



BACK in MOTION

OR2 (Abbotsford, Coquitlam, North Vancouver, Richmond, Surrey, Surrey-Newton, Vancouver, Victoria) | Apr-Jun 2020

How Did We Do?

In Quarter 2, 131 Clients completed the OR2 Program. Another 9 Clients were assessed but referred on to a more appropriate service.

Who Did We Serve?

- The average age of OR2 Clients was 45, ranging from 21 to 67 years old
- The most common industry was Trades/Construction/Transportation (46.2%), followed by Health (20.8%), Sales & Service (16.9%) and Social Sciences/Education (5.4%)
- The 140 OR2 Clients served had the following types of injuries
 - 77.1% had sprains/strains/tears
 - 5% had bruises/contusions
 - 4.3% had fractures
 - 13.6% had other injuries including crushing injuries, musculoskeletal, dislocation, open wounds and multiple injury areas
- OR2 Clients participated in an average of 26 clinic days

How Satisfied and Included Did They Feel?

- 98.5% was the average Client satisfaction score
- 100% of Clients would recommend Back in Motion to a friend
- 97.9% of Clients felt that the facilities were easy to access
- 91.7% of Clients felt included in the services received
- 93.8% of Clients felt prepared for the services received

How Did We Help?

- 22.9% of OR2 Clients received Job Site Visits
- 85.5% of Clients were fit to return to work upon program completion

“Staff is very knowledgeable and helpful.”

North Van - Jun 2020

“Jackie was professional and explained what needed to be done in a clear manner. It was easy to understand what was required of me.”

North Van - Jun 2020

“Everyone was keen and helpful.”

Vancouver - Jun 2020

“Anna’s tone is compassionate, calm and reassuring. Makes you feel like everything will be ok.”

North Van - Jun 2020

“Chantale always greeted me with a smile and always had time for a chit-chat.”

North Van - Jun 2020

Helping
people
work.

Helping
people
live.