COUNSELLING PROCESS

STEP-BY-STEP PLAN AND EXPLANATION

VIVIUM

STEP-BY-STEP PLAN

1 employee becomes sick and informs employer immediately

2 Vivium is notified if sickness exceeds 30 days

3 Vivium's medical department assesses whether the employee could benefit from counselling and provides contact details to the external partner

4 expert contacts employee: first introduction

employee refuses offer of service

5 analysis of issues under expert's guidance

employee refuses offer of service

6 start of counselling process

7 conclusion of counselling process

8 satisfaction survey

STEP-BY-STEP PLAN

1

Employee becomes unfit to work, takes sick leave and submits medical statement to employer.

2

VIVIUM

Once their incapacity for work exceeds 30 days, this must be reported to Vivium immediately by means of the notification form.

3

Vivium’s medical department assesses whether the employee’s recovery process could benefit from individual counselling.
Vivium informs the employee that he is eligible for counselling.

4

If that opinion is positive, the employee is contacted by one of the external partners. This is the first introduction between the employee and the external partner. The substance and stages of the counselling process are explained and the individual's motivation and the usefulness of initiating a counselling process assessed.

5

Based on the specific circumstances and the employee's needs, the expert draws up a personalised support programme to improve their well-being and prepare for and guide their resumption of work. Additionally, the expert estimates the counselling process's duration.

6

Start of the counselling process to suit the individual with the aim of improving their well-being and preparing for and guiding their resumption of work.

7

Conclusion of the counselling process.

8

Evaluation and satisfaction survey.

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EXPLANATION

PURPOSE OF THE SERVICE

Professional guidance of employees who are absent due to illness helps them to improve their well-being and supports and guides them in resuming their work. For stress-related complaints such as burnout or psychosocial issues in particular, additional support by an independent expert can have a positive impact on the recovery process and resumption of work.

To this end, Vivium has joined forces with various independent external partners who specialise in such counselling.

NO ADDITIONAL CHARGE

This additional service is part of Vivium's 'Incapacity for Work' group insurance cover.

There are no associated costs for either the employee or the employer. Vivium will cover these costs.

VOLUNTARY PARTICIPATION

If the employee qualifies for professional counselling, he/she will be contacted by telephone by one of the external partners. The employee then decides freely about participating in the counselling proces and can also stop on his/her own initiative at any time.

Information with respect to recovery support for employees with group insurance

Getting back to work can be challenging. Additional support from an independent external expert can have a positive impact on your recovery and return to work. Vivium has joined forces with partners specialising in such support programmes. We will assess whether you are eligible for this based on your file and put you in touch with an external partner, who will call you to explain more about the personal support you will receive during your recovery. This free, no-obligation offer focuses primarily on stress-related conditions, such as burnout.

More information is available at https://mygroupinsurance.vivium.be/en/professional-guidance.

The declaration form can be downloaded here.

NETWORK OF EXPERTS

The external partners have access to an extensive network of authorised, professional experts. This network extends across the country, ensuring we can offer the individual access to local, professional service. Counselling can also be done online.

DISCRETION

The employer will not be informed that the employee is receiving external counselling.

If the expert deems it useful to involve the employer, confidential adviser and/or company doctor after all, the employee in question must first give their explicit consent.

CONFIDENTIALITY AND PROFESSIONAL SECRECY

The external partners operate in complete independence. They guarantee strict confidentiality and respect for professional secrecy. No medical information will ever be shared with Vivium without the individual's explicit consent.