

# Livvit Guide 2020



Healthy Business  
is done together!

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# Chapter 1

## General information

# The Livvit Guide

Universities of Applied Sciences are choosing Livvit for their health management. This is a show of trust in Zilveren Kruis; an excellent choice in the context of Healthy Business.

## **This guide describes all the care we offer you within Livvit.**

Using health solutions, we work towards a healthier workplace together. The aim is to ensure healthy and vital employees who are committed, more flexible, and more creative. Productivity increases, absence costs fall and the operating result improves. Healthy employees directly contribute to the success of your university of applied sciences.

## **All costs, reimbursements and discounts can be found in this guide.**

As an employer, you may qualify for these. For the complete terms and conditions, please see the terms and conditions and reimbursements.

## **Health management through a unique cyclic process of insight, solution and implementation**

Your Healthy Business adviser will give you insight into the use of care, e.g. via the quarterly report and the Zorgplus analysis. They will also offer you the Basic Health Check.

This insight enables our adviser to make recommendations on how to further strengthen your health policy through a unique cyclic process. This could include:

- Strategic policy advice.
- Advice on how to set up your health programme.
- Advice on implementing the health solutions mentioned in this guide.

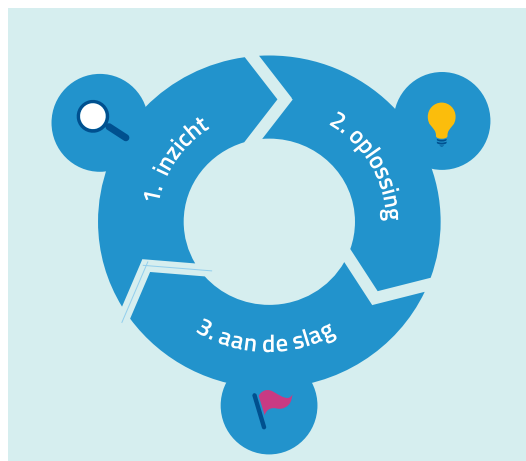
## **What is Livvit?**

A healthy balance between preventive health solutions to prevent absence and to keep your employees fit and vital, and health solutions to quickly re-integrate sick employees.

The Livvit Guide is structured as follows:

- Mental health solutions
- Physical health solutions
- Other health solutions

*The Livvit Guide gives indicative information on the content, prices, and reimbursements. No rights may be derived from the information in this guide. The Livvit policy terms and conditions contain a detailed description of the terms and conditions and reimbursements that apply to you. Please refer to [zk.nl/livvit](http://zk.nl/livvit) for the policy terms and conditions.*



# Zilveren Kruis healthcare provider

## Care provider

Care providers are healthcare providers with whom Zilveren Kruis has agreements, and who work according to the Zilveren Kruis Assessment Guideline (ZBR). Prior to concluding a contract, care providers have been tested on price, quality and efficacy.

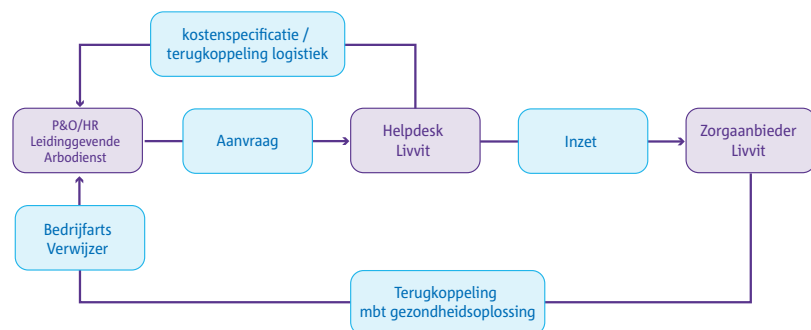
## Care providers submit their invoices to the Helpdesk.

Invoices are reimbursed according to the Livvit terms and conditions. The prices agreed on with our care providers are listed in the Livvit Guide. These prices differ from the healthcare providers' market prices. All prices listed are excluding VAT.

## Procedure to apply for and implement health solutions

Within the Helpdesk, a Livvit team has been formed specifically for universities of applied sciences. This team provides organisational and administrative support. The application and implementation procedure for health solutions:

- Request the health solution via [zk.nl/zakelijk/livvitaanvraagformulier](https://zk.nl/zakelijk/livvitaanvraagformulier).
- You will receive a cost specification of the requested health solution. If you have a personal contribution, please send us a signed copy of the specification. By returning a signed copy, you agree to the costs for your own account as stated on the specification.
- Livvit Helpdesk will immediately apply for the health solution from one of the care providers contracted by Zilveren Kruis.
- After the health solution has been provided, the care provider will provide feedback to the company doctor or referrer.
- The Livvit Helpdesk will pay the invoice in your name.

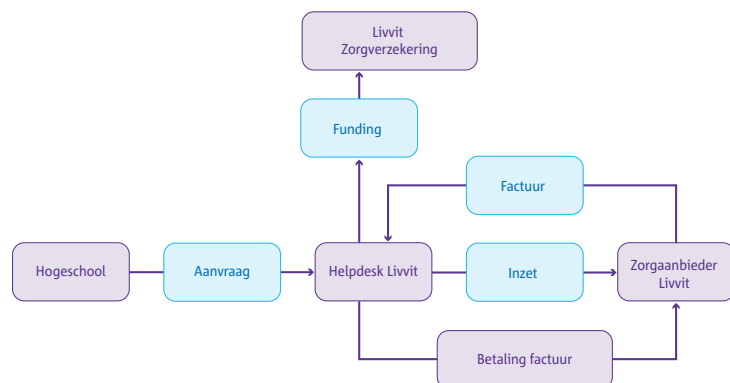


## The invoicing process

Do you use a Zilveren Kruis care provider? The care provider will send the invoice in your name directly to the Livvit Helpdesk. The invoice will be reimbursed by the Livvit Helpdesk \*).

An administrative convenience for you.

\*) When the maximum reimbursement has been reached, you pay a part of the costs yourself.



# Independent healthcare provider

## Non-contracted healthcare providers

These are healthcare providers with whom Zilveren Kruis has no agreements. In some cases it is possible to use an independent healthcare provider. You will receive a reimbursement if the care offered is identical to that of contracted care providers.

## What is the price for non-contracted healthcare providers?

The health solution or service provided by the independent healthcare provider may be more expensive than the health solution contracted by Zilveren Kruis. In that case, the maximum amount of the health solution contracted by Zilveren Kruis will be reimbursed by Livvit. Exceptions to this are the Boost Lifestyle training courses, the workshops and the inspiration sessions. These health solutions are provided exclusively by Zilveren Kruis care providers.

## Quality criteria for independent healthcare providers

Independent healthcare providers for psychological care, occupational therapy, physiotherapy at the workplace or mediation must be certified or registered.

- Psychologists must have a BIG registration or be registered as a GZ psychologist.
- Occupational therapists and work physiotherapists must be registered in the professional register.
- Mediators must be registered in the MfN register.

## The independent healthcare provider is not permitted to operate as a "subcontractor".

This means that the independent healthcare provider who registers with Zilveren Kruis must also provide the care. They are not permitted to contract a third party to partially or fully provide the care.

## The following are the criteria for non-contracted healthcare providers:

- Registration in the professional register (if applicable).
- Health solution or treatment is comparable to that of the contracted care provider.
- No subcontracting.

## Health solutions application procedure

Independent healthcare providers can also be used. This healthcare provider must meet the above mentioned criteria. The application procedure for independent healthcare providers is as follows:

- The care provider fills out an online form on [zk.nl/zbr](https://zk.nl/zbr).
- Zilveren Kruis uses the completed form to assess whether the health solution is comparable to care providers contracted by Livvit.
- After the assessment, Zilveren Kruis will contact the care provider and the university of applied sciences in question.
- Is the assessment positive? The care provider can submit a claim to the employer desk. Invoices must comply with the Zilveren Kruis claims protocol. The care provider can request a copy of the claims protocol.

## How does the invoicing work?

When using an independent healthcare provider, the healthcare provider will usually send the invoice directly to Zilveren Kruis. The invoice must comply with the claims protocol. In some cases, the university pays the invoice itself first. After that, the original invoice and a completed claims form must be sent to the Livvit Helpdesk. The Helpdesk will reimburse the invoice in full, up to the maximum contracted amount. In the event that the independent healthcare provider does not meet all the criteria for reimbursement, the Corporate Health Budget can be used in some cases.

# Corporate Health Budget

The Corporate Health Budget is 20% of your annual premium. This amount can be spent on health solutions for the entire workforce, specific groups or individual employees.

## Reimbursements for projects

In the case of a project related to an event, communication and marketing costs can also be reimbursed from the Corporate Health Budget. Submit your request to your Healthy Business adviser. He or she will assess the eligibility of the project.

## Supplementing health solutions

It is possible to use the Corporate Health Budget to supplement health solutions that are already being reimbursed through Livvit. This could include health solutions for work-related care that may apply to the entire workforce.

## Services not eligible for reimbursement

Examples of services which are not eligible for reimbursement from the Corporate Health Budget include:

- Activities in response to legislation and regulations (RA&E, PMO).
- 2nd phase reintegration activities.
- Investments in buildings.
- Acquisition of offices furnishings, gym.
- Hobby or sports membership fees or contributions.
- Wages for in-house employees.
- Costs of gift vouchers or other forms of gifts.
- Costs that are indirectly related to the care project, such as costs incurred for meetings and transport costs.

## Are you consulting an independent healthcare provider?

And does this healthcare provider not meet all the criteria for reimbursement? Then you can use the Corporate Health Budget. The Corporate Health Budget is set per calendar year. When the year is up, the remaining amount is cancelled.

# Health insurance excess

For some health solutions, costs can be reimbursed through the employee's health insurance. This means that the employee pays the compulsory and/or voluntary excess in that year.

## Healthy Business support adviser

Call on the Healthy Business adviser for help and advice on using Livvit. Together with the adviser, you determine which activities are most beneficial to the university.

### **You will receive a management report**

which the adviser will discuss with you. The report will provide insight into costs and revenues. It is possible to receive this report several times a year.

## Zilveren Kruis Assessment Directive (ZBR)

A few years ago, Zilveren Kruis introduced the Zilveren Kruis Assessment Directive (ZBR) for work-related care. The ZBR assesses the quality aspects of the care provider and product/service with a focus on both input and output. With this quality test, Zilveren Kruis wants to manage and further improve the quality of its contracted health solutions.

### **The Livvit care providers have been tested according to and comply with the ZBR.**

The Assessment Directive consists of three parts:

- reliability of the organisation; The questionnaire is aimed at the organisation's reliability and stability. To what extent does the organisation comply with its obligations? These points will be assessed with the written test.
- process management; The questionnaire focuses on the extent to which the organisation has mastered the processes. Is there procedural control for the primary process: the intake, execution, evaluation, and invoicing of the production and/or service? These points are assessed with the practical test.
- demonstrability of the product or service; This questionnaire is aimed at the effectiveness, price, and accessibility of the product being offered. These points are also assessed in the practical test.

### **ZBR for non-contracted healthcare providers**

You are permitted to use a non-contracted healthcare provider in a number of cases. To this end, the non-contracted healthcare provider will fill in a form with assessment criteria. Zilveren Kruis takes care of the further processing with you and the non-contracted healthcare provider. Processing the application takes approximately 2 to 3 weeks. For more information, please visit [zk.nl/zbr](https://zk.nl/zbr).





## Chapter 2

# Mental health solutions

This chapter contains all the health solutions necessary to keep your employees mentally fit.

# Sustainable employability and management

## Management training

For HR management, managers, and employees

### Who is it for?

The training is for HR management, managers, and employees who are or will be confronted with changing situations.

### What does the HR management training involve?

The training provides insight into one's own process and one's own function with regard to sustainable employability and vitality. The training creates awareness. Insight and tools are provided to improve preventive management of the sustainable employability of employees. The HR manager is given an online intake beforehand, which indicates the expectations. This personalises the training as much as possible. Attention is also paid to determining a strategic long-term vision of sustainable employability, also touching on the impact thereof on stakeholders and the organisation.

### Learning objectives of the HR management training:

- Better recognising stress signals in the manager himself/herself and his/her employees.
- Gaining insight into the creation of support in order to optimise the implementation of changes.
- Strengthening advisory skills.
- Better connection with line management.
- HR decisiveness and positioning (management).
- Insight into making a strategic plan for this theme.

### What does the management training involve?

Managers may have to deal with employees who are not happy with themselves; or with questions on preventively organising the work in such a way that employees remain permanently employable within it. Both aspects receive attention in the training, depending on your own situation. Managers gain insight into recognising signals from their employees. They also gain insight into their own process and function in order to have a discussion about it. The training provides tools for better preventive management of the sustainable employability of employees, both mentally and physically. The manager can indicate his or her expectations beforehand, during the intake. This personalises the training as much as possible. The basic principles of your own organisation are taken into account.

### Learning objectives of the management training:

- Better recognising personal stress signals and stress signals in employees.
- Dealing with employees who have difficulty making changes.
- Leaving responsibility with the employees.
- Stimulating management of presence.
- Conducting difficult discussions.

## What does the employee training entail?

The training provides the employees with insight into their own process and function with regard to sustainable employment. Tools are provided to be even more aware, healthy, productive and sustainably employable, and in doing so, remaining in control of their own work.

Managing aspects that influence sustainable employment is the core of the training.

The employee can indicate his or her expectations beforehand, during the online intake. This personalises the training as much as possible.

### Learning objectives of the employee training:

- Insight into the current situation;
- Insight into and awareness of their own actions and the effects thereof;
- Insight into how things can be done differently;
- Make it possible for employees to discuss their own themes adequately.

### Where is the training given?

The training is organised per educational institution and is tailored to each individual situation.

The one-day training will take place near or at your own educational institution.

### Investment and reimbursement

The training costs €1,995 per group, with a minimum of 6 and maximum of 12 participants.

Livvit reimburses 100% per group with a maximum of 1 training per employee per calendar year.

All additional costs for customisation, such as catering and venue costs, will be borne by the educational institution.

### Care provider

Bureau HTM

# Sustainable employability and vitality

## One-day training: Work pressure management

### Standard training for management and employees

The one-day training: Omgaan met Werkdruk (Work pressure management) focuses on the various factors that play a role when experiencing pressure at work. The starting point is the balance in workload, capacity, and support. During this one-day training, employees and managers gain insight into these aspects, their own resilience and communication within the organisation, and are given the tools to deal with all this effectively. Own management, work/life balance, recognition of signals and addressing them openly in conversation.

#### Who is it for?

Employees who suffer from work pressure and who want to get a solution-oriented grip on it. They are experiencing work pressure, stress, phase of life or change and are in search of insight and awareness into their own process. After the training, participants have insight into the various causes of work pressure and what influence they have on it themselves. But also where they have no influence. They can take a number of targeted actions to reduce the work pressure.

Managers who want to learn to recognise signals, and make them addressable. They manage situations where involving work pressure, stress, phase of life problems or change. During the training they will practice the Difficult Conversation. After the training, managers will be able to recognise the signals better and will be able to openly discuss work pressure. Insight into and awareness of their own actions and the effects thereof on others. Teams who, together with their team leader, want to learn to express themselves and to enter into a dialogue with each other to get a better grip on the work pressure as a team.

#### Investment and reimbursement

The training is provided by Leefstijl Training & Coaching (LTC training)/NextSteps.nu and costs €2,000 per group, with a minimum of 6 and maximum of 12 participants. Livvit reimburses 100% per group with a maximum of 1 training per employee per calendar year. Any additional costs such as the use of an actor, catering and location rental are for your own account.

#### Provider

LTC training/NextSteps.nu

# Sustainable employability and vitality

## Customised one-day training

Customised training for management teams, employee teams, and HR teams

A customised training that responds to relevant themes within the educational institution. Sustainable implementation, self-management, organisational changes, educational innovations, creating result-oriented and responsible teams. In this one-day training, we mentor and support the team with all these changes. After an extensive intake we closely match the team's needs, phase and self-managing ability. This ensures a secure and long-lasting effect.

We start with a personal and comprehensive intake; we make the programme for the one-day training together with you. Ownership and involvement of the team ensure that the team's needs are met and that there is a strong retention and long-lasting effect. During the one-day training we work on the issues, always addressing the head, the heart, and the hands. Questions and solutions really have to hit home. We conclude with a plan of action for the team and concrete follow-up steps. If desired, and in consultation with your adviser, we can spread the one-day training over two days with interim exercises and assignments. Participants leave the training with insight, awareness and tools to increase their own influence and to identify and undertake follow-up steps.

### **Investment and reimbursement**

The training is provided by LTC training/NextSteps.nu and costs €2,718 ex. VAT.

Livvit reimburses a maximum of €2,000 per group, with a minimum of 6 and maximum of 12 participants and a maximum of 1 training per employee, per calendar year. All additional costs for customisation such as the possible use of an actor, catering and location rental are for your own account.

### **Provider**

LTC training/NextSteps.nu

# LTC Boost training

## Who is it for?

Employees who are in danger of becoming unbalanced due to stress caused by high work pressure, disturbed work-life balance, fatigue, reorganisation, conflicts or divorce, for example.

## Today's hectic world is extremely demanding.

Imbalance is constantly lurking. The LTC Boost training course helps you gain insight into your own actions and behaviour and how you can influence these. We focus on relaxation, nutrition, sleep, movement, recovery, qualities, communication and enthusiasm. We work in a group of approximately 12 people, led by two experienced trainers.

## Before the training begins, the employees complete a questionnaire.

After registering, the employee receives a link to the questionnaire. The manager or company doctor will also be asked some questions. The completed questionnaire constitutes additional input for the training. At the end of the course, each employee writes a personal plan of action.

## The training is followed-up with an e-coaching and e-consultation process.

During the training, the employees receive help in putting the lessons learned into practice. LTC training/NextSteps.nu will contact the employee within 5 working days after the Boost training to follow up on the training. LTC training schedules two coaching sessions, approximately 3 and 6 weeks after the training. Three months after the training, LTC training/NextSteps.nu will check how things are going via an online evaluation. This allows them to tackle situations which arise in the meantime, increasing the effect and sustainability of the training.

## Where does the training take place?

The training takes place in the Apeldoorn region.

### Investment and reimbursement

The training costs €1,559.70 per person. Employees with a 3-star Supplementary Zilveren Kruis insurance receive a €1,000 reimbursement. Employees with a 4-star Supplementary insurance receive €1,250. Livvit supplements the remaining costs up to 100% with a maximum of one LTC Boost training course per year.

### Please note!

- A doctor's referral is required.
- If the employees has a Supplementary Zilveren Kruis insurance, the costs will be claimed from this insurance first.

### Care provider

LTC training/NextSteps.nu

# Corporate social work (coaching)

Corporate social work offers your employee a purposeful and solution-oriented training using proven methodical conversation management. Your employee receives individual, short-term support to achieve a long-term effect.

## What does corporate social work entail?

The aim of corporate social work is to prevent absence and/or have the employee return to the workplace as quickly as possible. During the first interview (intake), the situation is examined to see if corporate social work is necessary, and whether the problems lie within the framework of the job. This is followed by the individual interviews. These usually take place at the corporate social work provider's location.

## Who is it for?

Employees functioning at a reduced capacity due to work and/or private problems or developments, or who are at risk of being absent.

## In what situations can corporate social work be introduced?

### Corporate social work, support, and work advice for Help Requests

- An imbalance in the work/private life;
- Risk of stress, burn-out and absence;
- Dealing with (organisational) changes.

### Corporate social work, coaching for Developmental Requests

- Change of job & job requirements.
- Learn to prioritise, how best to plan things?
- Learn effective communication, how do I come across?

### Corporate social work, coaching Financial help requests

- Organising finances: Structuring finances together
- Creating balance between income and expenditure: Identify the cause of imbalances and achieve financial stability.

## Investment and reimbursement

The costs for corporate social work (coaching) are a maximum of €619.45 per programme. Livvit reimburses the costs of up to 5 sessions. Livvit reimburses 100% of a maximum of 1 programme per person per year.

### Please note!

Not all care providers work on-location. Any extra costs charged by the care provider for this purpose will not be reimbursed.

### You receive reimbursement for one coaching programme per year.

For certain types of coaching, we reimburse a maximum of 1 programme per employee, per calendar year. These include:

- the individual stress reduction programme: Werken aan Veerkracht door hartcoherentie (Working on Resilience through Heart Coherence);
- the group stress reduction programme: Vergroot je veerkracht, verminder je stress! (Increase your resilience, reduce your stress!);
- Jong geleerd en oud gedaan (Old Habits Die Hard), Resilience guide (individual and group sessions);
- Corporate social work (coaching);
- Mental coaching.

## Care providers

BeauAvis, Beter, GIMD and SpecialistenNet Psychologie

# Mental coaching

Livvit offers two types of coaching programmes: mental coaching and physical coaching. More on physical coaching can be found in chapter 3.

## What is the focus of mental coaching?

Mental coaching is aimed at regaining mental balance.

## Preventing or minimising employee absence

If an employee's personal balance is upset, there is a risk of absence. Coaching can guide help the employee in his or her personal and emotional recovery. The care provider helps employees develop themselves to the extent that personal and organisational targets are met faster. Personal responsibility and self-management are key to this.

After approval from the employer and the Livvit Helpdesk, an intake interview will take place within five working days. During this interview, options to prevent or minimise the problem of impending absence will be examined.

## What does the coaching programme entail?

Livvit offers three different coaching programmes:

- HeyCoach on location
- Theme-specific coaching
- Balance recovery coaching

The following is a brief explanation of each programme.

### HeyCoach on location

Using the secure Shared Connect portal, the employee can conduct an intake online via phone, email, chat, or video on a daily basis between 9am and 9pm. The employee immediately has a conversation with a coach who continues the process. All coaches are I-O (industrial-organisational) psychologists registered with the Dutch Association of Psychologists (NIP). After the intake, the employer will make agreements with the care provider about a walk-in consultation hour on location. The sessions have no predetermined length. However, the maximum coaching time is three hours.

### Theme-specific coaching

Within theme-specific coaching, an employee chooses on of the following themes:

Stress management programme	Talent development
Burn-out intervention	Mental and physical complaints
Work/private problems	Motivate and stimulate
Vitality at work	Professional durability
Dealing with uncertainty	Changes within the organisation
Confronting fears	Coaching for HR managers
Self-management	Mindfulness at work

The employee can register online or by phone. Based on the profile and possible location of a coach, the employee chooses a coach. Based on the profile and possible location of a coach, the employee chooses a coach. This is followed by a no-strings-attached, in-person meeting to determine whether the coach is a good fit. If they click, the employee and the coach jointly determine the goals and an action plan. The employee then takes an online test tailored to the chosen coaching theme. The employee receives a report based on the test results and he or she has a one-hour coaching interview. Subsequently, the employee starts working on an assignment at home or at work.



After this, the employee has three more coaching sessions; two half-hour sessions by Skype or by phone, followed by a final, face-to-face meeting which concludes the coaching process. During this final session, a plan of action is drafted for further development after the coaching and the entire coaching process is evaluated.

Lastly, the employee fills in the online evaluation form and the impact measurement tool.

### **Balance recovery coaching**

The employee starts the process with a 90-minute in-person intake. This is followed by a 60-minute face-to-face coaching session, after which the employee starts working on home assignments. Online questionnaires and 20 e-health modules are used for this purpose. During this assignment phase, the employee will receive a total of 60 minutes of additional coaching: two half hour sessions by phone or one hour-long video session. After completing the coaching process, the employee can receive support by telephone or email.

## **Investment and reimbursement**

### **Costs**

HeyCoach: €119 per hour of coaching (calculated per 15 mins)

Theme-specific coaching: €446

Balance recovery coaching: €461.70

### **Reimbursement**

Livvit reimburses 100% of a maximum of 1 programme per person per year, up to a maximum of €450.

### **You can receive reimbursement for one coaching programme per year.**

For the below listed types of coaching, we reimburse a maximum of 1 programme per employee, per calendar year. These include:

- the individual stress reduction programme: Working on Resilience through Heart Coherence;
- the group stress reduction programme: Increase your resilience, reduce your stress!;
- Old Habits Die Har), Resilience guide (individual and group sessions);
- Corporate social work (coaching);
- Mental coaching.

### **Care providers**

GORT Coaching (Theme-specific coaching)

Prevention Services, Balance recovery coaching

Shared Ambition (HeyCoach)

# Vitality app icode3

The icode3 vitality app functions as an easily accessible digital health coach. Everything is online, so you can join at any time.

## **icode3 helps people create healthier habits**

The benefits:

- guaranteed lifestyle changes via easily accessible coaching for stress, movement, weight, sleep and smoking;
- employee privacy is guaranteed;
- pedometer integrated into coaching;
- high and long-lasting user involvement through personalised exercises and push messages;
- the app is scientifically founded and proven to be effective for even the most diverse groups of employees with regard to age, function, and motivation.

## **icode3 supports the employer in effectively introducing the app.**

You will receive:

- a starter kit with communication tools for a successful launch;
- monthly communication material to stimulate the use of the app;
- a brief report on the selected goals, the level of change in healthy behaviour and the activity on the app after 3 and 9 months.

### **Investment and reimbursement**

The costs are a maximum of €60 per active user per year. Livvit reimburses a maximum of €60 per active user per year.

### **Please note!**

- The educational institution must submit an application to the Livvit Helpdesk for the desired number of subscriptions. The educational institution must determine in advance how many subscriptions it will purchase and for what period.
- Employees must have access to or own an Android or iOS smart phone.

### **Care provider**

BrandNewHealth

# E-coaching programme Stress 2.0

Stress and related psychological absence are important themes for educational institutions.

## Who is it for?

For employees for whom (occupational) stress has a negative impact on their work and/or health.

## Why invest in stress resistance?

Investments in employee stress resistance pay for themselves. Absence costs decrease while employee productivity and contentment increases.

## The E-coaching programme Stress 2.0 will help your employees

Stress is addressed through coaching sessions and extensive online support. All relevant steps are supported online and documented in a personal file. The programme starts with an online check and an in-person interview which takes approximately one hour. After that, an inventory is made of the stress level and lifestyle. The possibilities for change take place in steps.

## The steps

### Step 1

Inventory of stress, lifestyle, and opportunities for change.

- Through an online check;
- A one-hour in-person consultation;
- Personal possibilities;
- Identifying the coaching need;
- Agreements on monitoring and evaluation.

### Step 2

Information about stress and creating awareness of the consequences of stress.

- Online information on stress and the consequences thereof;
- Online preparation for personal explanatory model;
- Coaching session on the personal explanatory model.

### Step 3

Selecting a method to reduce stress and building motivation for one or more strategies:

- Online strategy and motivation orientation;
- A 1.5-hour in-person consultation.

### Step 4

Getting started with various strategies, with online modules and two 1.5-hour in-person sessions:

- Increasing assertiveness;
- Taking control and letting go;
- Organising social support;
- Conscious relaxation;
- Learning to think differently;
- Time management.

### Step 5

Online support for evaluating and validating the various strategies.

## **Investment and reimbursement**

This coaching module with extensive online support by FitzMe Company costs €580.17 per employee per calendar year. We reimburse a maximum of 1 programme per employee, per calendar year

### **Please note!**

There is an option to follow an inspiration session about this programme.

### **Care provider**

FitzMe Company

# Resilience guide

## Old Habits Die Hard course

### Who is it for?

- More experienced teachers or lecturers who have to (learn to) deal with rapid changes in education (including digitalisation) while being and remaining productive, and who want to experience fun and positive energy at work.
- New teachers who want to learn to deal with the large amounts of issues that they face, do not want to be overburdened, and want to be healthy and resilient at work.

### What does the training entail?

The Training jong geleerd en oud gedaan (Old Habits Die Hard course) is a coaching programme with an online training aimed at strengthening mental resilience in both young and older teachers and lecturers in education. Mental resilience is an employee's ability to continue to generate added value for the organisation and themselves in a productive, vital, and meaningful way, even in the face of difficult, changing, or uncertain work situations, with sufficient pleasure in their work. The coaching is aimed at strengthening personal resources such as hope, optimism, trust in one's own ability and resilience.

### The training is available for both individuals and groups.

#### Individuals:

The training consists of four 60-minute coaching sessions and approximately 8 hours of online training. The coaching sessions are scheduled once every three weeks. In between the coaching sessions, the participant continues to work on the online training. Duration of the course is 9-12 weeks. The online training is accessible for 12 months.

#### Location:

At the employer's location or to be determined.

#### Group:

The training consists of three 120-minute coaching sessions and approximately 8 hours of online training. The coaching sessions are scheduled once every three weeks. In between the group sessions, the participants continue to work on the online training. Duration of the course is 6-10 weeks. The online training is accessible for 12 months.

#### Location:

At the employer's location.

## Investment and reimbursement

Livvit reimburses 100% of a group training up to a maximum of €253.75 per group, with a minimum of 8 and maximum of 12 participants, and 100% of an individual training up to a maximum of €812 per person.

### Please note!

There is an option to follow an inspiration session about this programme.

### You receive reimbursement for one coaching programme per year.

For the below listed types of coaching, we reimburse a maximum of 1 programme per employee, per calendar year. These include:

- the individual stress reduction programme: Working on Resilience through Heart Coherence;
- the group stress reduction programme: Increase your resilience, reduce your stress!;
- Old Habits Die Hard) Resilience guide (individual and group sessions);
- Corporate social work (coaching);
- Mental coaching.

### Care provider

Shared Ambition

# Career counselling

## Who is it for?

Career counselling is for employees who want to gain insight into their career prospects. Employees who can no longer fulfil their function due to physical or mental limitations are also eligible.

## What does the counselling entail?

The following characteristics of the employee are inventoried through interviews and psychometric research:

- Capacity and learning ability;
- Specific professional skills and interest in certain occupations or functions;
- Personal characteristics and qualities;
- Educational options.

## The advice is aimed at:

- Determining suitability for a certain position or work;
- Fitting alternative functions and opportunities for additional training, if any;
- Appropriate working conditions, career planning, and re-employment.

### Investment and reimbursement

Livvit reimburses 100% of a maximum of 1 counselling per person per year, up to a maximum of €1,200.

### Care providers

Shared Ambition

SpecialistenNet Psychologie

# Mediation

## Who is it for?

Employees or management in a dispute.

## Why mediation?

Dealing with a protracted conflict is often so difficult that the employee can start to be absent. This is unnecessary. A mediator can contribute to the solution of a conflict. This can prevent escalation, such as taking the matter to court. Occasionally, it may not be possible to find a solution. In that case, the mediator will supervise the departure, so that none of the parties suffer any more than necessary.

## Location

The sessions with the mediator take place in a location acceptable for all parties concerned.

### **Investment and reimbursement**

Mediation costs €160 per person per hour. Livvit reimburses 100% of a mediation process per person per year (maximum of 12 hours).

### **Please note! If using an independent healthcare provider:**

Independent healthcare providers for mediation must be MfN registered mediators.

### **Care provider**

Van Opstal & Partners



# Psychological care

## (work related)

### Who is it for?

Employees who become unbalanced and need help from a psychologist. Psychological care contributes to a rapid recovery and quicker return to work.

### Application procedure:

The employer or the company doctor reports the employee to the Livvit Helpdesk. The application then takes place in two stages. It starts with an intake interview. Based on this, a course of action is proposed. The employer sends an approval to the Livvit Helpdesk for both the intake and the course of action. The selected care providers all work with an employer module. Work is an important factor in the treatment. The average number of required sessions is between 4 and 8.

### Investment and reimbursement

You will receive a maximum reimbursement of €500 per employee per year for the employer module, company psychological care, (quick access, employer reports, work resumption plan, absence prevention plan).

### Psychological care does not qualify for reimbursement from health insurance

When applying for a psychological health solution, Livvit assumes that it concerns work-related care and that it does not qualify for reimbursement from the health insurance as a result.

### Can psychological care qualify for reimbursement from health insurance?

In certain cases, the psychological care may qualify for reimbursement or partial reimbursement from health insurance. In that case, the employee concerned must give permission for reimbursement from his or her own health insurance. The costs can be claimed from the employee's excess. A valid referral from the doctor or company doctor is required for this situation. It is possible to make use of coverage under the health insurance with a number of care providers listed below. These care provider are marked with an \*:

### Care providers

Cenzo\*  
HSK\*  
Mind At Work  
PSION  
Shared Ambition\*  
Skils\*  
SpecialistenNet Psychologie\*

# Dare to Act

## Dare to Act

The Dare to Act programme is an intensive development programme. Participants work in groups and are coached individually. The programme challenges participants to initiate concrete career choices. From the very beginning, participants enter a growth process and take a close look at themselves. Over a period of four months, ingrained patterns are broken and a transition is made from merely surviving life to living life. The result is more focus, more energy, more (inner) freedom/movement space and a plan for the future that is shared with the environment.

## Who is it for?

Employees who are 'stuck' in existing work environments and patterns or (partially) incapacitated employees with restrictions on returning to work.

## What is the Dare to Act programme?

- intensive personal developmental process;
- a group dynamic that accelerates and encourages decisions;
- partly individual coaching;
- three 3-way conversations with employee and manager;
- personal legal and financial advice;
- access to 'Career Navigator' where employees can work on their e-portfolio.

## Investment and reimbursement

The training costs €4,375 per employee and lasts four days. The group consists of three to four people.

Livvit only reimburses certain elements of the course to the extent that they are implemented: psychological healthcare, career counselling and Your Vitality Score. These elements must be requested separately.

## Care provider

Shared Ambition

# Your Vitality Score questionnaire

## Who is it for?

For all your employees. Using Your Vitality Score, you can detect the risk of stress-induced absence and the map the well-being of your employee. Your Vitality Score is an online questionnaire to be completed by the employees. They receive the questionnaire via email. Completing the questionnaire takes 10 to 15 minutes.

## The questionnaires consists of questions about:

- Personal safety;
- Work pace and work pressure;
- Work situation and perspective;
- Lifestyle;
- Mental well-being.

## What happens after completing the questionnaire?

After completing the questionnaire, the employee receives a personal report. This report states whether or not the employee should take action to improve their general health and vitality.

This is done using colours:

- green indicates that the employee does not have to do anything;
- orange indicates that action is desirable;
- red indicates that action is necessary to prevent problems.

The employer receives a comprehensive management report for the entire organisation. All employee data is processed anonymously.

### Investment and reimbursement

Livvit reimburses €12.80 per employee, per study, per calendar year.

### Care provider

Shared Ambition

# Working on Resilience through Heart Coherence

## De-stress with an App! (individual)

The percentage of burn-out cases in education has been the highest of all comparable branches for years. This programme teaches employees to better cope with the high work pressure and stress in education, and to create a better work-life balance.

### Who is it for?

The programme is suitable for employees who have a lot on their mind, experience great pressure from outside, are not able to sleep well and feel tense, rushed, and irritated.

### The Working on Resilience programme teaches employees to better deal with high work loads and stress.

In an individual coaching programme aimed at developing stress management skills, the employee gains insight into his or her sources of stress and energy loss and their physical and psychological effects. The employee learns techniques to get a better grip on his or her emotional responses.

### These effects are made visible with the Inner Balance Trainer

The Inner Balance Trainer is an app with a Bluetooth sensor for on the smartphone or tablet. The employee receives this at the start of the programme. With the Inner Balance Trainer, the employee can not only see what the influence of stress is on his or her heart rate, but they also learn techniques which can reduce that influence. The HeartMath coach can monitor remotely via the HeartCloud, provided that the employee gives express permission for this. The employee keeps the Inner Balance Trainer after the programme has been completed so he or she can keep practising with the app.

### The structure of the programme

The programme consists of 7 one-hour sessions, spread over 2 to 3 months, with a HeartMath coach. Prior to the sessions, the employee completes an online questionnaire which provides insight into the employee's daily mood, attitude, and stress-related complaints. At the start of the programme, the employee receives a structured and well-organised workbook. In the first two sessions, it becomes clear what the participant is wasting his or her energy on and what the consequences are for his or her mood and behaviour. But he or she will also see what gives them energy and how resilient they are. The participant gains insight into his or her energy management methods. With this insight, objectives are set and with the techniques from lessons 3 to 6, the participant can make improvements in how he or she deals with stressful situations. The scale of the stressful situation does not matter; a lot of small stressful events are just as harmful as large stressful events. In the seventh and final session, the participant makes a personal action plan with the HeartMath coach. This plan of action ensures that the lessons learned are well embedded in the participant's daily life. After this last session, the participant can continue to use the app, with the learned exercises becoming more and more automatic.

### What is the result?

Analysis of the Stress Reduction Effect Measurement, including more than 800 coaching programmes, shows that the stress symptoms decrease significantly. Participants in the programme indicate that they feel more relaxed, have more peace of mind, and behave in a more balanced way. Automatic stress responses are recognised more quickly and the participant increasingly realises that there are different ways to react. The techniques that the participant learns with the aid of the Inner Balance Trainer can help him or her to regain balance more quickly, in the moment itself. This makes it much easier to deal with the daily hustle and bustle in the world of education.

## Investment and reimbursement

The maximum reimbursement for this programme (including the Inner Balance App and Bluetooth sensor) is €1,143.20 per employee, per calendar year.

### Please note!

There is an option to follow an inspiration session about this programme.

### You receive reimbursement for one coaching programme per year.

For the below listed types of coaching, we reimburse a maximum of 1 programme per employee, per calendar year. These include:

- the individual stress reduction programme: Working on Resilience through Heart Coherence;
- the group stress reduction programme: Increase your resilience, reduce your stress!;
- Old Habits Die Hard, Resilience guide (individual and group sessions);
- Corporate social work (coaching);
- Mental coaching.

### Care provider

HeartMath Benelux

# Increase your resilience, reduce your stress!

## De-stress with an App! (group + online)

Working in education is becoming more and more of an elite sport. It is a fantastic challenge, but as an employee you need to possess the necessary mental and emotional stamina.

### Who is it for?

For employees for whom work stress has a negative impact on their work and/or health (e.g., constant organisational changes, increasing regulations and performance pressure).

### The participants learn how to achieve the necessary stamina.

This training is aimed at stress management and increasing resilience. The participants gain insight into the consequences of stress and what they can do about it. Using the Inner Balance Trainer—a Bluetooth sensor and app for smartphones and tablets—they can see what emotions do to their heart rate and they become aware of behavioural and emotional patterns that lead to energy loss. The participants learn techniques that give them a better grip on their emotional reactions. The core of the programme is that the more energy you have, the greater your resilience. With the help of the techniques offered in this group programme and the Inner Balance Trainer, the participants learn to detect and stop energy loss, to charge themselves, and to retain energy.

### The steps

The programme consists of 4 half-days, but can also be partially completed online. Prior to the sessions, the employee completes an online questionnaire which provides insight into the employee's daily mood, attitude, and stress-related complaints. At the start of the programme, the employee receives a structured and well-organised workbook. In the first part of the training, participants learn what causes their energy loss and the effects thereof on their mood and behaviour. But they will also learn what gives energy and how resilient a person is. With this insight and the techniques they learn during the sessions or online, the participants can make improvements to their energy management. They set goals and learn simple techniques to help them actually achieve these goals.

The training also pays extensive attention to effective cooperation and communication. Lastly, the participants draw up a personal plan of action. The plan of action ensures that the lessons learned are well embedded in their daily lives. The participants are allowed to keep the Inner Balance Trainer so they can continue their daily practice after the training is completed.

### What is the result?

At the end of the training:

- participants have a clear view of the effects of stress in their behaviour;
- participants have improved their performance through emotion management;
- participants have more energy and vitality;
- participants have more mental and emotional flexibility;
- participants have increased concentration and focus levels;
- participants are more capable of listening; • participants are able to communicate coherently;
- participants are better able to put themselves in someone else's shoes;
- participants are able to get the most out of themselves when they want to;
- participants can manage their own emotions, which increases the quality of the contact with colleagues and students.

## Investment and reimbursement

The maximum reimbursement for this programme (including the Inner Balance Trainer participants receive at the start of the course) is €544.20 per employee per calendar year. The minimum group size is 10 participants. The maximum group size is 14.

### Please note!

There is an option to provide an inspiration session on this programme.

### You can receive reimbursement for one coaching programme per year.

We reimburse a maximum of 1 programme per employee, per calendar year for all forms of coaching combined. There is no distinction between the stress-reduction programme Working on Resilience, individual and group, Old Habits Die Hard, corporate social work (coaching) and the coaching programme that falls under mental or physical health solutions.

### Care provider

HeartMath BeneluxWorkshops

# Workshops (group)

## Who is it for?

For all your employees.

## The workshops

Livvit offers a wide variety of lifestyle workshops, varying from movement to nutrition and mental fitness. These workshops offer your employees the opportunity to be more aware of their lifestyle. They are short (max. 4 hours) introduction group workshops. The physical workshops can be found in chapter 3, Physical health solutions.

## Inspiration sessions

We also offer inspiration sessions for a number of workshops. An inspiration session is a short explanation of around 45 minutes, in which the employees are inspired to follow the workshop later. The Livvit Helpdesk can provide more information on this.

Workshop	Care provider	Price
Energy Food	Pim Mulier	€787
Healthy Sleeping	Somnio	€621 or €450 if there are multiple workshops at the same location on the same day
Nutrition in the lead role 'One size fits all?'	SanAvis	€475
Healthy lunch break	SanAvis	€680
The New Healthy Way of Working	Pim Mulier	€787
The new way of working for management	LTC training/NextSteps.nu	€931
The New Way of Working for employees	LTC training/NextSteps.nu	€931
De-stress with an App! 'the HeartMath method'	HeartMath	€892
Healthy 24/7)	SanAvis	€475
Food and Energy 'Superfoods & Brainshakes'	SanAvis	€475
Work and family life (myths, images and dreams)	Working Parents Desk	€1,295
Work and parenthood (rush hour at work and at home)	Working Parents Desk	€1,295
Working With Resilience	LTC training/NextSteps.nu	€931
Work-Life Balance	LTC training/NextSteps.nu	€931
Am I Living a Healthy Life?	MyDailyLifeStyle	€593.19



The maximum compensation for the workshops organised by Livvit is determined by the following graduated scale:

- Up to 500 employees = €1,250 per year, per Livvit policy
- Between 500 and 1,000 employees = €2,500 per year, per Livvit policy
- Between 1,000 and 2,000 employees = €5,000 per year, per Livvit policy
- For more than 2,000 employees, the maximum reimbursement is €2.50 per employee, per year, per Livvit policy

### **Please note!**

- This graduated scale applies to all mental and physical workshops together.
- No other care providers can be proposed for the workshops.
- All costs mentioned in this article are per group.

### **Care providers**

FitzMe Company

LTC training/ NextSteps.nu

MyDailyLifeStyle

Pim Mulier

SanAvis

Somnio

De Opvoeddesk/Working Parents Desk

### **Inspiration session care providers**

FitzMe Company

HeartMath

Shared Ambition

## The workshops

### **Energy Food (1.5 hours)**

Healthy food gives energy. Energy that makes you feel fit. But what is healthy eating? Is it the same for everyone? What is the relationship between nutrition and energy level?

#### **The workshop will address the following themes:**

- energy and energy balance;
- kilograms and calories;
- focus on nutrition;
- get a grip on your dip;
- healthy eating in today's fast paced world.

#### **There will also be room for questions during the workshop.**

Employees learn how to get the right results out of the maze of nutritional information.

## Gezond Slapen (Healthy Sleeping, 1.5 hours)

This is a workshop in which participants learn about the influence sleep has on their health:

- how sleep plays a role in improving performance;
- What can be done to improve sleep and functioning;
- how to tackle sleepiness at work.

**Participants must register in advance and can create an online sleep profile.**

Depending on the situation, specific aspects can be addressed, such as shift work, jet lag, stress, working from home, or small children. The workshop is held in-company.

## Nutrition in the Lead Role 'One size fits all?' (2 hours)

We all know that healthy food and plenty of exercise are important. But what is healthy eating? What about ready-made meals? What are Omega 3 fatty acids? How do I combine sports and nutrition? These are all questions we ask ourselves.

### **Nutrition is key**

Nutrition in the Lead Role is an interactive workshop focused nutrition to create nutritional awareness. All nutrition-related topics can be discussed during the workshop. Whether it is weight, cholesterol, sports, or food in relation to performance or irregular shifts: the approach is low-threshold, practical, recognisable, interactive, and enjoyable.

### **Workshop themes:**

- enjoying healthy foods: simple and healthy;
- health and weight: all about weight
- facts and fables: the truth behind nutrition
- your own food-related topic.

## Healthy lunch break (2 hours)

A good lunch will help your employees perform well in the afternoon as well. The participants will prepare a delicious and healthy power lunch as a team.

**A dietitian/nutritionist will discuss common facts and fables with the group.**

After the workshop, your employee will know all about things like olive oil, fish, organic bread, and/or special fruit. Your employee will experience first hand that healthy and tasty can be easily combined. The employee also gets to keep the recipes.

### **Not lunchtime?**

We can easily change the workshop to ballsy snacks or finger-licking good finger foods.

## New Healthy Way of Working (1.5 hours)

Do you want to make employees aware of the importance of a healthy weight and exercise? The light-hearted and interactive workshop Am I living a healthy life? strikes the right chord. It's not patronising, it is fun and informative.

### Voeding en vitaliteit (Nutrition and vitality)

Course instructors and participants discuss nutrition and vitality. How do employees experience their own lifestyle? What feels right and what feels wrong? The taste rounds with healthy and delicious foods are especially popular. They also teach the participants about responsible alternatives for their daily diet.

#### The following topics are discussed:

Nutrition and exercise are discussed and healthy products can be tested - Lifestyle measurements: Fun tests that provide insight into one's own health - Statements: True or false? Debunking food fables - Get moving: fitness exercises for the workplace.

#### Goal of health solution:

Creating awareness of one's own lifestyle - Stimulating new dietary choices.  
Increase dietary variation.

## (New Way of Working for Managers (2 hours)

The New Way of Working (NWoW) is being implemented in many companies these days. However, it requires a different form of cooperation, decision making, communication, and management. In many cases a manager will run into problems after implementing the New Way of Working. This experiential workshop will make you aware of the problems and challenges that arise.

#### A number of questions are discussed:

- Does the New Way of Working fit my department?
- How do I deal with the New Way of Working as a manager?
- Work and private life are intertwined; how do I deal with that?
- Does my leadership style fit the New Way of Working?

## The New Way of Working for Employees (2 hours)

The New Way of Working (NWoW) is being implemented in many companies these days. In many cases, the New Way of Working is implemented, and only then do you experience any problems. This experiential workshop will make you aware of the problems and challenges that arise.

#### A number of questions are discussed:

- Does the New Way of Working suit me?
- How do I deal with the New Way of Working?
- Does my work style fit the New Way of Working?
- Can I sufficiently indicate my limits?
- Where does my responsibility end?

## De-stress with an App! 'the HeartMath method' (2.5-3 hours)

The workshop is aimed at stress management and resilience. Your employees will gain insight into the consequences of stress and what to do about it. Using a biofeedback computer programme, participants get to see what emotion does to their heart rate. The effect of the techniques they are practising is immediately visible on the computer screen. This teaches your employees to get a grip on negative feelings. And they see the positive effect of pleasant emotions.

### After this workshop:

- employees are better aware of the influence stress has on the body, the mind and behaviour;
- employees know various HeartMath techniques they can use in both their personal and their professional lives;
- employees have experienced the influence of emotions on their personal performance;
- employees are better aware of their input in situations and relationships, both personally and professionally.

## Nutrition and Energy 'Superfoods & Brain Shakes' (2 hours)

A lot is asked of your employees, both at work and at home. This influences their energy levels. It is important that your employees are able to keep a grip on their energy level.

### Nutrition is an important pillar in terms of energy levels.

A good, balanced diet prevents dips and achieves a positive balance. The themes of the workshop include 'Influence of food on the energy level', 'Nutrition and the influence on performance' or 'Nutrition and delivering a sporting performance'.

## Nutrition and Irregular Work Hours 'Healthy 24/7' (2 hours)

For employees who work irregular hours, it is important to pay extra attention to nutrition. Good nutrition prevents all kinds of unpleasant health and fatigue complaints.

### The themes of the workshop include:

- Energetic throughout the night, tailor-made for the target group;
- Biorhythm on the move, specifically for employees who travel a lot;
- Nutrition and resistance.

## Work and Family (myths, images, and dreams) (1 half-day)

One of the most important characteristics of successful working parents is that they have made a conscious choice to combine work and family life and stand by their decision. Working parents who are fully committed to this decision are not easily swayed by others, feel less guilty and suffer less from stress.

### Insight into old thinking patterns

This workshop is aimed at cleaning up obstructive beliefs that stand in the way of a successful combination of work and family. Insight into: the personality, the impeding beliefs, myths and images, facts and practical tips and tools for more recovery time at home. By creating insight into their pitfalls and optimally monitoring the balance, employees increase their resilience and ensure less absence.

## Work and Parenthood (rush hour at work and at home) (1 half-day)

Even before employees start their day, they have experienced a rush hour at home. Getting the children dressed, fed, and off to school. After work, it all starts again. Cooking dinner and getting the children ready for bed.

### **The combination of work and family life can cause stress.**

That stress can cause employees to lose the balance between work and home life. They are at risk of becoming less productive at work.

### **How do you balance work and family?**

A number of handy insights and practical tools can help employees on their way. The tips are tailored to the employees' personal situations.

## Working With Resilience (2 hours)

Work is an important part of our lives. It offers development potential and can also be a source of energy. Nevertheless, there are times when not everything goes according to plan. Moments in which it all becomes too much. A lot is asked of employees in this day and age.

Reorganisations, uncertainty, crisis; we also work in a 24-hour society in which there can be great temptation to work on just a little bit longer.

### **Stop exceeding your limits**

We mainly function on strength. That costs energy and can even lead to exhaustion.

We use experiential learning in this workshop. Through exercises, you will gain experience with your standard way of reacting to stressful situations. You learn to recognise and acknowledge your body's signals. Subsequently, we experiment with different ways of reacting and look for answers in dealing with.

### **The exercises are done using the following themes:**

- setting boundaries;
- recognising stress signals;
- saying yes and no;
- taking responsibility.

### **Working purely on willpower takes a lot of energy**

You 'run out'. In this workshop, you will experience how to work more with resilience. Everyone possesses resilience and it is an important element for leading a healthy and happy life. The more resilient you are, the greater your ability to recover, and your energy lasts longer. You will even have energy left over.

## Work-Life Balance (2 hours)

Between work, shared responsibilities at home, a social life and sometimes studying, a lot is asked of you. You often feel you 'have to' do things, making your life feel more like merely surviving. Many employees struggle to find a balance in life that suits them.

### **This experiential workshop answers many questions in a relatively short time.**

It also provides practical tools to help you to better balance your work-life balance. You learn to recognise and acknowledge signals and patterns. How do you currently do things; what can you change; what do you need to achieve that?

Other people's experiences help with this as well. This will give you more insight into your own work-life balance and it will become clear what changes you can make. This is how theory and practice come together.

## Am I Living a Healthy Life? (1 hours)

Do you want to make employees aware of the importance of a healthy weight and exercise?

Do you want to support your employees in achieving a healthier lifestyle? The interactive workshop Am I Living a Healthy Life? is the perfect way to achieve this.

### **How do employees experience their own lifestyle? What feels right and what feels wrong?**

This workshop covers the latest trends and studies regarding sugars, saturated fats and the danger of sitting for long periods.

#### **The workshop will address the following themes:**

- Presentation and taste rounds: nutrition and exercise are discussed and healthy products can be tasted.
- Lifestyle measurements: fun tests that provide insight into one's own health.
- Statements: True or false? Food fables are debunked.
- Get moving: fitness exercises for at the workplace



## Chapter 3

# Physical health solutions

In this chapter you will find all the health solutions to keep your employees as physically strong as possible

# Physical coaching

Livvit offers two types of coaching programmes: mental and physical coaching. Read more about mental coaching in Chapter 2. The coaching described below is aimed at physical complaints.

## Who is it for?

Employees who are in danger of being absent as a result of disruption in their personal balance. Livvit offers your employees the Pim Mulier coaching programme. This coaching programme is suitable for employees with an increased health risk profile.

## What does the treatment entail?

The process starts with an employee intake interview. During this interview we look at the employee's:

- current health profile;
- personal balance in load and capacity;
- work and lifestyle;
- individual wishes, expectations, and options.

The coaching programme is tailor-made.

## The programme consists of:

- individual coaching sessions (a maximum of 4 coaching sessions per employee);
- following and evaluating the progress and results;
- adjustment of the programme;
- one contact moment per two weeks;
- a report for the company doctor.

## Investment and reimbursement

The Pim Mulier coaching programme costs €878 per employee, per year.

## You receive reimbursement for one coaching programme per year.

We reimburse a maximum of 1 programme per employee, per calendar year

## Care provider

Pim Mulier



# Physiotherapy at work

## Who is it for?

Employees in need of physiotherapy.

## Quickly recognising work-related and relevant physical complaints limits the damage.

Early recognition prevents the symptoms from getting any worse. It also minimises the use of care and prevents long-term absence. With the support of a physiotherapist within your organisation, your employees will follow a programme. This will enable early detection. In addition to speed of detection, the working method is also important for effective goals. Experience shows that a behavioural approach has an extremely positive effect on the results. The employees are taught how to deal with and prevent their complaints.

## What does the treatment entail?

The physiotherapist will hold open visiting hours for half a day a week for 45 weeks. During this half-day, a maximum of 7 consultations take place. Depending on the size of the educational institution, an alternative suitable interpretation can be determined in consultation with the Healthy Business adviser.

## Investment and reimbursement

The reimbursement per treatment is a maximum of €28, with a maximum of 6 treatments per indication per employee per year. There is also a half-day allowance of up to €104 for reporting, consultations, and evaluations with the customer.

## Please note!

- The educational institution is responsible for organising a space and equipment for physiotherapy in the workplace.
- When using an independent healthcare provider, he or she must be registered as a physiotherapist, have knowledge of manual therapy, ergonomics, and be able to modify an individual workplace.
- The independent healthcare provider must have physiotherapy contracts with other health insurance companies.
- The costs can be claimed from the employee's basic insurance and/or supplementary insurance.
- The costs can be claimed from the compulsory and/or voluntary excess.
- Discuss physiotherapy in the workplace with your Healthy Business adviser.

## Care provider

TIGRA

# Basic Health Check

## Who is it for?

For all your employees.

## The Basic Health Check provides insight into how healthy your employees are.

Employees receive direct results in the form of a personal score. The Basic Health Check takes approximately 30 minutes. The employee gives the company doctor permission to use the results of the Health Check. All the data is made available to the employer anonymously. The Health Check is an easy way to organise your health management. The Health Check is a simple way to gain insight and use it for the further development of your health policy.

## The Basic Health Check consists of:

- Blood pressure measurement;
- Total cholesterol measurement;
- Glucose level measurement;
- Weight and length measurement (Body Mass Index);
- Fat percentage measurement;
- Waist measurement;
- Questionnaire regarding health complaints;
- Personal advice regarding lifestyle, fitness, health, and quality of life.

If you have 20 or more participants, your company is eligible for the Basic Health Check. For less than 20 participants, additional fees will be charged.

## Investment and reimbursement

The reimbursement for the Basic Health Check is €55 per person per calendar year. There is a graduated scale agreement in place: the price depends on the number of participants. Livvit reimburses one Basic Health Check per employee, per year.

## Care providers

Adaptics  
Moving Works  
Holland Fit  
Oude Vrielink Health Management  
Pim Mulier  
TIGRA  
PSAttent

# Physical strain training

## Who is it for?

Employees who are at risk of back, neck, or CANS complaints (previously known as RSI).

## Posture and locomotor apparatus complaints.

The purpose of these preventive training courses is to give the employees insight into the risk factors and provide tools to help change their behaviour and posture. This also enables them to recognise posture and locomotor apparatus complaints on time.

## What does the treatment entail?

The preventive back or CANS training courses are mostly held on location and tailored to your specific situation. The training takes 1 half-day. The theory is discussed in groups. The next step is to get to work with practical examples. This is done with the aid of photos and/or images. There is an opportunity to receive a brief work advice.

## Investment and reimbursement

A maximum of 1 training per employee per calendar year for a preventive training course aimed at preventing back, neck, or CANS complaints. The reimbursement for a training is a maximum of €922.50 per group. The training has a minimum requirement of 8 participants.

## Care providers

LIJV

Pim Mulier

TIGRA

Work Solutions Nederland

# Sport programmes

## Workshops, training courses and clinics

The sports programmes are organised by Stichting Nederland Onderneemt Maatschappelijk and The Bootcamp Club. Stichting Nederland Onderneemt Maatschappelijk, The Bootcamp Club and Pim Mulier with NOC\*NSF sports federations and local sports associations. This ensures a nationwide network (sports near the workplace!), and guarantees the quality and professionalism of the available sports activities.

### Available sports activities

From individual clinics to courses that work towards a (local) sports event, including: Nordic Walking, running, cycling, skating, golfing, aikido, and crossbow shooting. The implementation of the programme depends on the company's objective.

### Working on vitality

Stichting Nederland Onderneemt Maatschappelijk organises the sports and exercise component for companies with a vitality or health programme. The sports programmes are aimed at getting employees exercising for the long-term. The result:

- An average of 61% of the participants exercises more often by joining the company sports programme.
- An average of 65% is more aware of how much they exercise every week.
- An average of 74% wants to continue practising the sport, even if their employer stops offering it.

### Working on team building and atmosphere in the workplace.

Sport connects. With the wide range of team sports on offer, colleagues learn to work together and understand each other better. This benefits team spirit, and colleagues become more supportive of one another.

The result:

- By taking part in company sports, an average of 81% of the participants got to know new people to some extent.

### Working on your company image

Sport inspires. The company sports programmes are excellent for use in relationship marketing. Especially the challenges. Participants motivate each other to go the extra mile.

The result:

- An average of 59% of participants in a company sports programme feel more involved in the organisation.

### Working on personal effectiveness

Collaboration, setting boundaries, balance, personal effectiveness, dealing with stress, and leadership. Aikido and martial arts are suitable programmes. Abilities such as perseverance, self-reflection, adaptability, and respect are anchored in the tradition of these martial arts. This ensures that the use of martial arts in the workplace leads to effective results. By taking participants out of their daily comfort zone, issues that have a negative impact on the performance of your team become easier to discuss. The power of cooperation and good communication is made visible in a sporty context.

The result:

- On average, 6% of participants experience less stress after completing a programme.

## Boot camp training

Becoming fit outdoors: that is the core of boot camp training. The Bootcamp Club works on building muscle and stamina in the park, in the woods, on the beach or in the city. This increases the participants' physical and mental strength. Boot camp is available for all fitness levels. It is all about fun, relaxation, and team building. Professional trainers offer all types of boot camp training, including: Regular, Yoga, Power, Kick-boxing and Running boot camp. Boot camp training will introduce your employees to one or more forms of boot camp for 20 weeks.

## How do I start exercising responsibly, effectively, and enjoyably? (1.5 hours)

In this interactive workshop, we deal with the following question: How can I start exercising more in a responsible and effective way?

Employees receive the answers to the following questions:

- How do I use a heart rate monitor?
- What type of exercise fits my objectives?
- How often should I exercise?

At the end of the workshop, participants will be able to make responsible choices on how to start exercising and working out.

## Investment and reimbursement

Depending on the size of the organisation, you receive reimbursement for training courses, workshops, and clinics:

- Up to 500 employees: a maximum of €1,250 per policy per year;
  - 500 - 1,000 employees: a maximum of €2,500 per policy per year;
  - 1,000 - 2,000 employees: a maximum of €5,000 per policy per year;
  - More than 2,000 employees: the maximum reimbursement is €2.50 per employee per policy per year.
- Quotations and options are available at the Helpdesk.

## Care providers

Stichting Nederland Onderneemt Maatschappelijk

The Bootcamp Club

Pim Mulier



## Chapter 4

### Other health solutions

This chapter contains all other health solutions.

# Occupational therapy

## Who is it for?

As an employer, you are not always fully aware of the obligations if an employee becomes incapacitated for work. Livvit offers tailored occupational therapist advice which can be engaged after the employee has been absent for 26 weeks. This advice includes support for both the employer and employee in the event of long-term absence.

## When should occupational therapy be requested?

The occupational therapist can be called in after 26 weeks of absence and for:

- Claims reduction;
- Tailored advice for the employer and employee regarding solutions for long-term absence;
- Advice on reintegration into one's own job or another job with the same employer;
- Possible adjustments to the work situation for individual employees with disabilities.

## A meeting will be scheduled with the occupational therapist within one week of registration.

The meeting will be held at the employer's location with both the employer and employee to gather as much information as possible. Within one week of the meeting, a report is drawn up and sent to the manager and employee.

### Investment and reimbursement

The maximum reimbursement is €928.16 per instance per person per calendar year.

### Please note! If using an independent healthcare provider:

If an independent healthcare provider is consulted, he or she must be registered as an occupational therapist in the professional register. Livvit reimburses the maximum of the contracted tariff of our own care providers for an independent healthcare provider.

### Care providers

Expereans  
Margolin  
Wibbens

# Back to work

## Reintegration and care programme

Back to work is a health solution which supplements the basic healthcare insurance supplied by Winnock Zorg. Back to work ensures that the employee can return to work sustainably after a complaint. The emphasis is on sustainable resumption of work with the guidance and coaching of a reintegration expert. Direct and efficient communication between employer, employee and Winnock prevents delays in reintegration. This limits the costs of absence.

### **Winnock Zorg offers help with a multidisciplinary team.**

The team consists of a medical specialist/rehabilitation doctor, psychologist, reintegration expert, and a physical expert.

### **The employer is involved in the process from the beginning**

The employer is involved in the process from the beginning, starting with an initial meeting prior to the employee's care programme. In this meeting, the employer voices his or her vision on the absence and the complaints. Together, the possibilities for work resumption are identified.

### **A work resumption plan is drawn up together with the reintegration expert.**

This is followed by a joint meeting/work-visit in which the work resumption plan is discussed and agreed upon by both parties. With the help of a reintegration expert, the employee has already drawn up his or her own concept resumption plan.

### **A final meeting will take place at the end of the work resumption programme.**

In the final meeting, any points of attention to ensure the sustainability of the work resumption are discussed.

### **Reporting**

All meetings include the documentation/reporting of the topics discussed, agreements and goals for the employer and the employee.

### **Investment and reimbursement**

In most cases, the programme is fully reimbursed by the basic insurance. This also applies if the employee is insured elsewhere. The Terug naar Werk (Back to work) programme costs €1,605.52 per programme. The programme is an integral part of the care programme.

Livvit reimburses a maximum of €802.76 per employee per calendar year.

### **Please note!**

A doctor's referral is required. The employee is called for an appointment within one working day of receiving the request.

### **The costs can be claimed from the excess.**

The employee's basic health insurance may reimburse the care programme. This depends on the indication. In that case, the deductible excess will be used first.

### **Care provider**

Winnock



# Taxi transportation

## Who is it for?

Employees who, due to physical complaints, are temporarily unable to commute independently.

## When is taxi transport an option?

Sometimes, it suddenly becomes temporarily impossible for an employee to get to work, e.g. a broken leg. This means that, as an employer, you temporarily have one less employee. This can be solved by allowing the employee to use taxi transportation.

### Investment and reimbursement

Livvit reimburses 100% of the costs of a taxi with a maximum of €500 per employee per year. After the maximum reimbursement amount has been reached, taxi transport may be continued from the same care provider at your own expense at the same reduced rate.

### Please note!

Taxi transportation can be requested from the Livvit Helpdesk (at least 28 hours in advance).

### Care provider

Connexxion

# Emergency domestic care

## Who is it for?

Employees who are unable to work due to the unexpected illness of a partner and/or child.

## Absence to solve an acute problem at home.

For example, because the person caring for the children unexpectedly had to cancel, or because a sick partner needs care. The aim is to get employees who are absent but not ill back to work as quickly as possible. That is why the assistance is provided at the employee's home.

## Livvit offers home care within 48 hours.

In this way, the care of the partner or children or household tasks can be taken care of.

## No indication is necessary for home care.

In some cases, there is sufficient reason for the Social Support Act (Wmo) to continue providing care. However, this does require an indication from the CIZ (Care Needs Assessment Centre) by referral from a doctor. The employee must organise this themselves.

## Investment and reimbursement

The costs vary according to the Dutch Healthcare Authority (NZa) rates. Livvit reimburses 100%, up to a maximum of 20 hours per occurrence per calendar year.

We reimburse a maximum of €82.20 administration fees per occurrence.

- Reimbursement for domestic support: €34.15 per hour.
- Reimbursement for childcare aged 0 to 4: €42.28 per hour.
- Reimbursement for childcare aged 4 to 12: €37.72 per hour.

Your employee can spread the 20 hours of domestic care or childcare over different days or weeks. This assistance does not guarantee the continuation of home care by regular home care institutions.

## Please note!

For applications submitted to the Livvit Helpdesk before 10am, the home care will be provided within the next 48 hours. Requests filed after 10am start a day later.

## Care provider

Zorg voor U (Healthcare for You)

# Care Mediation

## Who is it for?

For any employee who needs medical treatment and who has to deal with a waiting period.

## Waiting lists in the healthcare sector

Annoying for your employee, annoying for you. By requesting care mediation via the Helpdesk, you ensure that your employee receives proper, speedy assistance.

### Investment and reimbursement

Livvit offers the service to hire Zilveren Kruis Care Mediation Coaches for your employees.

### Application procedure

Every employee can apply for healthcare mediation from their own health insurer. Livvit offers the option to request care mediation for your employee via the Helpdesk. You inform the Helpdesk employee about the situation. The further processing depends on your employee's health insurance, the insured party's wishes, and the cooperation of general practitioners and/or specialists.

### Care provider

Zilveren Kruis

*\* employees who are not insured with Zilveren Kruis can also contact their own health insurance for care mediation.*

## Dynamic Working - Programme

### Who is it for?

Employees in education who want to sit still less and move around more while at their desk.

### What does the Dynamic Working programme entail?

Dynamic Working is a programme in which the goals, preconditions, and culture of the department/organisation are mapped out together with the employer/manager. This makes it possible to tailor the support and ensures that the programme fits well within the company's policy.

#### **Please note! This is a discount agreement**

Ask the Livvit Helpdesk about the terms and conditions.

#### **Care provider**

Pim Mulier

## Dynamic Working - Furniture

### Who is it for?

Employees in education who want to sit still less and move around more while at their desk.

### Purchase dynamic furniture at a discount

You can purchase dynamic furniture at a 10% discount via care provider Worktrainer BV. Under-desk bikes and treadmills, sit-stand desks and balance boards are just a few examples of dynamic furniture supplied by care providers.

### It is desirable for the employer to set up a Green Work Zone.

A Green Work Zone is a work environment with four to six dynamic, active work spaces in a strategic, visible, open location. The location must be equipped with communication equipment that allows the work spaces to be recognised as dynamic work spaces. The care provider can provide advice and support in the purchase and installation of the Green Work Zone.

#### **Please note! This is a discount agreement**

Ask the Livvit Helpdesk about the terms and conditions.

#### **Care provider**

Worktrainer BV

# Fysius Vital back

## Who is it for?

For educational staff with a spine (back, neck, pelvis, and shoulder) related complaint.

## What does the treatment entail?

Fysius will draw up a personal treatment plan based on the diagnosis made. They do this together with your employee. On average, the personal treatment plan consists of 20 sessions of 20 minutes in which self-management and commitment are the focus. Together with your employee, Fysius will look for a solution to the work relevant/work related complaints and reintegration.

## Location of the programme

At one of the Fysius treatment centres. Fysius has 28 treatment centres throughout the Netherlands.

### **Please note! This is a discount agreement**

Ask the Livvit Helpdesk about the terms and conditions.

### **Care provider**

Fysius



## Chapter 5

### Livvit 2020 reimbursements overview

# Livvit 2020 reimbursements overview

Health solution	Care providers	Costs	Livvit and BV/AV reimbursements
<b>Mental health solutions</b>			
<b>Sustainable employability and vitality management</b>	Bureau HTM	Max. €1,995 per group of 6-12 participants	Livvit reimburses a maximum of €1,995 and 1 training course per person per year.
<b>Sustainable employability and vitality</b> (Work pressure management)	LTC training/NextSteps.nu	Max. €2,000 per group of 6-12 participants	Livvit reimburses a maximum of €2,000 and 1 training course per person per year
<b>One-day lifestyle training course for HR managers, general managers or employees (custom).</b>	LTC training/NextSteps.nu	Max. €2,718 per group of 6-12 participants	Livvit reimburses a maximum of €2,000 and 1 training course per person per year.
<b>LTC Boost training</b>	LTC training/NextSteps.nu	€1,559.70 per person	Livvit reimburses any remaining costs per person per year for employees with a Zilveren Kruis 3 or 4 star Supplementary Insurance. Employees with a 3-star Supplementary Zilveren Kruis insurance receive a €1,000 reimbursement. Employees with a 4-star Supplementary insurance receive €1,250.
<b>Corporate social work (coaching)</b>	BeauAvis Beter GIMD SpecialistenNet Psychologie	Max. €619.45 per programme	Livvit reimburses a maximum of €619.45 of the costs of calls made by a company social worker for a maximum of 1 programme per employee per calendar year.
<b>Mental coaching</b>	GORT Coaching De Preventiedienst Shared Ambition	Max. €461.70	Livvit reimburses a maximum 1 coaching programme up to €450 per person per year.
<b>Career counselling</b>	Shared Ambition SpecialistenNet Psychologie	Max. €1,200 per research	100% of a maximum of 1 research per person per year.
<b>Mediation</b>	Van Opstal & Partners	€160 per hour	100% of a maximum of 1 programme of 12 hours per person per year.
<b>Vitality app icheange3</b>	BrandNewHealth	A maximum of €60 per active employee per year.	100% of the active participating employees.
<b>Old Habits Die Hard</b> Resilience guide	Shared Ambition	€812 (individual) €253.75 (group)	Livvit reimburses 100% of a maximum of 1 coaching programme per person per year of all coaching programmes.
<b>Psychological care (work related)</b>	Genzo + HSK + Mind At Work + PSION + Shared Ambition + Skills + SpecialistenNet Psychologie	To be requested at the Helpdesk	Livvit reimburses a maximum of €500 per indication per employee per calendar year.
<b>Your Vitality Score questionnaire</b>	Shared Ambition	€12.80 per research	100% of a maximum of 1 research per person per year.
<b>Dare to Act</b>	Shared Ambition	€4,375 per employee	Livvit only reimburses certain elements of the course to the extent that they are implemented:
<b>E-coaching programme Stress 2.0</b>	FitzMe Company	€580.17 per employee	100% of a maximum of 1 programme per employee per calendar year.
<b>Working on resilience – through heart coherence</b> individual stress reduction programme	HeartMath Benelux	€1,143.20 per programme	100% of a maximum of 1 coaching programme per person per year.
<b>Increase your resilience, reduce your stress!</b> (stress reduction programme (group))	HeartMath Benelux	€544.20 per programme	100% of a maximum of 1 coaching programme per person per year.
<b>Workshop</b> and inspiration session (group)	FitzMe Company + LTC training + MyDailyLifestyle + SanAvis + Somnio + Working Parents Desk + Pim Mulier	Between €450 and €1,295	Livvit reimburses the costs of the lifestyle workshop per policy to a maximum of: <ul style="list-style-type: none"> <li>•€1,250 per calendar year for less than 500 employees;</li> <li>•€2,500 per calendar year for 500 to 1,000 employees;</li> <li>•€5,000 per calendar year for 1,000 to 2,000 employees;</li> <li>•€2.50 per employee for more than 2,000 employees.</li> </ul>

Health solution	Care providers	Costs	Livvit and BV/AV reimbursements
<b>Physical health solutions</b>			
<b>Physical coaching</b>	Pim Mulier	€878 per programme	100% of a maximum of 1 coaching programme per person per year.
<b>Physiotherapy at work</b>	TIGRA		Livvit reimburses a maximum of €104 per half-day for the costs of physical therapy at the workplace with a maximum of 7 sessions per half-day. In the event of a lower number of sessions, the reimbursement is pro rata. In addition to the reimbursement under the health insurance, we reimburse the employee a maximum of 6 physiotherapy treatments per indication per employee per calendar year. The reimbursement per treatment is a maximum of €28
<b>Basic Health Check</b>	Adaptics + Bewegen Werkt Holland Fit + Lifeguard + Oude Vrielink Gezondheidsmanagement + Pim Mulier + PSAttent + TIGRA	Max. €55	The maximum reimbursement is €55 per employee per calendar year. A maximum of one Basic Health Check per employee, per year.
<b>Physical strain training</b>	LIJV + TIGRA + Pim Mulier + Work Solutions Nederland	Max. €922.50 per group	Livvit reimburses a maximum of 1 training per employee per calendar year. The reimbursement for a training is a maximum of €922.75 per group.
<b>Sports programmes</b> Workshops, training courses and clinics	Stichting Nederland Onderneemt Maatschappelijk + The Bootcamp Club + Pim Mulier	To be requested via the Helpdesk	Livvit reimburses the costs of the sports programmes per policy to a maximum of: <ul style="list-style-type: none"> <li>•€1,250 per calendar year for less than 500 employees;</li> <li>•€2,500 per calendar year for 500 to 1,000 employees;</li> <li>•€5,000 per calendar year for 1,000 to 2,000 employees;</li> <li>•€2.50 per employee for more than 2,000 employees.</li> </ul>
<b>Other health solutions</b>			
<b>Occupational therapy</b>	Expereans + Margolin + Wibbens	Maximum of €928.16	Livvit reimburses the costs of a maximum of 1 occupational health consultation per employee per calendar year. The maximum reimbursement is €928.16 per consultation.
<b>Back to work</b> Reintegration and coaching programme	Winnock	€1,605.52 per programme	In addition to the non-clinical occupational rehabilitation programme from the basic insurance, Livvit reimburses the costs of the 'Terug naar Werk' (Back to Work) coaching programme. The maximum reimbursement is €802.76 per employee per calendar year.
<b>Taxi transportation</b>	Connexion	Max. €500 per employee per year	Livvit reimburses taxi costs up to €500 per employee per year
<b>Emergency domestic care</b>	Zorg voor U (Healthcare for You)	€82.20 per case	Household support €34.15 per hour, max. 20 hours Childcare, ages 0-4: €42.28 per hour, max. 20 hours. Childcare, ages 5-12: €37.72 per hour, max. 20 hours.
<b>Care Mediation</b>	Zilveren Kruis	To be requested via the Helpdesk	Service
<b>Discount</b>			
<b>Dynamic working</b>	Pim Mulier + Worktrainer BV	-	Please note! This is a discount agreement
<b>Fysius Rugvitaal (Fysius Vital back)</b>	Fysius	-	Please note! this is a discount agreement



# Do you have any questions?

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**Address:**

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2300 AK Leiden  
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**Email address:**

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For a complete and detailed overview of the terms and conditions and reimbursements, please refer to the Livvit Terms and Conditions 2020.

