



BACK in MOTION

OR2 (Abbotsford, Coquitlam, North Vancouver, Richmond, Surrey,
Surrey-Newton, Vancouver) | Apr - Jun 2022

How Did We Do?

In Quarter 2, 209 Clients completed the OR2 Program.

Who Did We Serve?

- The average age of OR2 Clients was 46, ranging from 21 to 71 years old
- The most common industry was Trades/Construction/Transportation (41.7%), followed by Health (25.1%) and Sales & Service (12.8%)
- OR2 Clients participated in an average of 33 clinic days
- The most common type of injury seen was Sprains/Strains/Tears (86.7%), followed by Multiple Injuries (3.3%)
- The most common injury area treated was Lumbar Spine/Sacrum (30%) followed by Shoulder (23.3%), Knee (13.8%) and Multiple Areas (12.4%)

How Satisfied and Included Did They Feel?

- 92.7% was the overall Client satisfaction score
- 93.2% of Clients would recommend Back in Motion to a friend
- 91.9% of Clients felt that the facilities were easy to access
- 91.5% of Clients felt prepared for the services received
- 93.8% of Clients felt included in the services received

How Did We Help?

- 93.8% of Clients were fit to return to work upon program completion
- 61.2% were working at program end with:
 - 80.5% of those working full-time in the pre-accident job, working in modified duties (such as reduced or altered hours), working in a new job, or attending school; and
 - 19.5% 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



*“Louis and Alana were amazing. All staff were great!!!!”
-Abbotsford, Apr 2022*

*“Overall they all were very attentive from Reception to physiotherapist. Warm welcomes with positive attitudes. All staff are enthusiastic and happy to see you. I enjoyed going and interacting with clients with similar injuries, made me stronger and more confident to go back to work knowing I’m not in it on my own. I learned lots of new exercises that are important to do to help me stay healthy while working. Thank you.”
-Coquitlam, Jun 2022*

*“They all do very well. Thank you to all of my team members. Jessica and Bell. I have to point out that Anjali is so good at knowing what to do for you. Thank you. You guys are great!”
-Surrey, Apr 2022*

Helping
people
work.

Helping
people
live.