

WORKSAFENB'S REHABILITATION CENTRE

# Work Recovery Program Client Orientation Handbook





**WorkSafeNB**  
**Rehabilitation Centre**  
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## WorkSafeNB's Rehabilitation Centre

Welcome to WorkSafeNB's Rehabilitation Centre (WRC), a place where we help workers get well after job-related injuries so they can safely return to work. It is one of two rehabilitation centres in Canada that treats injured workers.

The WRC is here to give you the treatment you need. The treatment will help you heal and use new ways to work so you don't get injured again. The WRC meets standards of the Commission on Accreditation of Rehabilitation Facilities (CARF) International. Our accreditation certificate is on the wall in the lobby and in the main hall near the treatment areas.

## Why have I been referred to a rehabilitation program?

Because you have been off work with a job-related injury or illness your family doctor, other specialists and your case manager pick the program to best help you. At the WRC, you come to treatment daily for one or more weeks, depending upon your selected program.

You, your doctor, employer and therapists will work as a team during your program. Your individualized program will help you gain a better understanding of your injury and will include physiotherapy (exercise program) work specific rehab (job simulation) and coping strategies. The team will work with you on all the issues that are preventing you from returning to work and life activities. The goal is to get you into the right treatment program at the right time, and then back safely to your job. WorkSafeNB covers all treatment costs.

## What should I expect upon admission?

- ◆ We will give you a client card to unlock doors at the entrance, the physicians' area and admitting office.
- ◆ We will show you the sign-in and sign-out sheets in the lobby. Be sure to sign each day. Your travel allowance is based on you being at the centre.
- ◆ We will give you a locker. We ask you to bring only the needed money and medication for your daily or weekly (if you stay at the hotel) needs. The centre is not responsible for personal belongings.
- ◆ You will meet your team members. Therapists will talk to you about your injury, your treatments to date, your work and overall health. They will spend the first two days assessing you and setting up a treatment program.

- ◆ Staff members are in the admitting office from 8 a.m. to 4 p.m., Monday to Friday, to answer questions about travel, accommodations, directions, absences from treatment (including WRC closure) and general information.

WorkSafeNB's Rehabilitation Centre is a scent-free environment. Avoid using perfumes, colognes, hair spray or other similar products. See Page 14 for more health and safety rules.



# Welcome to the Work Recovery Program

The Work Recovery Program provides quality treatment focused on you, looking at your physical, functional, psychosocial and medical needs so you can safely and effectively return to the workplace.

**It uses a team approach to deliver the following services:**

## **Work Specific Rehabilitation Services**

**Sedentary/Light teams and Medium/Heavy teams:** These services provide treatment to clients needing help to meet sedentary and light job demands (clerk, cashier, etc.) or medium and heavy job demands (labourer, trucker, health-care providers, etc.). The treatment will help clients improve function, increase strength, improve conditioning, reduce pain and/or manage symptoms, improve psychosocial coping skills, and address concerns to help them safely return to work.

## Specialized Services

### **Cumulative Trauma Disorders (CTDs):**

Some workers develop cumulative trauma disorders (CTDs) or repetitive strain injuries from putting continuous strain on their joints. These injuries can cause pain in the neck, shoulder, elbow or wrist. Our treatment team helps clients learn how to manage upper body CTDs through therapy, education, exercise, improvement of work setting, pain management and use of safe work practices.

**Complex Regional Pain Syndrome (CRPS)/ Reflex Sympathetic Dystrophy (RSD):** Clients who have CRPS or RSD need a treatment designed just for them. Work Recovery has a special service that teaches pain and stress management techniques, increases strength and gives suggestions on how to use your affected hand or foot despite pain through best treatment practices.

**Mild Traumatic Brain Injury (mTBI):** Clients who have suspected or known head/brain

injuries are treated for memory, attention and other thinking tasks. They can also be treated for physical symptoms, such as dizziness and headaches. The service also includes exercises, physiotherapy, work-related tasks and counselling to prepare them for a safe return to work.

### **Traumatic Psychological Injury (TPI):**

Clients who experience or witness a traumatic event at work (an actual or threatened death or serious injury leading to ongoing psychological distress) have a TPI. The treatment team provides psychological and functional treatment, including exposure therapy, to prepare clients for a safe return to work. The service also includes education, coping strategies, exercises and physiotherapy, as required.

**Opioid Reduction:** A specialized treatment program is offered to clients who have become dependent on opioid medication prescribed for their workplace injury. The

program focuses on reducing their use of narcotic medication and then helps them return to daily activities. If the goal is to go back to work, then treatment will focus on preparing for a return to work. If a return-to-work goal is not identified, then treatment will focus on improving quality of life.

### **What if I have questions about my program?**

If you or your family doctor have any questions about your rehabilitation program, call:

- ◆ Your team co-ordinator/team manager at (506) 738-4302 or toll-free 1 800 999-9775, ext. 4302.
- ◆ Work Recovery Program manager, at (506) 738-4301 or toll-free at 1 800 999-9775, ext. 4301.

# What you need to know about your treatment

## How long will I be in treatment?

Your Work Recovery Program is about six weeks. The time depends on how well you progress and your team will meet regularly to discuss this. Your program will be based on recommendations from your case manager, and usually prepares you for one of the following:

- ◆ A safe return to your job with no restrictions.
- ◆ A gradual return to work, perhaps with some changes in your job. In this case, a WorkSafeNB occupational therapist will work with you and your employer to help plan those changes.
- ◆ Improve function to prepare you for a safe return to work.



# Who is on my treatment team?

You and several health-care staff make up your team. They include:

- ♦ **Team co-ordinator/team manager** – Introduces you to the centre and the staff, co-ordinates your treatment program and keeps in contact with your case manager.
- ♦ **Physician** – Is available to assess and provide any medical care for your injury and support the team and co-ordinate treatment with your family physician.
- ♦ **Occupational therapist (OT)** – Assesses your skills in job-related activities, provides work-related activities to build strength and endurance to perform your job, and teaches coping strategies to control your pain.
- ♦ **Social worker** – Gives support to injured workers through individual counselling and/or group sessions. Topics include managing stress, coping with pain, anxiety, depression or anger, relationship issues and barriers that may slow your return to work.
- ♦ **Nurse, dietitian and psychologist** – Their services are also available, if required. The nurses work daily and the dietitian is available two to three days a week to discuss your special needs and food preference. Psychologists can be made available as needed.
- ♦ **Physiotherapist (PT)** – Completes a physical assessment and then uses a variety of treatment techniques and exercises to help you regain general fitness, movement and strength, control pain and prevent re-injury.



## What will be my treatment plan?

Therapists will assess your injury and areas that need improvement and strengthening. This information will form the basis of your treatment plan, called the **Interdisciplinary Rehabilitation Plan (IRP)**.

## What is my treatment schedule?

You will be given a treatment schedule to follow each day. You should always carry it with you as it may change when you are ready to do more and/or different activities. Special appointments and education sessions may also be written on your schedule.

Treatment begins at 8:40 a.m. daily with either a treatment program or a warm-up in the gym.

Treatment is scheduled every 20 minutes throughout the day. Treatment hours are:

- ◆ **8:40 a.m. – 4 p.m. Monday – Thursday**
- ◆ **8:40 a.m. – noon on Friday.** Your weekend pass starts at noon Friday and treatment begins again at 8:40 a.m. on Monday.

Trained staff supervise all group treatment areas to ensure your safety when exercising or working in the area. These areas include the exercise room, gym, medium work area, light work area, carpentry shop and outdoor walks. Report any incidents or concerns to the area supervisor so they can be handled appropriately.

## Will there be team meetings?

Team meetings will be held regularly with you to discuss progress and return-to-work planning.





## What if I cannot attend my treatment?

You are expected to attend all treatment sessions daily and arrive on time – just as you would at the workplace. You are reminded not to excuse yourself from your treatment when at the centre. If there is a problem, see your team co-ordinator/team manager.

### If you need to miss treatment:

- ◆ Advise your therapists.
- ◆ Report any absences to the WRC clerk and to your team. Your case manager decides on payment of loss of earnings for absences of any type.
- ◆ If you do not return after three days, you will be discharged. Your case manager and team may agree to readmit you. Your case manager decides on any loss of earnings.
- ◆ If you are not on approved leave and cannot come to treatment for any reason, including sickness, please notify the WRC clerk by phone (**738-4326 or 1 800 999-9775** for out-of-town clients) between 8 and 9 a.m. Staff in the admitting office will inform your treatment team and your case manager.
- ◆ If you are unable to come to treatment due to winter storm conditions, phone the WRC clerk. There is a WRC storm

line (506 632-2845) which is updated by 7 a.m. each morning and indicates if the centre is open on severe storm days.

- ◆ Discharges are determined by your treatment team or, in the case of disciplinary reasons, by administration. Clients who discharge themselves will automatically be recorded as refusing treatment, and your case manager will be advised.



## What education sessions are available in the Work Recovery Program?

**Understanding pain:** You will learn information about severe, chronic symptoms and what to expect after an injury. Discover how to control your symptoms so you can do the activities you enjoy.

**Safety culture:** Safety culture is the shared attitudes, beliefs, perceptions and values of employees that create a healthy, safe and supportive workplace.

**Relaxation and stress management:** Feeling stressed? Learn how to relax in today's busy world using four different relaxation techniques. Depending on your needs, the team may also refer you for weekly relaxation sessions offered at the WRC.

**Restful sleep:** Difficulty sleeping? Learn about sleep: what are the stages of sleep and what you can do to get a better night's sleep.

**Nutrition since your injury:** Learn how to establish a healthy, balanced diet and the link between what you eat and how you feel.

**Benefits of exercise:** Learn the importance of physical activity and what happens to "couch potatoes." Learn why strength, flexibility, endurance and cardiovascular fitness are important for a healthy lifestyle.

**Safe patient handling techniques:** Do you have to move patients in a hospital, nursing home or at home? Learn ways to move your patients that are easier on your body. The class will teach you safe techniques as well as build tolerance for transferring patients. A referral is required from your occupational therapist for this class.

## What about travel, accommodations and meals?

Road travel is paid according to WorkSafeNB's trip chart. When clients travel together, only the driver may claim travel expenses. See the admitting office for more details.

### If you live 75 km or closer to the centre:

- ◆ You are paid a travel allowance for each day you attend treatment.
- ◆ You will receive a travel allowance cheque or direct deposit (forwarded to your bank for deposit to your account) on the Tuesday following the first week of admission and every following Tuesday until discharged. You can pick up your travel allowance or letter confirming the deposit after 3 p.m. at reception.
- ◆ The case manager can authorize overnight accommodations in special circumstances.

### If you live more than 75 km from the centre and choose to commute daily:

- ◆ You will receive the first round trip at the full amount of the return trip.
- ◆ Additional return trips during the week will be paid at a maximum rate of \$40. This is because clients who live more than 75 km from the centre have the option to stay at a hotel in the city Monday through Thursday.

### If you live more than 75 km from the centre and need accommodations:

- ◆ WorkSafeNB will cover your travel and accommodations.
- ◆ You can stay at the accommodations of your choice (hotel, motel, friend or relative's place, etc.). The admitting office can help you book your accommodation in Saint John.
- ◆ For many clients, accommodations are direct billed to WorkSafeNB, and travel allowance cheques or direct deposits are made on Thursday afternoons. Cheques or letters confirming the deposit will be ready after 3 p.m. at reception.
- ◆ Four hotels in Saint John provide accommodations to WRC clients and one hotel provides daily bus rides for clients who stay there. This shuttle leaves the hotel at 7:40 a.m. to drive to the centre. The shuttle leaves the centre at 4:15 p.m. to return to the hotel, except on Fridays when it leaves at 12:15 p.m. Leave your name at reception on Friday mornings if you wish to take the shuttle back to the hotel. If you need a late check-out time, it is important you tell the hotel. If you have any questions please see the admitting staff for help.

### If you live more than 75 km from the centre and choose to stay with a friend or relative:

- ◆ You will be given an allowance of \$40 per night (no receipts required), or up to a maximum of \$70 per night plus taxes with receipts.

## Van service

The WRC has a van service, which will take you to hospitals and doctors' offices in the city for X-rays or other appointments. Your team nurse will arrange this for you.

### NOTE:

Weekend accommodations will only be allowed if a medical reason prevents you from travelling. See a staff physician who will advise your case manager, if needed. If bad weather or road conditions prevent travel on weekends, you may be able to get approval to stay at the hotel. See the admitting office if you feel you need to stay the weekend. If approved, WorkSafeNB will cover overnight accommodation plus meal allowance.

## Meals

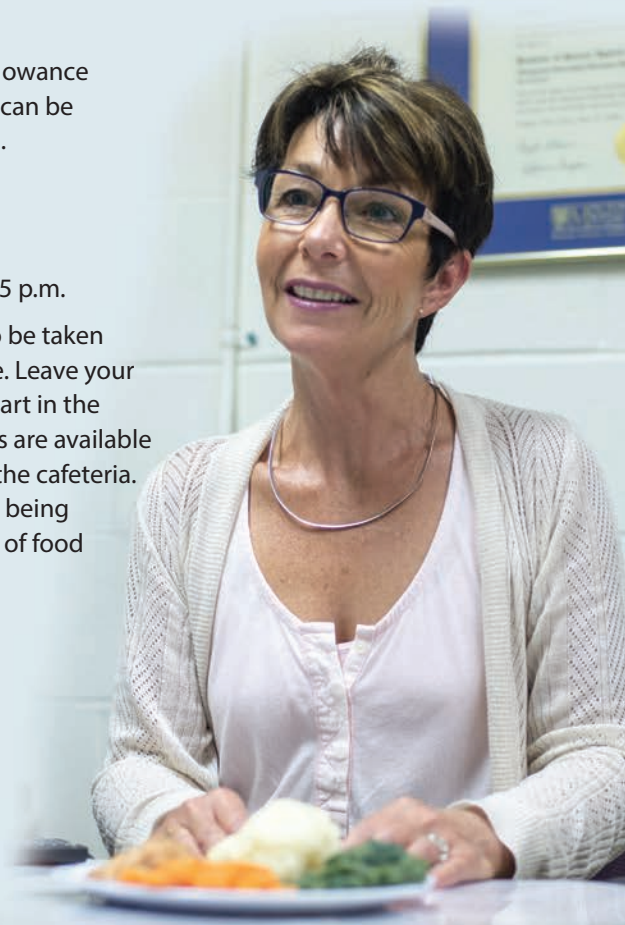
WorkSafeNB provides a daily allowance for meals. The noon-hour meal can be purchased at the WRC cafeteria.

### Cafeteria hours are:

**Lunch:** Noon-1 p.m.

**Breaks:** 9:45-10 a.m. and 3-3:15 p.m.

Food, including drinks, is not to be taken from the cafeteria at break time. Leave your trays, cups and glasses on the cart in the cafeteria. Soft drinks and snacks are available from the vending machines in the cafeteria. If you have any problems while being served, speak to the supervisor of food services in the cafeteria.



## What if I have questions?

### If you have a question regarding... Then talk to...

Hotel/motel	Admitting office staff
Travel	Case manager or admitting office staff
Claim issues	Case manager
Childcare arrangements	Case manager
Time off for appointments	WRC clerk in admitting office
Lunch-hour program	Fitness/Recreation co-ordinator
Recreation activities	Fitness/Recreation co-ordinator
Treatment program	Any team member
Return-to-work plan	Team members or case manager
WRC rules	Any work recovery manager

## What if I have a complaint?



We are committed to providing you with the highest quality service in a professional manner. If you have a concern or complaint, talk with a team member or team co-ordinator/manager. If the problem has not been resolved to your satisfaction, you can make an appointment with the assistant manager or manager of the program.

No complaint will result in a reduction of service or poor quality of service. Solutions will be tried to meet your needs to allow you to progress in your treatment.

# Health and safety at the WRC

Safety rules are posted outside all treatment areas. **Please follow these rules at all times.**

**Access doors:** Clients must use the main entrance. Using other doors to leave the centre will cause an alarm to sound for security reasons. Do not block or lock an emergency exit.

**Clothing:** Wear comfortable clothes and closed-toe shoes or work shoes. Do not wear sandals, long necklaces, bracelets or other items that could get caught in equipment and cause injury. Bring any protective equipment you use at your workplace and any aids, including braces and supports. Wear personal protective equipment when needed, such as steel-toed boots, safety goggles, gloves or ear protection.

**Photos/pictures:** To respect the privacy and confidentiality of clients and staff at the WRC, do not take any pictures while at the centre.





**Visitors:** Visitors may join you during breaks, including the noon hour. Because of the equipment and work-related tasks set up in some areas and other clients' right to privacy, it is best not to have visitors in the treatment area.

**Fire drills/Fire safety:** Know where the emergency exits and fire alarms are located. Fire drills are scheduled regularly. If the fire bells ring, listen to instructions over the P.A. system and from staff.

**Smoking:** The centre is a smoke-free facility. Smoking is only allowed outside the building in a designated area, meeting the *Smoke-Free Places Act (SFPA)* requirements. Smoking is not allowed in the building or within nine metres (29.53 feet) of doors or windows (as specified in the *SFPA*). Smoking is not allowed during outdoor treatment

#### During fire drills/fire alarms, remember:

- Don't panic
- Never yell "Fire"
- Keep exits clear
- Do not wedge open fire doors
- Don't smoke (even outside)

activities (outdoor walks, job simulations, etc.) or during treatment hours. Keep in mind we may have clients with sensitivities to smoke.

**Environmental sensitivities:** Some clients and staff are sensitive to scents, and WorkSafeNB maintains a scent-free environment as part of our commitment to health and wellness. Avoid using perfumes, colognes, hair spray and other products that can cause someone with

an environmental sensitivity to have a reaction.

**Alcohol and drugs:** The use of alcohol or illegal drugs on WorkSafeNB property or the parking lot is **strictly forbidden**. You are not to report for treatment in an intoxicated state or fail to report for treatment due to the after effects. Such use will lead to discharge from the program. Your case manager will be notified.

**Accidents:** Tell a staff member if you or anyone around you needs help due to an injury or fall. Report all accidents, near accidents and unsafe conditions to the staff member supervising your work.

**Lift properly:** Bend your knees; keep your back straight.



**Music devices:** For your safety, only use personal devices for music during breaks and physio exercise time. Keep the sound low and wear only one earbud so you can hear the P.A. system in case of emergency.

**Chemicals:** Ask a staff member about any chemicals you are handling. Report any hazards that cause risks for you or others.

**Protective gear and equipment:**

Protective gear is provided to keep you safe. Do not use equipment unless you have received proper training.

**Weapons:** All weapons are banned from the WRC, including pocket knives and toy weapons.

**Parking lot:** Please respect the 20 km/h speed limit in the parking lot.

**Behaviour/respect:** At the WRC you will

meet people with different personalities, interests and backgrounds. It is important to respect everyone equally. Disruptive behaviour, indecent advances or harsh language directed against any member of the staff or any other client may result in disciplinary discharge. Gambling on the property is not allowed. Give full attention to your work. Avoid being distracted and distracting others. Be careful when approaching doors and corners. No horseplay, fighting, practical jokes, running or jumping allowed; this can lead to accidents.

**Cleanliness:** Keep trash, water and spills off the floor.

## Other Helpful Information

### Pharmacies:

Two pharmacies are located near the centre. Both pharmacies will bill WorkSafeNB directly for any prescription written by the team physician approved for your injury.

- ◆ **Medicine Shoppe**, 317 River Valley Drive (down the road from the centre, beside the Circle K)
- ◆ **Guardian Drugs**, 114 River Valley Drive (next to the centre)

### Medical services after hours:

#### For urgent medical services:

- ◆ Saint John Regional Hospital
- ◆ St. Joseph's Hospital (until 8 p.m.)

#### For non-emergency situations:

- ◆ Make an appointment with the **Saint John Afterhours Clinic**, located at 110 Crown Street. It is open Monday to Friday, from 5-9 p.m. Phone: 635-2273.

**Note:** When arriving at the emergency room, let them know you are a client of WorkSafeNB's Rehabilitation Centre. The emergency room doctor may contact your team physician to provide medical information, including recommendations.





### Recycling:

Pop cans are collected in recycling bins located in the green space and cafeteria. Please do not place litter in the recycling bin.

Assorted bins are also placed along the main hallway to recycle plastics, food waste, and paper. Trash bins are also there for litter. Please read the instructions placed above these bins showing how to properly sort waste items.

### Telephone:

Team members may provide you with use of a telephone in a private area when the call is related to treatment and/or return to work (such as to your family physician or employer). If you receive personal calls during treatment hours, a message will be taken by the receptionist so your treatment will not be disturbed. In an emergency, you will be paged to reception.

### P.A. system:

Listen carefully for your name to be paged. Staff may request you to go to a treatment area or a message may be waiting for you at reception.

### Recreation/leisure:

Information on leisure activities appropriate for various injuries is available at breaks and during lunch hour.

- ♦ **Magazine rack/book shelf** – located in the green space on ground floor.
- ♦ **Green space** – games are kept in the cupboards and are available during lunch hour.
- ♦ **Break room** – located on the ground floor and is available as a quiet area during breaks and lunch hour.
- ♦ **Lunch-hour program** – a variety of activities will be posted on bulletin boards or announced over the P.A. system.

# Your rights and responsibilities

You have many rights here at the centre, and knowing them will help you take an active role in your stay here. You also have a number of responsibilities, which will protect you and other program participants.



## Know your rights:

### You have the right to:

- ◆ Be treated with care and respect at all times.
- ◆ Have your program explained to you in a way you understand.
- ◆ Be given the chance to ask questions.
- ◆ Participate in the development of your personal program/plan.
- ◆ Participate in your program free of intimidation.
- ◆ Be given all information on decisions made on your behalf.
- ◆ Have access to all information gathered for your record while participating in the program.
- ◆ Refuse any drug, test, procedure or treatment.
- ◆ Have your privacy respected and all your information kept private.
- ◆ Request a review by the program manager, Michael Bewsher, of any decision made about your treatment.
- ◆ Be served in the language of your choice – English or French.

# Know your responsibilities:

## You are responsible to:

- ◆ Participate to the best of your ability so you can reach a safe, early and effective return to work.
- ◆ Respect the rights of others in the program. This includes not using foul language or making inappropriate or disrespectful comments.
- ◆ Tell staff if you are to miss any scheduled treatment.
- ◆ Treat staff with respect.
- ◆ Be on time for all treatments and appointments.
- ◆ Tell the staff if you are not satisfied with the services you receive.
- ◆ Tell the staff if your rights have been violated.
- ◆ Follow safe work practices.

## Rehabilitation staff are responsible to:

- ◆ Protect your rights regardless of race, gender or national origin.
- ◆ Be open, honest and courteous when working with you.
- ◆ Help you achieve a safe, early and effective return to work.
- ◆ Remember that it is you who we serve.