just the name of the organisation that you work for. If we arrange counselling for you, we will need your name, address and contact details

## What will you tell my employer about my call?

We provide general statistics to your employer about how many people have used the service and the reasons for use. We never provide information which could be used to identify individual callers.

## Who will I speak to?

All CiC counsellors are accredited to or registered with BACP or an equivalent professional body. Our Code of Ethics and Standards can be found at [well-online.co.uk](http://well-online.co.uk)





# Contact Us

**Telephone:**

0800 085 1376

Or +44 (0)20 7938 0963

**Manager's Support Line:**

0800 085 3805

**Email:**

[assist@cicwellbeing.com](mailto:assist@cicwellbeing.com)

To obtain the Username and Password, please contact the Kent & Medway Primary Care Training Hub

[kmicb.kmpcth@nhs.net](mailto:kmicb.kmpcth@nhs.net)

