



Work Health Balance

Medical advisory services

Work Health Balance • SBN Doormanweg 10 • Willemstad, Curacao • Tel: +59996613100 •
Website: Workhealthbalance.org • Email: Fsemper@whb-curacao.com



Table of contents

Our vision	3
Absenteeism counseling	5
General principles	5
Our team	5
Contact with absentee employee.....	6
Frequent absenteeism	6
Long-term absenteeism	6
Preventive consultation.....	6
Absenteeism meeting	6
Medical examination.....	7
Seminars	7
Pandemic guidance	7
Mediation	7
Implementation	7
Medical expense management.....	7
Appendix 1- List of services	9



Our Vision

Absenteeism is not merely a medical issue, but a management challenge. The root cause of absenteeism lies in the behavior and choices of employees and management. As such, our goal is to promote positive behavioral change. This requires a comprehensive approach to improving working conditions within the organization. Encouraging employees to take responsibility for their health and well-being and challenging them to maintain it is a critical aspect of this effort.

In some cases, the focus should be on ergonomics, while in others, the emphasis should be on personal responsibility and lifestyle choices. Managers and employees may need additional training or informational meetings in the future to support this change. Customization is key to our approach.

We are committed to guiding your organization in reducing absenteeism. A key component of this effort is enhancing leadership, both personal and organizational. Employees must exhibit responsibility, take initiative, and have confidence in the organization. Managers and senior leaders must foster this process by providing support and creating a safe and supportive environment for employee growth. We will work together to set goals and implement strategies to achieve them. Our team of experts will take the challenge of reducing absenteeism as "our problem" to solve, and bring long-lasting solutions to your organization.



Work Health Balance (WHB)

As your medical advisory team, we are dedicated to offering full support in the area of absenteeism. Our all-in subscription service covers all aspects of absenteeism support, proactive advice in working conditions and work-related health. The Work Health Balance team strives to adopt a demedicalized approach to absenteeism as much as possible. We believe that a healthy employee leads to a healthy organization, and our approach to absenteeism contributes to the creation of a vital organizational culture.

We believe that:

- absenteeism is generally not a medical issue and that illness is only one of the causes of absenteeism. That is why we speak of absenteeism from work, instead of absenteeism due to illness;
- absenteeism occurs less frequently in organizations where a positive organizational culture, personal leadership and a human approach are the norm;
- tackling absenteeism is a management opportunity to make the organization vital;
- a vital organization with enthusiastic employees contributes to an optimal and sustainable organizational result. Engaged employees experience more job satisfaction, have a higher sustainable labor productivity, deliver optimal performance and are less absent from work;
- managers and employees are jointly responsible for the organizational culture, working conditions and the quality of work.



Absenteeism Counseling

At Work Health Balance, we are committed to providing customized solutions to meet the specific needs of each organization. Our services in the area of absenteeism support are designed to promote a comprehensive approach, with a focus on prevention, and are as follows:

General Principles

Our team at Work Health Balance promotes a number of central principles in addressing absenteeism, which the employer must also support. These principles are:

- A respectful and professional approach to absenteeism management;
- The manager plays a key role in the absenteeism process and is responsible for taking prompt and preventive action;
- The assumption that the employee is telling the truth about their absence;
- Understanding that absenteeism is largely a behavioral issue and can therefore be influenced;
- The importance of a responsible and positive attitude from the employee;
- The joint responsibility of the employer and employees for maintaining a healthy and safe work environment. We provide support in the practical implementation of this shared responsibility.

Our Team

We are committed to working with your organization to reduce absenteeism proactively. Our team, consisting of a medical doctor (MD), an occupational therapist, a psychologist/certified mediator, and a social worker, will be available to support your organization in addressing the underlying causes of absenteeism. The deployment of our experts will be determined on a case-by-case basis.



Contact with the Absent Employee

We aim to establish close communication with your organization and employees. The timing and nature of our involvement in the absenteeism process will be determined in consultation with your organization. We prefer to have contact with the absent employee from day one, and our actions will be digitally recorded to ensure transparency and build a comprehensive file.

After reporting absenteeism to the manager, the doctor will contact the absent employee within the agreed timeframe. The aim of this contact is to assess the employee's situation, understand the manager's role, determine the need for our team's involvement, establish expectations, and plan for follow-up. If necessary, a personal meeting with the doctor will take place within three working days.

Frequent Absenteeism

In the case of frequent absenteeism (3 or more absences in a 12-month period), a personal meeting must take place between the manager and the employee, with the option of having the doctor or mediator present to guide the process.

Long-term Absenteeism

In the event of long-term absenteeism (more than 4 weeks), we will provide guidance and support to both the organization and the employee in the process of returning to work. If necessary, the employee's employability will be re-assessed.

Preventive Consultation

Employees of your organization are always welcome to participate in preventive interviews or medical consultations with our experts. These consultations may cover topics such as working conditions, and all information shared will be confidential, with permission required for sharing with the employer.

Absenteeism Meeting (Social Medical Team)

We believe in the value of absenteeism consultations and are eager to participate whenever possible. It is important to make clear agreements with the organization regarding the roles and responsibilities of all parties involved, including participation in such consultations.



Medical Examinations

We offer professional and thorough medical examinations for both new applicants and existing employees, as required. The examinations will encompass a comprehensive evaluation of the individual's physical and psychological well-being, and the results will be communicated to the relevant manager in a manner that preserves the confidentiality of the applicant's medical information.

Seminars

At Work Health Balance, we are strong proponents of the notion that prevention is better than cure. We will work closely with your organization to organize one or two seminars per year, with a focus on promoting healthy lifestyles and preventing health issues.

Pandemic Guidance

The ongoing Covid-19 pandemic has underscored the importance of being prepared for health crises. Our team has the necessary expertise and experience to provide guidance to your organization during the current or future pandemics. This guidance is included in our comprehensive services package.

Mediation Services

Conflicts in the workplace can be damaging to both the employees and the organization. Our certified mediator has the skills and knowledge to effectively facilitate resolution between conflicting parties.

Medical expense management

As your medical consultant we will advise your company on managing medical costs. It is important to prioritize necessary expenses such as preventative care, emergency services, and chronic disease management. Non-essential expenses such as cosmetic procedures and alternative therapies can be deferred. Implementing wellness programs to reduce employee absenteeism, and promoting the use of generic drugs can also help to control costs. Regularly reviewing and analyzing medical expenses can ensure that resources are being allocated effectively. The goal is to provide high-quality medical care while minimizing financial strain on the company



Implementation

We are committed to ensuring a smooth implementation process and effective communication. Our implementation timeline is typically four weeks, starting from the moment we agree to work together. We have a detailed implementation plan that covers important aspects such as introduction, kick-off sessions, and finalizing the details



Appendix 1 – List of services included

Work and health advice

- √ Telephone contact after registration absenteeism
- √ Consultation with supervisor and/or HR after the absenteeism report
- √ Consultation with supervisor and/or HR during the period of absence
- √ Preventive consultation by a doctor or designated expert
- √ Signal in case of frequent absenteeism
- √ Frequent absence call
- √ Support in planning (adjustment) Plan of Approach
- √ Taking care of file structure
- √ Absenteeism meeting
- √ Strategic/tactical consultation on sustainable employability or other relevant themes
- √ Periodic consultation with the HR / supervisor

Social medical team

- √ (Telephone) consultation
- √ Preventive (telephone) consultation
- √ Feedback consultation
- √ Guidance and advise responsible reintegration
- √ Problem Analysis
- √ Consultation with the general practitioner or treating specialist to exchange information in order to arrive at a well- coordinated diagnosis and treatment steps, and filling in work opportunities (only with the employee's permission)

General

- √ Help with adjusting the absenteeism regulations
- √ Medical examination and re-examinations
- √ Pandemic guidance
- √ Seminars
- √ Medical expense management