



# BACK in MOTION

OR2 (Abbotsford, Coquitlam, North Vancouver, Richmond, Surrey, Surrey-Newton, Vancouver, Victoria) | Jan-Mar 2021

## How Did We Do?

In Quarter 1, 217 Clients completed the OR2 Program.

## Who Did We Serve?

- The average age of OR2 Clients was 46, ranging from 20 to 74 years old
- The most common industry was Trades/Construction/Transportation (42.3%), followed by Health (27.5%), Sales & Service (13.3%) and Processing/Manufacturing/Utilities (6.4%)
- OR2 Clients participated in an average of 36 clinic days

## How Satisfied and Included Did They Feel?

- 94.4% was the average Client satisfaction score
- 96% of Clients would recommend Back in Motion to a friend
- 94.1% of Clients felt that the facilities were easy to access
- 94.8% of Clients felt included in the services received
- 92.3% of Clients felt prepared for the services received

## How Did We Help?

- 89% of Clients were fit to return to work upon program completion
- 45.6% were working at program end with:
  - 48.5% of those working full-time in the pre-accident job
  - 29.3% of those working in modified duties (such as reduced or altered hours)

*“They all made me feel heard. They were ALL friendly and welcoming and I appreciate it.”  
Coquitlam - Feb 2021*

*“I appreciate the holistic concern that Jackie, Adam, and Anna had for me as a human rather than just a patient. I felt very cared for.”  
North Van - Mar 2021*

*“Loved this program because it gave me a routine and allowed me time to heal properly, while strengthening at the same time.”  
Sry Newton - Jan 2021*

*“Dan, Danielle, Laris and Nicole are an amazing team! They worked seamlessly together to check in on me and adapt my program.”  
Vancouver - Jan 2021*

*“Very professional and knowledgeable staff that gives support, recommendations and reassurance during the difficult time of recovery”  
Surrey - Mar 2021*

Helping  
people  
work.

Helping  
people  
live.