



BACK in MOTION

OR1 (Coquitlam, Richmond, Surrey, Vancouver) | Jul-Sept 2020

How Did We Do?

In quarter 3, 125 Clients completed the OR1 Program.

Who Did We Serve?

- The average age of OR1 Clients was 45, ranging from 19 to 69 years old
- The most common industries were Trades/Construction/Transportation (44.3%) followed by Sales & Service (17.83%), and Health Services (14.9%).
- The 106 OR1 Clients served had the following types of injuries
 - 88.4% had sprains/strains/tears
 - 3.9% had dislocations and fractures
 - 3.1% had bruises/contusions
 - 2.3% had multiple injuries
- OR1 Clients participated in an average of 27 clinic days

How Satisfied and Included Did They Feel?

- 96.7% was the average Client satisfaction score
- 100% of Clients would recommend Back in Motion to a friend
- 80% of Clients felt that the facilities were easy to access
- 80% of Clients felt included in the services received
- 90% of Clients felt prepared for the services received

How Did We Help?

- 83.9% of Clients were fit to return to work upon program completion
- 53.1% of Clients were working at discharge or had chosen not to work

*“Literally everyone I interacted with was incredible. If everyone is a 10/10, Vanja was a 12/10. She went above and beyond every single time to make sure I was informed, taken care of, and happy. I’m going to miss how incredible all the staff was!”
Coquitlam, Sept 2020*

*“Melissa & Harvinder were fantastic! The personal one on one interactions were what helped me the most in my recovery.”
Surrey, Sept 2020*

*“Harvinder, He guided me with lots of exercise that could help me to recover from my injury.”
~Surrey, July 2020*

*“Please just keep being as incredible as you are! Everyone is an absolute joy to work and interact with.”
Coquitlam, Sept 2020*

Helping
people
work.

Helping
people
live.