



# BACK in MOTION

OR2 (Abbotsford, Coquitlam, North Vancouver, Richmond, Surrey, Surrey-Newton, Vancouver, Victoria) | Jan - Mar 2020

## How Did We Do?

### Who Did We Serve?

- The average age of OR2 Clients was 45, ranging from 18 to 71 years old
- The most common industry was Trades/Construction/Transportation (47%), followed by Health (16.9%), Sales & Service (13%) and Processing/Manufacturing/Utilities (10%)
- The 175 OR2 Clients served had the following types of injuries
  - 74.5% had sprains/strains/tears
  - 4.9% had fractures
  - 4.9% had bruises/contusions
  - 15.7% had other injuries including crushing injuries, musculoskeletal, dislocations and multiple injury areas
- OR2 Clients participated in an average of 29 clinic days

### How Satisfied and Included Did They Feel?

- 94.7% was the average Client satisfaction score
- 98.3% of Clients would recommend Back in Motion to a friend
- 95% of Clients felt that the facilities were easy to access
- 94.4% of Clients felt included in the services received
- 93% of Clients felt prepared for the services received

### How Did We Help?

- 35.4% of OR2 Clients received Job Site Visits
- 83.7% of Clients were fit to return to work upon program completion

*“All the staffs here are extraordinary in their customer service and always helpful. Very professional and knowledgeable.”*  
COQ - Mar 2020

*“Samantha ... Great attitude and kept me in the loop with me going back to work.”*  
North Van - Feb 2020

*“[They] were Fantastic. They all helped me significantly on dealing with my pain.”*  
RMD - Jan 2020

*“It's hard to single any one member out as I feel all were outstanding. My team, .. were always there to answer questions or provide feedback when needed.”*  
SRY - Jan 2020

*“[They] provided much needed support and encouragement... It's been a wonderful program due mostly to the polite and respectful staff.”*  
VAN - Mar 2020

Helping  
people  
work.

Helping  
people  
live.