

Careful

WORKSAFE

TRAVAIL SÉCURITAIRE



FAMILY INFORMATION ON WORK RECOVERY PROGRAM



INTRODUCTION

Your family member has been admitted to the Work Recovery Program at WorkSafeNB's Rehabilitation Centre (WRC). In this pamphlet, the family member will be called the client. The client has requested or agreed that we provide you with this pamphlet. It contains the following:

- Information about the program's accreditation, teams and treatment
- A place to write your questions to us

ACCREDITATION

WorkSafeNB's Rehabilitation Centre in Saint John is a place where workers are helped to overcome the effects of job-related injuries so they can return safely to work. It's the only rehabilitation centre east of Alberta that specializes in providing treatment to injured workers. This centre is available to give clients specialized treatment without delay.

The Work Recovery Program has teams of specialists, which assess and treat injured workers. The goal is to prepare the injured worker for a return to work. The Commission on Accreditation of Rehabilitation Facilities (CARF International) has given the program its highest level of accreditation. CARF-accredited programs and services meet internationally recognized standards.

TEAM MEMBER ROLES:

Clients are assigned to a treatment team of professional staff members. Professional staff members have obtained their education and training from accredited universities and keep up-to-date on best practices through continuing education courses. The following health professionals are on the team:

Team Co-ordinator/Team Manager – introduces the client to the centre and its staff, co-ordinates the treatment program and maintains contact with the case manager.

Physician – performs a complete medical checkup, makes the team aware of any problems and maintains contact with the family physician.



Physiotherapist (PT) – performs an assessment and uses a variety of treatment techniques and exercises to help control pain, regain mobility, strength and general fitness and prevent re-injury.

Occupational Therapist (OT) – assesses skills in job-related activities, provides work-related activities to build strength and endurance to perform job tasks and teaches coping strategies to control pain.

Psychologist or Social Worker – offers support to clients through individual counselling or group sessions. Topics addressed include client questions, managing stress, coping with pain, effective communication and getting ready to return to work.

Others – The services of a nurse and dietitian are also available when required.



TREATMENT PROGRAM:

A typical day involves a variety of treatment activities to best meet the client's needs. Treatment begins at 8:40 a.m. and ends at 4 p.m., except on Friday when treatment ends at noon. There are two 15-minute breaks (morning and afternoon) and a one-hour lunch. This schedule is similar to a daily work schedule and is used to prepare the client to return to work.

The treatment activities involve a warm-up in the morning to stretch the muscles followed by physiotherapy or occupational therapy. Physiotherapy involves exercises in the gym, instructions on how to manage symptoms (stretches, ice or heat) and, possibly, hands-on treatment.

Occupational therapy provides activities based on the demands of the job. They usually include tasks that will build the client's ability to sit, stand, lift, carry, push and pull. This part of the program takes most of the treatment time in the two to three weeks before discharge, when the clients are preparing to return to work.



Education on a number of topics is provided throughout the program. Copies of handouts are available for the client and family members at any time. Education sessions include:

- Understanding pain
- Understanding safe work practices
- Benefits of exercise
- Nutrition since your injury
- Restful sleep
- Managing stress and relaxation training

Group treatment with the social worker or psychologist focuses on ways to cope with the effects of the injury. Some clients may receive individual counselling.

Learning ways to manage symptoms – like pain, swelling, numbness and tingling sensations – is a big focus and various activities are available at the WRC to help. For pain management, the goal is to provide tools and strategies that clients can apply themselves.

Tools include:

- Relaxation techniques – Offered in relaxation and tai chi classes as well as individual training.



- Stretches/exercises – Provided to improve flexibility, strength and endurance.
- Good body mechanics – Learned to prevent stress and strain on the body.
- Micro-breaks – Used to stretch, change position or perform deep breathing.
- Heat and ice packs – Promote blood circulation and muscular relaxation, or manage inflammation.

LENGTH OF TREATMENT

The Work Recovery Program is about six to seven weeks long. The exact length of time depends on how well the client progresses in treatment. Programs are individually designed, based on the input of the client, team members and case manager. The program's goal is to prepare clients for one of the following outcomes:

- Return to work, with no restrictions.
- A gradual return to work, perhaps with some changes in the job environment and/or tasks. In this case a WorkSafeNB occupational therapist will consult the client and employer to help plan those changes.
- Improve function to prepare for a return to work.

DISCHARGE PLANNING

The client, team and case manager work together to set up a discharge plan. For clients ready to return to work, the case manager will make arrangements with the employer.



QUESTIONS?

Write your questions and comments here and return in one of the following ways:

- Send with your family member
- Fax to: Work Recovery team co-ordinator/team manager at 506 642-0723
- Mail to: Work Recovery team co-ordinator/
team manager
Work Recovery Program
WorkSafeNB's Rehabilitation Centre
P.O. Box 160, 1 Portland St.
Saint John, N.B. E2L 3X9

