



# BACK in MOTION

OR2 (Abbotsford, Coquitlam, North Vancouver, Richmond, Surrey,  
Surrey-Newton, Vancouver, Victoria) | Oct - Dec 2021

## How Did We Do?

In Quarter 4, 206 Clients completed the OR2 Program.

## Who Did We Serve?

- The average age of OR2 Clients was 47, ranging from 20 to 70 years old
- The most common industry was Trades/Construction/Transportation (42.6%), followed by Health (23%), Sales & Service (10.8%) and Processing/Manufacturing/Utilities (10.8%)
- OR2 Clients participated in an average of 36 clinic days
- The most common type of injury seen was Sprains/Strains/Tears (80.4%), followed by Fracture (10.3%)
- The most common Injury Area treated was Shoulder (26.5%), followed by Lumbar Spine/Sacrum (20.6%) and Multiple Areas (14.2%)

## How Satisfied and Included Did They Feel?

- 94.1% was the overall Client satisfaction score
- 94.1% of Clients would recommend Back in Motion to a friend
- 96.3% of Clients felt that the facilities were easy to access
- 93.1% of Clients felt prepared for the services received
- 94.1% of Clients felt included in the services received

## How Did We Help?

- 92.6% of Clients were fit to return to work upon program completion
- 46.1% were working at program end with:
  - 74.5 % 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
  - 20.2% 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



*“Truly, I felt the entire team was helpful, kind, knowledgeable and interested in my recovery.”*

*~Abbotsford, Dec 2021*

*“The ladies at the desks, Franz, Jeff and Rob were all positive and listened to my concerns. Very friendly and a positive outlook by all employees I encountered.”*

*~Coquitlam, Oct 2021*

*“The entire team made me feel comfortable during the program. Their efforts are not unnoticed by myself, and I am very grateful for that.”*

*~Richmond, Oct 2021*

*“All staff very positive, professional, concerned, proactive. They care and work to let you know that.”*

*~Surrey, Dec 2021*

*“I feel like every staff member is invested in my care and getting better.”*

*~Vancouver, Nov 2021*

Helping  
people  
work.

Helping  
people  
live.