



# BACK in MOTION

ASTD (Abbotsford, Coquitlam, Surrey, Vancouver, Victoria) | Jan - Mar 2020

## How Did We Do?

In Quarter 1, 56 injured workers completed the ASTD Program:

### Who Did We Serve?

- The average age of ASTD Clients was 44, ranging from 24 to 68 years old
- The most common industry was Trades/Construction/Transportation (55%), followed by Sales & Service (29%) and Health (6%)
- The 56 ASTD Clients served had the following types of injuries
  - 41.4% had sprains/strains/tears
  - 1.7% had fractures
  - 1.7% had bruises/contusions
  - 55.2% had other injuries including carpal tunnel syndrome, musculoskeletal, and injuries to multiple areas
- ASTD Clients participated in an average of 33 clinic days

### How Satisfied and Included Did They Feel?

- 89.7% was the average Client satisfaction score
- 100% of Clients would recommend Back in Motion to a friend
- 89.3% of Clients felt that the facilities were easy to access
- 89.3% of Clients felt included in the services received
- 87.5% of Clients felt prepared for the services received

### How Did We Help?

- 32% of ASTD Clients received Job Site Visits
- 83.3% of Clients were fit to return to work upon program completion

*“Great experience from the initial phone call to the actual visit.”*  
**Coquitlam - Feb 2020**

*“I have felt supported/encouraged when physically struggling, listened to when frustrated and in pain, pushed in a positive manner when demotivated. The staff here have good work ethic, positive, and genuinely care.”*  
**Vancouver - Mar 2020**

*“Excellent people at front desk/reception. Reduces anxiety greatly.”*  
**Victoria - Feb 2020**

*“Great exercise program specifically developed for everybody needs.”*  
**Victoria - Feb 2020**

*“Every single persons interaction has being excellent.”*  
**Vancouver - Mar 2020**

Helping  
people  
work.

Helping  
people  
live.