



Livvit Guide 2021

**Healthy Business
is done together!**

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Chapter 1

General information

What is in the Livvit Guide?

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

This guide describes all the care Livvit can offer you.

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, absenteeism costs fall and the operating result improves. Healthy employees directly contribute to the success of your university of applied sciences.

This guide provides an overview of all costs, reimbursements and discounts.

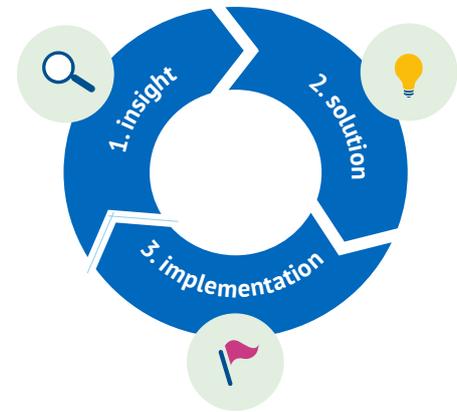
As an employer, you may qualify for these. For the complete terms and conditions, please see the terms and conditions and reimbursements.

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 setting up your health programme;
- Advice on implementing the health solutions listed in this guide.



What is Livvit?

Livvit helps ensure a healthy balance between preventive health solutions to prevent absenteeism and 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 provides indicative information on the content, prices, and reimbursements. No rights may be derived from the information in this guide. The Livvit policy conditions provide a detailed description of the terms and conditions and reimbursements that apply to you. The policy conditions are available at zk.nl/livvit.

Zilveren Kruis care 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). Care providers have been tested on price, quality, and effectiveness before concluding a contract.

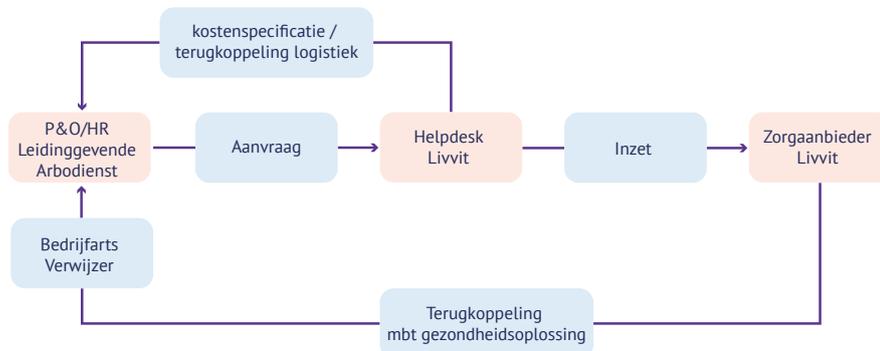
Care providers submit their invoices to the Helpdesk.

Invoices are remunerated according to the Livvit policy conditions. The prices agreed to by our care providers are listed in the Livvit Guide. These prices differ from care providers' market prices. All prices listed are excluding VAT.

Procedure to apply for and use health solutions

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

- Request the health solution via zk.nl/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 back. By returning a signed copy, you agree to the costs for your own account as stated on the specification.
- The 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.

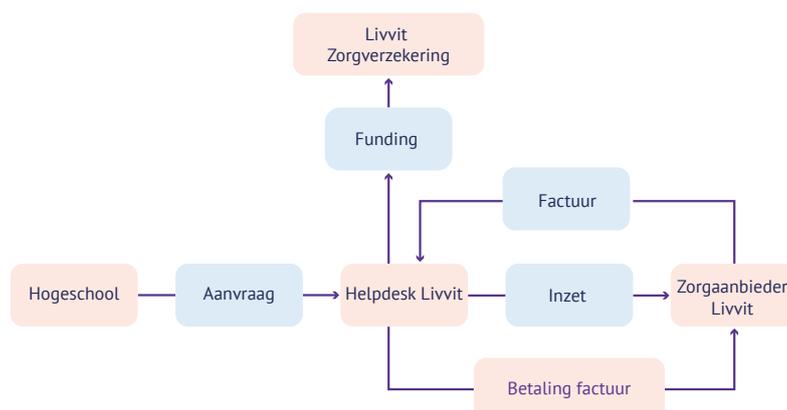


Invoicing

If 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 remunerated by the Livvit Helpdesk *).

This serves as an administrative convenience for you.

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



Independent care provider

Non-contracted care 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 care providers?

Health solutions or services provided by an independent care provider may be more expensive than the same health solutions contracted by Zilveren Kruis. In that case, Livvit will reimburse the maximum amount of the health solution contracted by Zilveren Kruis. 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 care providers

Independent providers of psychological care, occupational therapy, physiotherapy in 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.

Independent care providers are not permitted to operate as "subcontractors".

In other words, an organisation that carries out all or part of the health solution on behalf of your own care provider, without being employed by them. The care provider that registers with Zilveren Kruis must also provide the care.

The criteria apply to non-contracted healthcare providers:

- Registration in the professional register (if applicable);
- Health solution or treatment is comparable to that of a contracted care provider;
- Independent care providers do not operate as subcontractors.

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 at zk.nl/uitruivoorwaarden.
- 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.
- If the assessment result is positive, you can apply for the care solution at zk.nl/livvitaanvraagformulier. The care provider can then submit a claim to the employer desk.

Please note: the assessment must take place before the health solution is started. Invoices must also comply with the Zilveren Kruis claims protocol. The care provider can request a copy of the claims protocol.

Invoicing

When using an independent care provider, the care 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 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 purchase amount. In the event that the independent healthcare provider does not meet all the criteria for reimbursement, the Corporate Health Budget can be used.

Corporate Health Budget

The Corporate Health Budget is 20% of your annual premium and can be spent on health solutions for the entire workforce, a specific target group, 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. They will assess the eligibility of the project.

Health solutions supplement

The Corporate Health Budget can be used to supplement health solutions already reimbursed through Livvit. This could include health solutions for work-related care that apply or could apply to the entire workforce.

Services not eligible for reimbursement

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

- Activities in response to legislation and regulations (RA&E, PMO).
- 2nd phase reintegration activities.
- Investments in buildings.
- Purchasing office furnishings (e.g. a special desk and chair), fitness room, etc.
- Fees or contributions for hobby or sports membership.
- Wages for in-house employees.
- Gift cards or other forms of gifts (e.g. books, t-shirts, mugs, and pedometers).
- Costs indirectly related to the care project, such as costs incurred for meetings and transport costs.
- Costs for care projects and student health solutions.

Using an independent care provider

If you are using an independent care provider that does not meet all the criteria for reimbursement, you can use the Corporate Health Budget to that end. The Company Health Budget is set per calendar year, after which any unused amount expires.

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

Contact 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 of applied sciences.

You will receive a management report

You can discuss the management report with your consultant or account manager. 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)

Zilveren Kruis introduced the Zilveren Kruis Assessment Directive (ZBR) for work-related care several years ago. 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 aims to manage and further improve the quality of its contracted health solutions.

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

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 are assessed with the written test.
- process manageability;
the questionnaire focuses on the extent to which the organisation has mastered the processes. Is there procedural management for the primary process—the intake, execution, evaluation and invoicing of production and/or services? 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.

Exchange conditions for non-contracted care providers

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

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 paid to determining a strategic long-term vision of sustainable employability, also touching on the impact thereof on stakeholders and the organisation.

Training objectives of the HR management training:

- Better recognition of stress signals in the manager and their employees;
- Improved insight into the creation of support in order to optimise the implementation of changes;
- Strengthening advisory skills;
- Better connection with line management;
- Improved decisiveness and positioning by HR management;
- Insight into drawing up 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 about preventively organising the work to ensure sustainable employability in employees.

Both aspects are covered in the programme, depending on your 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 their expectations beforehand, during the intake. This personalises the programme as much as possible while taking your organisation's basic principles into account.

Training objectives of the management training:

- Better recognition of personal stress signals and stress signals in employees;
- Dealing with employees who have difficulty making changes;
- Leaving responsibility with the employees;
- Stimulating management style;
- Conducting difficult conversations.

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 their expectations beforehand, during the online intake. This personalises the programme as much as possible

Training objectives of the employee training:

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

Where is the training given?

The training is organised for each university of applied sciences and is tailored to their specific situation.

The one-day training will take place at or near your university of applied sciences.

Investment and reimbursement

The training programme costs €2,036.90 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 university of applied sciences.

Care provider

Bureau HTM

Sustainable employability and vitality

One-day training: Omgaan met werkdruk (Work pressure management)

Standard training for management and employees

The one-day Omgaan met Werkdruk (Work pressure management) training programme 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 more effectively. Other training goals include control, work/life balance, recognition of signals and addressing them openly in conversation..

Who is it for?

Employees who suffer from work pressure and want to get a solution-oriented grip on it. They are experiencing stress or a change in life stage and are in search of insight and awareness into what they are going through. After the training, participants have increased 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.

The training programme is also for managers who want to learn to recognise signals and make them addressable. During the training they will practice the Difficult Conversation. After the training, managers will be able to better recognise the signals and openly discuss work pressure. They will gain 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 programme is provided by 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. All additional costs such as the possible use of an actor, catering and location rental are borne by the university of applied sciences.

Provider

LTC training/NextSteps.nu

Sustainable employability and vitality

Customised one-day training course

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

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

We start with a personal and extensive intake. We design the programme for the one-day training course together. Ownership and team involvement ensure that the team's needs are met and that there is a strong retention and long-lasting effect. In the one-day training course, we work on the issues presented, always addressing head, heart and hands. Questions and solutions need to really 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 course 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 up to one training course 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 course

Who is it for?

Employees 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 around 12 people led by two experienced trainers.

Before the training begins, each employee completes 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 5 working days after the Boost training course for a follow-up. LTC training will schedule two coaching sessions, approximately 3 and 6 weeks after the course. LTC training/NextSteps.nu uses an online evaluation to check on the situation three months later. This allows them to tackle situations which present in the interim, increasing the effect and sustainability of the training.

Where does the training take place?

The training takes place in the municipality of Apeldoorn.

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 referral from the company doctor is required.
- If the employees has a Supplementary Zilveren Kruis insurance, the costs will be claimed from that 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 absenteeism 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 at risk of absence.

In what situations can corporate social work be employed?

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 and how best to plan things;
- Learn effective communication, how do I come across?

Corporate social work, coaching for financial help requests

- Getting finances in order: structuring finances together.
- Balancing income and expenditure: identify the cause of imbalance 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 can 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, 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 shortening employee absence

If the employee's personal balance is upset, they are at risk of absence. Coaching can help guide the employee in their 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 central to this.

After approval from the employer and the Livvit Helpdesk, an intake interview will take place within five working days. During this interview, it will be examined whether the problem of impending absenteeism can be prevented or shortened.

What does the coaching programme entail?

Livvit offers three 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 email, chat, or video on a daily basis between 9 a.m. and 9 p.m. It can also be done by phone. The employee immediately has a conversation with the 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

In theme-specific coaching, an employee chooses one 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 sustainability
Dealing with uncertainty	Organisational changes
Confronting fears	Coaching for HR managers
Self-management	Mindfulness at work

The employees can register online or by phone. Based on the profile and possible location of a coach, the employee chooses a coach. After registering, the employee completes the intake form and the impact measurement tool with their personal online account. 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 has a one-hour coaching interview. The employee can then start working on an assignment at home or at work.

The employee will have 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 the 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, followed by a 60-minute, face-to-face coaching session, after which they can start 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 minutes)

Theme-specific coaching: €459.45

Balance recovery coaching: €425

Reimbursement

Livvit reimburses 100% of up to one programme per person per year, with a maximum of €459.45.

You can receive reimbursement for one coaching programme per year.

For the below types of coaching, we reimburse a maximum of one 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

GORT Coaching (theme-specific coaching)

De Preventiedienst (balance recovery coaching)

Shared Ambition (HeyCoach)

Vitality app ichange3

The 'ichange3' vitality app functions as an easily accessible digital health coach. Everything is online, so you can join at any time.

Ichange3 helps employees create healthier habits

The benefits:

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

Ichange3 supports effective introduction of the app by the employer.

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 university of applied sciences must submit an application to the Livvit Helpdesk for the desired number and duration of subscriptions.
- Employees will need access to an Android or iOS smart phone.

Care provider

BrandNewHealth

Stress 2.0 e-coaching programme

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

Who is it for?

Stress 2.0 is for employees whose work and/or health is negatively affected by occupational stress.

Why invest in stress resistance?

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

The Stress 2.0 e-coaching programme 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.

Programme overview

Step 1

Inventory of stress, lifestyle, and opportunities for change.

- Through an online check;
- One-hour, in-person consultation;
- Personalised options;
- identifying the coaching request;
- 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 of personal explanatory model.
- Coaching session on personal explanatory model.

Step 3

Select a method to reduce stress and build motivation for one or more strategies.

- Online orientation into strategy and motivation.
- 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;
- Mindful 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

Training jong geleerd en oud gedaan (Old Habits Die Hard course)

Who is it for?

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

What does the course entail?

Training jong geleerd en oud gedaan (Old Habits Die Hard course) is a coaching programme with online training aimed at strengthening mental resilience in teachers and lecturers of all experience levels. Mental resilience is the 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 their in 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 sessions, the participant continues to work on the online training. The course duration 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. The course duration 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 with a maximum of €253.75 per group, with a minimum of 8 and maximum of 12 participants, and 100% of an individual training to a maximum of €812 per person.

Please note

There is the possibility to follow an inspiration session about this programme.

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: 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 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 by means of 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 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, to a maximum of €1,225.20.

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 becomes absent. This is unnecessary. A mediator can contribute to the solution of a conflict and 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 every party 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).

If using an independent healthcare provider, please note

Independent healthcare providers for mediation must be registered with MfN.

Care provider

Van Opstal & Partners

Psychological care (occupational)

Who is it for?

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

The application procedure

The employer or company doctor reports the employee to the Livvit Helpdesk. The application takes place in two stages, starting with an intake interview. Based on the interview, 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, absenteeism 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, as such, it does not qualify for reimbursement from the health insurance.

Can psychological care qualify for reimbursement from health insurance?

In certain cases, psychological care may qualify for reimbursement or partial reimbursement from health insurance. In that case, the employee concerned must give permission for reimbursement from their 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 use coverage under the health insurance with a number of care providers listed below. These care providers are marked with *.

Care providers

Cenzo*

HSK*

Mind At Work

PSION

Shared Ambition

Skills*

SpecialistenNet Psychologie*

Your Vitality Score questionnaire

Who is it for?

For all your employees. Using Your Vitality Score, you can detect risk of stress-induced absenteeism and 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 questionnaire consists of questions about:

- Personal safety;
- Work pace and 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 stating whether or not they should take action to improve their general health and vitality. The recommendations are indicated with 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 absence.

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

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 to living life. The result is more focus, more energy, more inner freedom 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 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;
- personalised 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 persons.

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

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 their sources of stress and energy loss and their physical and psychological effects. The employee learns techniques to get a better grip on their 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 will receive this at the start of the programme. The Inner Balance Trainer not only helps the employee see the influence of stress on their heart rate, but also teaches them techniques to reduce that influence. The HeartMath coach can monitor remotely via the HeartCloud, with the employee's consent. The employee gets to keep the Inner Balance Trainer after the programme has been completed so they can keep practising with the app.

Programme overview

The programme consists of seven 1-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 losing their energy on and what the consequences are for their mood and behaviour. But he or she will also see what gives them energy and how resilient they are. The participant gains insight into their energy management methods. With this insight, objectives are set and with the techniques from lessons 3 to 6, the participant can make improvements in their handling of stress techniques. Large or small, because a lot of small stress is just as harmful as large stressful events. In the seventh and final session, the participant makes a personal action plan with the HeartMath coach to ensure 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 a significant decrease in stress symptoms. Participants in the programme indicate that they feel more relaxed, have more peace at mind, and behave in a more balanced way. Automatic stress responses are recognised sooner, and the participant increasingly realises that there are different ways to react. The techniques the participant learns through the Inner Balance Trainer can help them 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 the possibility to follow an inspiration session about this programme.

You can receive reimbursement for one coaching programme per year.

For the below types of coaching, we reimburse a maximum of one 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 provider

HeartMath Benelux

Increase your resilience, reduce your stress!

Destress with an app! (group + online)

Working in education is becoming more and more of a top-class sport. It is a fantastic challenge, but employee's need to possess the necessary mental and emotional stamina.

Who is it for?

For employees who suffer from work stress or want to continue to maximise their potential under difficult circumstances (e.g. constant changes in the organisation, increasing regulation and performance pressure)

Participants learn how to achieve the necessary stamina.

This training course is aimed at stress management and increasing resilience. 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 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.

Programme overview

The programme consists of four half-days but can also be followed partly 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 course, participants learn what causes their energy loss and the effects thereof on their mood and behaviour. They also learn what things can energise them, and how resilient a person can be. With this insight and the techniques taught during the sessions, 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 pays extensive attention to effective cooperation and communication. Finally, the participants make a personal action plan. The action plan ensures that the lessons learned are well embedded in the participant's daily life. 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;
- participants are more capable of listening;
- participants are able to communicate coherently;
- participants are better able to empathise with others;
- participants are able to maximise their potential when they want to;
- participants can manage their own emotions, which increases the quality of contact with colleagues and students..

Investment and reimbursement

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

Please note

There is an option to follow 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 types of coaching combined. There is no distinction between the Werken aan Veerkracht stress reduction programme (individual and group), Jong geleerd en oud gedaan, corporate social work (coaching) and coaching programmes that fall under mental or physical health solutions.

Care provider

HeartMath Benelux

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 about 45 minutes, in which 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	€803.53
Gezond Slapen (Healthy Sleeping)	Somnio	€405 or €360 if there are multiple workshops at the same location on the same day
Voeding in de hoofdrol (Nutrition in the Lead Role) 'One size fits all?'	SanAvis	€475
Healthy lunchbreak	SanAvis	€680
Het Nieuwe Gezonde Werken (The New Healthy Way of Working)	Pim Mulier	€803.53
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
Gezond de klok rond (Healthy 24/7)	SanAvis	€475
Food and Energy 'Superfoods & Brainshakes'	SanAvis	€475
Werk en gezin (mythen, beelden en dromen) (Work and family life (myths, images and dreams))	Working Parents Desk	€1,295
Werk en ouderschap (spitsuur op werk en thuis) (Work and parenthood (rush hour at work and at home))	Working Parents Desk	€1,295
Werken vanuit veerkracht (Working With Resilience)	LTC training/NextSteps.nu	€931
Werk-privé balans (Work-Life Balance)	LTC training/NextSteps.nu	€931
Leef ik gezond? (Am I Living a Healthy Life?)	MyDailyLifeStyle	€593.19

The maximum compensation for the workshops organised by Livvit is subject to 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

- The 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

Care provider inspiration session

FitzMe Company

HeartMath

Shared Ambition

The workshops

Energy Food (1.5 hours)

Healthy food gives a lot of energy; energy that makes you feel fit. But what is healthy eating, exactly? Is it the same for everyone? What is the relationship between nutrition and energy levels?

The workshop will address the following themes:

- energy and energy balance;
- kilos 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 find the right information in 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 better performance;
- what can be done to improve sleep and performance;
- how to deal with 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.

Voeding in de hoofdrol (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 at the centre of it all

The workshop Voeding in de hoofdrol (Nutrition in the Lead Role) is an interactive workshop all about nutrition and creating nutritional awareness. All nutrition-related topics can be discussed during the workshop, whether it concerns weight, cholesterol, sports, or eating in relation to performance or irregular shifts. The approach is: accessible, practical, recognisable, interactive and fun.

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 lunchbreak (2 hours)

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

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

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

Not at lunchtime?

We can just as easily change the workshop to 'borrelhapjes met lef' (Ballsy snacks) or 'fingerfoods om uw vingers bij op te eten' (finger-licking good finger foods).

Het Nieuwe Gezonde Werken (New Healthy Way of Working) (1.5 hours)

Do you want to make employees aware of the importance of a healthy weight and exercise? This can be done with the light-hearted and interactive 'Am I Living a Healthy Life?' workshop. It is not patronising, but 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 tasted. Lifestyle measurements: fun tests that give an insight into one's own health. Statements: What is true? Debunking food fables. Get moving: fitness exercises for in the workplace.

Goal of health solution:

Create awareness of one's lifestyle - Stimulate new dietary choices.
Increase dietary variation.

Het Nieuwe Werken leidinggevenden (New Way of Working for Managers) (2 hours)

The New Way of Working (NWoW) is a contemporary method being implemented in many companies. However,

it requires a different form of cooperation, decision making, communication, and management. In many cases, a manager will start with the New Way of Working and encounter problems.

This experience-focused workshop makes 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 it?
- does my leadership style fit the New Way of Working?

Het Nieuwe Werken medewerkers (The New Way of Working for Employees) (2 hours)

The New Way of Working (NWoW) is a contemporary method being implemented in many companies.

In many cases,

the New Way of Working is implemented and only then do you discover 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?

Ont-stressen met een app - 'de HeartMath Methode' (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 affects of stress on the body, mind and behaviour;
- employees know various HeartMath techniques they can use in their personal and 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 contributes to a positive balance. The themes of the workshop include 'Influence of food on the energy level', 'Nutrition and its influence on performance' or 'Nutrition and delivering a sporting performance'.

Voeding en onregelmatig werk 'Gezond de klok rond' (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 complaints and fatigue.

The workshop themes 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.

Werk en gezin (mythen, beelden en dromen) (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 obstructive 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 experience less absence.

Werk en ouderschap (spitsuur op werk en thuis) (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 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.

Werken vanuit veerkracht (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; in addition to that, we 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 with strength 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.

Werk-privé balans (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 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.

Leef ik gezond? (Am I Living a Healthy Life?) (1 hour)

Do you want to make your employees aware of the importance of exercise and a healthy diet? Do you want to support your employees in achieving a healthier lifestyle? The interactive workshop Leef ik gezond? (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 will focus on the latest trends and research on, for example, sugars, saturated fat and the danger of prolonged sitting.

The workshop will address the following themes:

- Presentation and taste rounds: nutrition and exercise are discussed and healthy products can be tested;
- Lifestyle measurements: fun tests that provide insight into one's own health;
- Statements: What is true? Debunking food fables.
- Voeten van de vloer: fitnessoefeningen voor op de werkvloer (Get moving: fitness exercises for in the workplace)

Chapter 3

Mental health solutions

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

Physical coaching

Livvit offers two types of coaching programmes: mental and physical coaching. You can 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 €896.44 per employee, per year.

You can 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. In addition, it minimises the use of care and prevents long-term absenteeism. 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 at 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 at the workplace with your Healthy Business adviser.

Care provider

Various Care Providers

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 to use it for the (further) development of your health policy.

The Basic Health Check consists of:

- Blood pressure check;
- Total cholesterol check;
- 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
Bewegen Werkt (Moving Works)
Holland Fit
Oude Vrielink Gezondheidsmanagement (Oude Vrielink Health Management)
Pim Mulier
TIGRA

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. They also receive the tools to 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 €941.87 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 sport programmes are organised by Stichting Nederland Onderneemt Maatschappelijk. Stichting Nederland Onderneemt Maatschappelijk and Pim Mullier work directly with NOC*NSF member sports associations and local sports clubs. 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. These include: Nordic Walking, running, cycling, skating, golfing, aikido, and crossbow shooting. The implementation of the programme depends on the company's objective.

Working on vitality

For companies with a vitality or health programme, Stichting Nederland Onderneemt Maatschappelijk organises the sports and exercise components. 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 a 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:

- The degree to which employees feel involved in the organisation increases by an average of 59% of the participants of a company sports programme.

Working on personal effectiveness

Collaboration, setting boundaries, balance, personal effectiveness, dealing with stress, and leadership. Suitable programmes are: Aikido and martial arts as a tool. 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 a programme has ended.

How do I start exercising responsibly, effectively and have fun doing so? (1.5 hour)

In this interactive workshop, we deal with the following question: If I want to start exercising more, how can I make sure to do this 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, the participants will make responsible choices about 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.

Care providers

Stichting Nederland Onderneemt Maatschappelijk
Pim Mulier

Chapter 4

Other health solutions

You can find all other health solutions in this chapter.

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 absenteeism.

When should occupational therapy be requested?

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

- Claims reduction;
- Tailored advice for the employer (and employee) regarding solutions for long-term absenteeism;
- Advice on reintegration into one's own job or another job for the 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, in order 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

Maximum of 1 advisory session per person per calendar year. The maximum reimbursement is €946.72 per advisory session per person per calendar year.

If using an independent healthcare provider, please note

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

Reintegration

Support programme and care path

The support programmes Terug naar Werk (Back to work) and CIR werkt Samen are health solutions which supplements the basic healthcare insurance supplied by Winnock Zorg or CIR. 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 care providers prevents delays in reintegration. This limits the costs of absenteeism.

A multidisciplinary team offers support.

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 their vision on the absenteeism 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 their 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 programme is an integral part of the care programme. Livvit reimburses 50% of the costs of a support programme per employee per calendar year with a maximum of €802.76 per calendar year.

Please note

A referral from the (company) doctor 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 excess will be used first.

Care provider

Winnock, CIR

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, because of, for example, 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. Once 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

Connexion

Emergency domestic care or childcare

Who is it for?

Employees with an unexpectedly sick partner and/or child, as a result of which the employee is unable to work.

Absenteeism 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 domestic 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 domestic 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

Livvit reimburses the costs of max. 20 hours domestic care or childcare per event per calendar year. We also reimburse the costs of documentation. 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 10 a.m., the home care will be provided within the next 48 hours. Requests filed after 10 a.m. start a day later.

If your employee already uses a daycare, they must be registered in the National Register for Childcare (LRK) for reimbursement.

Care provider

M.i.e.p. or a daycare centre registered in the National Register for Childcare (LRK)

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 is provided with good, 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. All 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.*

Discount

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 concerns 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 also be equipped with means of communication so that it can be recognised as the location for Dynamic Working. The care provider can provide advice and support in the purchase and installation of the Green Work Zone.

Please note! This concerns a discount agreement

Ask the Livvit Helpdesk about the terms and conditions.

Care provider

Worktrainer BV

Fysius Rugvitaal (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 Fysius' treatment centres. Fysius has 28 treatment centres throughout the Netherlands.

Please note! This concerns a discount agreement

Ask the Livvit Helpdesk about the terms and conditions.

Care provider

Fysius

Chapter 5

Livvit 2021 reimbursements overview

Livvit 2021 reimbursements overview

Health solution	Care providers	Costs	Livvit and BV/AV reimbursement
Mental health solutions			
Sustainable implementation and vitality (Sustainable employability and management)	Bureau HTM	max. €2,036.90 per group of max. 6-12 participants	Livvit reimburses max. €2,036.90 and one training per person per year
Duurzame inzetbaarheid en vitaliteit (Omgaan met werkdruk) (Sustainable employability and vitality (Work pressure management))	LTC training/NextSteps.nu	Max. €2,000 per group of 6-12 participants	Livvit reimburses a maximum of €2,000 and one training per person per year
One-day lifestyle training course for HR managers, general managers or employees (custom).	LTC training/NextSteps.nu	Max. €2,718 per group of 6-12 participants	Livvit reimburses max. € 2,000; training and one training per person per year
LTC Boost training course	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.
Corporate social work (coaching)	BeauAvis 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 one programme per employee per calendar year.
Mental coaching	GORT Coaching De Preventiedienst Shared Ambition	Max. €459.45	Livvit reimburses a max. of one coaching programme up to a maximum of €459.45 per person per year
Career counselling	Shared Ambition SpecialistenNet Psychologie	Max. €1,225.20 per research	100% of a maximum of one research per person per year.
Mediation	Van Opstal & Partners	€160 per hour	100% of max. one 12-hour programme per person per year
Vitality app urchase3	BrandNewHealth	A maximum of €60 per active employee per year.	100% of the active participating employees.
Jong geleerd, oud gedaan (Old Habits Die Hard) Resilience guide	Shared Ambition	€812 (individual) €253.75 (group)	Livvit reimburses 100% of a maximum of one coaching programme per person per year of all coaching programmes.
Psychological care (work related)	Centzo + HSK + Mind At Work + PSION + Shared Ambition + Skils + SpecialistenNet Psychologie	To be requested at the Helpdesk	Livvit reimburses a maximum of €500 per indication per employee per calendar year.
Your Vitality Score questionnaire	Shared Ambition	€12.80 per research	100% of a maximum of one research per person per year.
Dare to Act	Shared Ambition	€4,375 per employee	Livvit only reimburses certain elements of the programme to the extent that they are implemented
Stress 2.0 e-coaching programme	FitzMe Company	€580.17 per employee	100% of a maximum of one programme per employee per calendar year.
Werken aan veerkracht – door hartcoherentie (Working on resilience – through heart coherence) individual stress reduction programme	HeartMath Benelux	€1,143.20 per programme	100% of a maximum of one coaching programme per person per year.
Increase your resilience, reduce your stress! – stress reduction programme (group)	HeartMath Benelux	€544.20 per programme	100% of a maximum of one coaching programme per person per year.
Workshops and group inspiration sessions	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"> • €1,250 per calendar year for less than 500 employees; • €2,500 per calendar year for 500 to 1,000 employees; • €5,000 per calendar year for 1,000 to 2,000 employees; • €2.50 per employee for more than 2,000 employees.

Health solution	Care providers	Costs	Livvit and BV/AV reimbursement
Physical health solutions			
Physical coaching	Pim Mulier	€896.44 per programme	100% of max. One coaching programme per person per year
Physiotherapy at work	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
Basic Health Check	Adaptics + Bewegen Werkt Holland Fit + Lifeguard + Oude Vrieling Gezondheids- management + Pim Mulier + TIGRA	Max. €55	The maximum reimbursement is €55 per employee per calendar year. A maximum of one Basic Health Check per employee, per calendar year.
Physical strain training	LIJV + TIGRA + Pim Mulier + Work Solutions Nederland	Max. €941.80 per group	Livvit reimburses a maximum of one training per employee per calendar year. The reimbursement for a training is a maximum of €922.75 per group.
Sport programmes Workshops, training courses and clinics	Stichting Nederland Onderneemt Maatschappelijk + 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"> • €1,250 per calendar year for less than 500 employees; • €2,500 per calendar year for 500 to 1,000 employees; • €5,000 per calendar year for 1,000 to 2,000 employees; • €2.50 per employee for more than 2,000 employees.
Other health solutions			
Occupational therapy	Expereans + Margolin + Wibbens	A maximum of €946.72	Livvit reimburses the costs of a maximum of one occupational health consultation per employee per calendar year. The maximum reimbursement is €928.16 per consultation.
Reintegration Coaching programme and care programme	Winnock + CIR	€4,495 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 and the CIR werkt Samen (CIR works Together) programme. The maximum reimbursement is €802.76 per employee per calendar year.
Taxi transportation	Connexxion	Max. €500 per employee per year	Livvit reimburses taxi costs up to €500 per employee per year
Emergency care at home	M.i.e.p. + daycare centre registered in the National Register for Childcare (LRK)	Max. 20 hours	Livvit reimburses the costs of max. 20 hours domestic care or childcare per event per calendar year.
Care Mediation	Zilveren Kruis	To be requested via the Helpdesk	Services
Discount			
Dynamic working	Pim Mulier + Worktrainer BV	-	Please note! this is a discount agreement
Fysius Rugvitaal (Fysius Vital back)	Fysius	-	Please note! this is a discount agreement

We are happy to help you



Email us at

Helpdesk.livvit@zilverenkruis.nl



Call us on

+31 71 365 21 00

For companies with up to 100 employees



You can also write to us at

Livvit help desk

PO box 444

2300 AK Leiden

Zilveren Kruis Zorgverzekeringen N.V. KvK 06088185, Achmea Zorgverzekeringen N.V. KvK 28080300

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