



# BACK in MOTION

OR2 (Abbotsford, Coquitlam, North Vancouver, Richmond,  
Surrey, Surrey-Newton, Vancouver, Victoria) | Jul - Sep 2021

## How Did We Do?

In Quarter 3, 225 Clients completed the OR2 Program.

## Who Did We Serve?

- The average age of OR2 Clients was 49, ranging from 19 to 71 years old
- The most common industry was Trades/Construction/Transportation (34.1%), followed by Health (27.5%), Sales & Service (18.7%) and Processing/Manufacturing/Utilities (7.1%)
- OR2 Clients participated in an average of 32 clinic days
- The most common type of injury seen was Sprains/Strains/Tears (81.4%), followed by Fracture (6.2%)
- The most common Injury Area treated was Lumbar Spine/Sacrum (28.7%), followed by Shoulder (26.8%) and Multiple Areas (17.7%)

## How Satisfied and Included Did They Feel?

- 94.9% was the overall Client satisfaction score
- 98% of Clients would recommend Back in Motion to a friend
- 94.3% of Clients felt that the facilities were easy to access
- 94.5% of Clients felt prepared for the services received
- 94.3% of Clients felt included in the services received

## How Did We Help?

- 92.9% of Clients were fit to return to work upon program completion
- 47.7% were working at program end with:
  - 76.1% of those working full-time in the pre-accident job, or working in modified duties (such as reduced or altered hours) or in a new job; and
  - 23.4% were still on a GRTW

## Did you participate in an OR2 Program?

Your feedback helps us improve our services. Please take a few moments to tell us how we did today!

Program: WorkSafeBC OR2



*“Alice, Sarah and Kiran - These girls checked with me by phone and in-person. Each took their time to talk and explain all to me.”  
-Abbotsford, Jul 2021*

*“I am just so blessed and lucky to go through this service to bring me back myself in life and I cannot thank you enough.”  
-Coquitlam, Jul 2021*

*“Jeff, Peter and Ksenia were wonderful to work with! They each checked in with me at every visit and were knowledgeable with my questions or concerns. ”  
-Richmond, Jul 2021*

*“Everybody was very kind and extremely helpful in my road to recovering my injury”  
-Newton, Sep 2021*

*“All my team went above and beyond, I always felt important and they got back to me very quickly when I emailed.”  
-Vancouver, Aug 2021*

Helping  
people  
work.

Helping  
people  
live.