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«PK Tel PLUS» user information

Initial consultation for employees on issues that are affecting or could affect mental or physical health. The focus is on maintaining and promoting employee health, well-being and performance.

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1. The most important information at a glance

Service

«PK Tel PLUS» provides you with a free initial telephone consultation on topics that are affecting or could affect your mental or physical health. The focus is on maintaining and promoting your health, your wellbeing and your performance.

Stressors & resources

People experience stressors in their personal and professional lives that can have a negative impact on their health. Personal and external resources can be drawn upon to help avoid such stressors and prevent incapacity for work. «PK Tel PLUS» supports you with an initial consultation and can provide further assistance if required.

Topics that may cause stress (examples):

- Changes in the workplace relating to requirements, responsibilities, organisation, time pressure
- Conflicts with colleagues, line managers or within the family
- Difficult caring situations, illness or the loss of someone close
- Financial difficulties and legal questions

«PK Tel PLUS» provider

«PK Tel PLUS» is operated by ONVA. It is an independent body, separate from the employer.

Reachability by phone or via the online registration form

You can reach «PK Tel PLUS» without prior appointment on 043 268 27 79 (fixed line rate)
Monday to Friday: 8.30 a.m. to 12 noon and 1.30 p.m. to 5 p.m.

You are also welcome to submit your request via the form. Once your request has been received, you will be contacted within two working days. **Click here to access the form.**

Confidentiality & data protection

ONVA collects personal data about you in the course of the consultation. This data is processed in accordance with data protection regulations. ONVA produces analyses for the purpose of evaluating the service; these are anonymised and do not allow any conclusions to be drawn about individuals at any time.

Your pension fund and PK Rück

The «PK Tel PLUS» service is made possible and supported by your pension fund and PK Rück, the reinsurance partner.

Further information

- «PK Tel PLUS» user information with examples

2. Who is entitled to use «PK Tel PLUS»?

To check your entitlement to use the free «PK Tel PLUS» consultation, we need the name of your employer and the name of your pension fund.

3. Free services

3.1 Initial consultation

Consultation

The specialists at «PK Tel PLUS» can advise you on topics that are affecting or could affect your mental or physical health. The consultation is practice-oriented with a view to possible next steps. The focus is on maintaining and promoting your health, your well-being and your performance. The consultation focuses on awareness, strengthening and the use of your resources and provides you with further information and contacts where needed.

Examples of personal, social and material resources include: goals and motivation, interests and values, physical fitness and lifestyle, self-image and self-efficacy (i.e. the belief in one's ability to carry out actions based on one's own competencies), drive and willingness to perform, confidence and trust, security and independence, capacity for reflection and resilience, network and social environment, financial situation.

Next steps

Where needed and where possible, you will receive suggestions for next steps, further information and details of specialist contacts . The focus is on linking you with other services. You will be responsible for paying for any services referred to you. Financial support may be available from a relevant insurer or, in the workplace context, from your employer.

Reachability by phone or via the online registration form

«PK Tel PLUS» can be reached without prior appointment on the number 043 268 27 79 (fixed line rate), Monday to Friday from 8.30 a.m. to noon and 1.30 p.m. to 5 p.m. The consultation can be held in German, French, English and Italian.

If immediate connection with a specialist is not possible, you will receive a callback within 36 hours.

You can also reach us via the online application form. Once your request has been received, you will be contacted within two working days. **Click here to access the form.**

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Consultation duration

The free telephone consultation typically lasts 30 to 60 minutes per enquiry.

Examples of topics for which a consultation with «PK Tel PLUS» may be worth considering:

- You are finding it increasingly difficult to cope with your day-to-day working life. You have been feeling run down. You are experiencing anxiety, depression, irritability, lack of drive, persistent rumination, migraines, back pain, etc., which are sapping your energy and taking the enjoyment out of life. You would like to seek help for the sake of your health and get advice on available support options.
- You are working in a new team. You have been introduced to your new tasks but still feel uncertain and do not want to make mistakes. You are trying to overcome your insecurities by working harder without reporting these extra hours, so as not to give the wrong impression to your new colleagues and line manager. You are having difficulty sleeping and are barely taking time to eat. You have reduced your social contacts to a minimum, and neck pain is making it almost impossible to concentrate at work. You are seeking help in the form of a consultation for the sake of your health.
- In addition to your 80% position, you are also caring for your mother, who requires nursing care. Your employer is very flexible regarding when and where you work, so you are generally able to manage and cope with this double burden well. For the past two weeks, your mother's health has deteriorated, and one of your colleagues is out for an extended period, meaning the team no longer has the same degree of flexibility. You are at a loss and do not know how to manage the situation, and would like to seek advice.

Examples of topics for which «PK Tel PLUS» does NOT offer a consultation:

- You have had a falling out with your line manager because you disagree with a decision. You would like to vent your frustration and seek advice from «PK Tel PLUS» on how to get the decision reversed.
- You would like to take on more responsibility in your role or move to a different department. Your line manager informs you that this is currently not feasible. You are annoyed and would like advice on how to proceed.

3.2 Reintegration consultation and case management

Prerequisites

If you have been unable to work for health reasons for two or more weeks, a personal reintegration consultation or case management may be beneficial. The referral must be made through your line manager.

Participation in a reintegration consultation or case management is entirely voluntary and is free of charge to you.

How it works

You inform your line manager of your wish for a reintegration consultation or case management. The next steps are agreed individually between you, your line manager and the ONVA reintegration specialist according to your needs.

The service provided by «PK Tel PLUS» is free of charge for the employer (there is no legal entitlement). The costs are borne by PK Rück. For this reason, reintegration support always requires approval from PK Rück, Case Management division. To start the approval process, the pension fund and PK Rück must be notified of the incapacity for work.

You may also use a chargeable service (as per Chapter 4), which must be agreed directly with ONVA. PK Rück does not cover these costs. Financial support may be available from a relevant insurer or, in a workplace context, from your employer.

4. Chargeable services

Additional services by agreement

As a general rule, «PK Tel PLUS» is a free consultation service (standard telephone charges apply). You will not incur any further costs without explicit notification from «PK Tel PLUS» and your consent.

«PK Tel PLUS» can offer you more extensive specific services, which you will be responsible for paying for.

Individual agreement and quote

Any chargeable services are agreed individually between you and the ONVA specialist. You will receive a written quote for the service (usually by e-mail). You won't incur any costs until you confirm it.

If you require services that ONVA specialists are not qualified to provide, you will be referred to outside specialists with the relevant expertise wherever possible.

Examples of additional services

- Targeted, regular telephone consultations (e.g. every two weeks for one to three months).
- External, independent mediation requested by you as an employee on a difficult issue affecting you and your team or your line manager.
- Various courses in the areas of stress management, resilience training, nutritional advice and relaxation therapies.

5. Who funds the service?

The cost of the free «PK Tel PLUS» consultation is covered by your pension fund, which is affiliated with the prevention programme of the PK Rück life insurance company as part of its reinsurance cover.

Provider

PK Rück has engaged ONVA, an independent company specialising in prevention and reintegration, to operate «PK Tel PLUS».

Further information is available online at www.pkrueck.com and www.onva.ch or directly from «PK Tel PLUS», 043 268 27 79.

6. Data protection and consent

Recording of contact details and protection of employees

When you use «PK Tel PLUS», ONVA staff will collect data for consultation purposes and to evaluate the service. The following data will be collected: name, role, employer, contact details, pension fund, duration of the consultation and information about your concern. This data can be accessed only by ONVA staff. ONVA processes the data in accordance with data protection regulations.

ONVA makes the data available to PK Rück and your pension fund in anonymised form for the purpose of evaluating the service. In accordance with applicable data protection regulations, third parties are never able to identify any individual from this data.

Consent for the involvement of third parties

If other individuals are to be involved in the consultation (e.g. your line manager, HR), this will take place only with your prior agreement, and the ONVA specialists will obtain your written consent.

7. Entitlement to consultation and disclaimer

Entitlement

There is no legal entitlement to a consultation

Liability

«PK Tel PLUS» is committed to providing a professional, client-oriented service within the scope and timeframes described and with all due care.

Neither «PK Tel PLUS» nor ONVA, which is entrusted with operating «PK Tel PLUS», nor PK Rück AG can be held liable for the content or possible consequences of consultations.