CORPORATE COUNSELLING SERVICES

F.A.Q.

1) What is CCS?
Corporate Counselling Services (CCS) provides workplace mental wellbeing and Employee Assistance solutions for organisations, supporting employees and managers with confidential, clinically governed services across multiple countries and languages.

2) Is this an EAP?
CCS can be positioned as an Employee Assistance Provider (EAP) / employee counselling and wellbeing solution, often including counselling, manager support, critical incident response, and training—depending on the package selected.

3) Who can use the service?
Typically, employees (and often immediate family members, if included). Eligibility is defined per client contract.

4) How do employees access support?
• Dedicated 24/7 toll-free number answered by qualified professionals (counselling psychologists) in Local language and English,
• Web-based app
• Chat-services in certain languages
Depending on the client setup. CCS uses an intake/triage process to direct users to appropriate support.

5) Is support available across multiple countries and languages?
Yes. CCS is designed for multi-country workforces, with multilingual delivery and operational coverage across time zones (exact language/country scope confirmed per client).

6) What types of issues are covered?
Common topics include stress, anxiety, burnout, relationships, work conflict, adjustment/change, grief, trauma, and practical guidance. The exact scope is explained in the client documentation.

7) Is CCS a crisis/emergency service?
No. If someone is at immediate risk of harm, they should contact local emergency services. CCS can provide rapid post-incident support and guidance as part of a critical incident response.

8) How is confidentiality handled?
Confidentiality is central. Individual-level clinical information is not shared with employers. Employers receive aggregated/anonymized reporting to identify trends and inform wellbeing actions.

9) What reporting does the employer receive?
Typically: usage trends, topic categories (high-level), satisfaction indicators, and recommendations—without identifying individuals. Reporting cadence is agreed per client.

10) How does CCS ensure clinical quality?
CCS operates under a clinically led governance model, with defined standards for provider selection, supervision, quality assurance, and ongoing management of the counsellor network. [ISO certified, GDPR compliant]

11) Can CCS support managers specifically?
Yes. Manager consultations/coaching can help leaders navigate team wellbeing, performance concerns, and sensitive situations while remaining within appropriate boundaries.

12) Can CCS support critical incidents?
Yes. CCS can provide critical incident response (e.g., after traumatic events), including leadership guidance and group/individual support, depending on the agreed scope and response timelines.

13) What is the typical implementation timeline?
Depending on complexity and countries, implementation can range from 1 to 2-3 weeks. CCS supports onboarding, communication materials, and setup of access routes.

14) How is engagement encouraged?
Best practice includes a clear launch plan: leadership note, employee comms toolkit, posters/intranet content, manager briefing, and periodic reminders. CCS can provide recommended communication templates.

15) What utilisation rate should employers expect?
Utilisation varies widely by industry, geography, communications, and organisational context. Healthy engagement is driven by trust, visibility, accessibility, and manager support—not a single “target number.”

16) Can CCS work alongside an existing benefit provider?
Often yes. CCS can integrate as a component of the client’s wellbeing ecosystem, aligned with existing medical/insurance offerings while maintaining confidentiality and clinical governance.

17) Is it GDPR compliant?
CCS follows data protection requirements and supports clients with GDPR-aligned processes. Specific data processing terms and documentation are provided during contracting.

18) How is pricing structured?
Pricing depends on scope (countries/languages, employee population, modules, reporting cadence, critical incident coverage). CCS can provide package options and broker-friendly proposal formats.

19) What does CCS need from the broker to scope a proposal?
Countries, headcount, desired modules, preferred go-live date, and any sector-specific risks. A short scoping call can speed up proposal turnaround.

20) What is the process for broker referrals?
Broker intro → scoping → proposal within 3 business days → optional joint client call → final proposal → implementation.

Learn more: **ccsint.com**

Confidentiality note: CCS protects individual privacy. Employer reporting is aggregated/anonymised and designed for insight—not identification.