

# Amsterdam UMC (AMC) Intervention Guide

## Occupational health and safety service interventions and contact persons

This intervention guide applies to the following organisational units: the Administrative Centre, ICT Services, AUAS Library, Facility Services and Innovation Exchange Amsterdam.

Look under '[Occupational health and safety service](#)' in the [A-Z list](#) for the name and contact details of the occupational physician of your organisational unit.

### Content:

1. Contact persons for different questions and interventions;
2. Mental health courses and workshops for individuals;
3. Team-level courses and workshops on mental fitness and behavioural and organisational change.

Contact persons for different questions and interventions	
Interventions.	Explanation
<b>General contact details</b> - To make or change appointments (to attend a preventive consultation with the occupational physician, for example); - If you cannot keep your appointment, please notify the occupational healthcare service as soon as possible, but no later than 24 hours in advance.	<b>Occupational healthcare service</b> Email: <a href="mailto:bgz@amc.uva.nl">bgz@amc.uva.nl</a> Tel.: +31 (0)20 566 2083  <u>Preventive consultation</u> You can request a preventive consultation yourself, without the intervention of your line manager. You can ask any questions you may have about your health in relation to your work or personal circumstances, even if you have not yet reported in sick or have not developed complaints. Your privacy will always be guaranteed in these matters. The occupational physician will only contact your line manager or other care providers with your consent.
<b>Workplace assessment with special provisions</b>	<b>Patty Boers - Occupational Health and Safety Adviser and Occupational Health and Safety Nurse</b> Roeterseiland Email: <a href="mailto:p.boers@amc.uva.nl">p.boers@amc.uva.nl</a> Tel.: + 31 (0)20 525 5545 Mobile: +31 (0)6 2427 0435

	<p><u>Individual standard workspace advice</u> If you need advice on your workplace, you should first talk to the AUAS occupational health and safety coordinator (see the section on <a href="#">setting up your workspace</a> in the A-Z list).</p> <p><u>Individual workspace consultation with special provisions</u> If more is needed, an individual workspace consultation with special provisions can be conducted. This consultation will focus on the choice of special provisions based on a medical indication (issued by your GP or occupational physician). Your line manager must approve the application for this assessment.</p>
<p><b>Staff welfare and occupational coach</b></p> <ul style="list-style-type: none"> <li>- The length of the process will be established after an introductory meeting;</li> <li>- The sessions are confidential and may also be used for prevention purposes;</li> <li>- Three to five sessions.</li> </ul>	<p><b>Staff welfare officer / occupational coach</b> Email: <a href="mailto:bedrijfsmaatschappelijkwerk@amsterdamumc.nl">bedrijfsmaatschappelijkwerk@amsterdamumc.nl</a>; <a href="mailto:bgz@amc.nl">bgz@amc.nl</a> (coaching) Tel.: +31 (0)20 566 2083</p> <p><u>Prevention and rehabilitation</u> The staff welfare officer works closely with the occupational physician and provides guidance in the event of imminent absence and rehabilitation. The psychosocial themes covered include dealing with pressure at work.</p> <p><u>Insight into patterns in interactions with others</u> This coaching is aimed at providing insight into patterns and beliefs which may at times hinder you in your interactions with others or as a result of which a latent conflict could potentially escalate. You will become familiar with and learn to recognise the patterns, as a result of which you can alter these step by step by experimenting with behaviours that are new for you. This will touch on themes such as control, expressing oneself clearly, setting boundaries and being flexible to a point.</p> <p><u>Dealing with change, including in the organisation</u> Change can be threatening, but sometimes it is also necessary. You do not always have control over changes. But you can control how you respond to them. This coaching is aimed at helping you become more resilient and enabling you to continue enjoying your job despite the changes happening in the environment.</p> <p><u>Walking</u> Would you prefer to walk and talk? Walking benefits you both physically and mentally. It promotes mindfulness, which sometimes makes (coaching) sessions more successful. Walking coaching sessions are ideal for the discussion of health and work-life-balance-related matters.</p>
<p><b>Occupational consultant</b></p> <ul style="list-style-type: none"> <li>- In consultation with the occupational physician;</li> <li>- Occupational consultants from the occupational health and safety service are registered and certified and</li> </ul>	<p><b>Tootje van Ruiten</b> Email: <a href="mailto:c.j.vanruiten@amsterdamumc.nl">c.j.vanruiten@amsterdamumc.nl</a> Mobile: +31 (0)6 5169 9846 Tel.: +31 (0)20 525 6625</p>

<p>observe the code of ethics of professional association NVVA; - Also for information about and the clarification of social security matters.</p>	<p><u>Explanation:</u> An occupational consultant usually only enters the picture when the absence has lasted a long time and there are doubts as to whether you are still capable of doing the same kind of work. The assessment is aimed at making a substantiated determination of whether your own work is still appropriate for you or whether it can be made appropriate by modifying the range of duties, workspace or working hours, for example. If that is no longer possible, the occupational consultant provides advice as to what can be done to ensure you can continue working for a sustained period of time.</p> <p>The occupational consultant can also provide advice at an earlier stage of the process. If the aim is for you to return to your usual duties, but the rehabilitation process has stagnated, or you and your supervisor cannot agree on your work options or the use of another party, the advice of the occupational consultant may be sought in order to overcome this impasse. This intervention is aimed at moving the rehabilitation process forward, so that time is not unnecessarily wasted and so that the right steps are taken within the parameters of the Eligibility for Permanent Incapacity Benefit (Restrictions) Act (<i>Wet Verbetering Poortwachter</i>).</p> <p><u>Duration of occupational assessment and advice:</u> The occupational assessment forms part of the legal framework with regard to absenteeism and must have been initiated for the first time by no later than the end of the first year of illness. In general, an occupational assessment or advice is issued only once. After 4 weeks, an assessment concludes with a report. The advice can be given verbally or in writing, in an individual meeting or a social-medical consultation.</p> <p><u>Information on and clarification of social security matters</u> If you are ill, you could end up dependent on benefit at any time. Receiving benefit has consequences for your income and your legal position. For someone who is normally never involved in this, social security can be a complicated subject. The occupational consultant can help you consider which situation you are in as regards benefit and what impact that will have on your income and employment.</p> <p>The Employee Insurance Agency (UWV) determines whether or not you are entitled to benefit. However, the UWV's decisions are not necessarily always correct. Because this has consequences for your income, and sometimes also for the organisation, it is important to know whether or not you or your employer are being done a disservice, and if so, what steps you can take to dispute this. The occupational consultant can provide you with information and advice on this subject.</p>
<p><b>Signing up for courses and workshops</b> - See the range of courses on offer for both individual staff members and teams in the tables below.</p>	<p>Email: <a href="mailto:arbo@amc.nl">arbo@amc.nl</a> Unless indicated otherwise for a workshop or course.</p> <p>Workshops and courses are scheduled on the basis of the capacity and availability of the occupational health and safety service. Workshops for teams/managers will be organised after an intake interview with a labour and organisation consultant. If the courses and workshops on offer do not entirely meet the needs of the department or organisation, alternatives can be sought together.</p>

## Courses and workshops on mental health for individuals

<p><b>Tired talents</b> - Workshop duration: 5 x 2 hours.</p>	<p>Tired talents are staff who have worked so hard in their work and/or private life that they develop stress-related complaints or burn out. Every year, we organise a five-session course aimed especially at these tired talents. In this workshop, you will gain the information you need to put together an action plan for yourself. However, you will need the support of the department you work in to implement it successfully. You may think that you are the only person going to work feeling stressed. This workshop will show you that you have a lot in common with other people who are doing the workshop with you.</p>
<p><b>RET yourself</b> - Workshop duration: 6 x 2 hours.</p>	<p>Learn to cope differently with emotions and stress: RET yourself! RET stands for Rational Emotive Therapy, a method based on the work of the psychologist Dr Albert Ellis. RET enables you to gain an insight into your thoughts and behaviour, which are often unconscious. RET assumes that the way you think and fantasise determines how you feel and behave. In this group workshop, you will use your own situation and the situations of other participants to learn how to cope with stressful situations better.</p>
<p><b>Mental resilience!</b> - Workshop duration: 1.5 hours.</p>	<p>How do you handle change? How do you motivate yourself and which (new) goals do you set yourself? This workshop is about how to stay curious, what your brain can and cannot do, avoidance and giving up in your work. You will end the workshop with a fresh perspective on your work.</p>
<p><b>Work-life balance in the coronavirus pandemic (online)</b> - Workshop duration: 1.5 hours -MS Teams</p>	<p>A good work-life balance doesn't just happen by itself and you may find yourself feeling stressed sometimes – perhaps even more so since the start of the coronavirus pandemic. This could especially be the case if you are a double-income couple and both of you have paid jobs. You probably feel like you're actually having to cover three jobs between the two of you. If you are a single parent, you will want to work to have contacts with others and maintain relationships in a way that energizes you. So: two jobs, one person. Which tools can you use to combine your work and private lives in a way that is challenging but enables you to manage your stress in a relaxed way? And what can we learn from the coronavirus pandemic? These are the themes that this workshop will cover. Hopefully, the workshop will make you feel better about the pandemic and help you enjoy working 'in the midst of the rest of your life' more.</p>
<p><b>The coronavirus pandemic and me: catching our breath and re-evaluating</b> - Workshop duration: 1.5 hours - MS Teams</p>	<p>The coronavirus pandemic is proving to be something of a long haul. It's going to be with us for a while. So, breathe in deeply and then slowly breathe out again. You can do this literally but psychologically too. In this workshop, we will take a deep psychological breath and ask ourselves: What has this crisis done to me? How has it affected me, changed me, or benefited me even? So, what am I going to do differently from now on as a result? The aim of this work shop is to present you with questions, statements, a mindfulness exercise (only in the 'outside' version of the workshop) and a short questionnaire to enable you to catch your breath and help you establish what is important for you.</p>

### Workshops and courses at team level, mental fitness

<p><b>Course map: from work pressure to job satisfaction/workload pressure in academia</b> - Workshop duration: 2.5 hours</p>	<p>Progressing along the course map helps teams discuss work pressure and job satisfaction in a light-hearted way. Learn from yourself and colleagues how work pressure is experienced and what creates job satisfaction. After completing the course map, you will all have a better understanding of what you need to be able to enjoy your work and also what you as a team can do to enjoy your work more.</p>
<p><b>Workshop: Improve your job satisfaction!</b> - Workshop duration: 1.5 hours</p>	<p>Positive psychology shows that people who enjoy their work are more energetic and more productive too. So, work pressure should be tackled not only by reducing stressors but also by strengthening 'energy sources'. In this workshop, the team will set to work with a focus on sources of job satisfaction. The team will learn how to promote job satisfaction and establish a positive way to cope with stress. By coming together as a team to identify what energises you at work and sharing your outcomes with colleagues, you create a shared understanding of how the team can enjoy the work it does.</p>
<p><b>Workshop: Mental resilience!</b> - Workshop duration: 1.5 hours</p>	<p>How do you handle change? How do you motivate yourself and which (new) goals do you set yourself? This workshop is about how to stay curious, what your brain can and cannot do, avoidance and giving up in your work. The workshop will focus on what you as a team can do to encourage each other to work (together) with an open mindset. You will end the workshop as a team that has a fresh perspective on your work.</p>
<p><b>Workshop: Work-life balance</b> - Workshop duration: 2.5 hours</p>	<p>A good work-life balance doesn't just happen by itself and you may find yourself feeling stressed sometimes. For example, if you are a double-income couple and both of you have paid jobs, or if you are single and want to work to live and not the other way around. This workshop will give you the tools you need to make the job of combining your work and private lives fun and challenging and also to relax and regulate your stress.</p>

### Team-level courses and workshops on behavioural and organisational change

<p><b>Game of Unwritten Rules</b> - Workshop duration: 3 hours</p>	<p>This workshop will help the team identify its conscious and unconscious patterns. In other words, its unwritten rules. A model will be used to identify the team culture, after which the team will discuss which patterns contribute to its effectiveness and which patterns could be changed to make the team stronger.</p>
--	--