



DISABILITY/ CLAIMS MANAGEMENT SERVICE LIST

SERVICES	DESCRIPTION
Pre/ Post Accident Activities of Normal Living Evaluation	Assessment of an individual's ability to perform usual daily activities. Its focus is on promoting an early & safe return to ADL's and employment duties.
Training and Educational Workshops	In house training for staff and executives is available in the areas of ergonomics, body mechanics, pacing, activity modification, stress management, and sleep hygiene. Custom educational seminars are available following a needs assessment.
Functional Capacity Evaluations (FAE/ FCE)	Quantifies physical tolerances and weight handling abilities of the individual, as they relate to specific employment tasks, home activities and other activities of daily living. May be performed over one or two days.
Future Care Cost Analysis/ Life Care Planning	A comprehensive medical-legal document specifying all long term (lifetime) needs and associated costs as they relate to an individuals disability.
In-Home Evaluations	Evaluation of the domestic environment to determine the individual's requirement for attendant care, housekeeping, home maintenance, care giving, and the need for any assistive devices.
Domestic Modifications	Modifications (temporary and permanent) to the home environment meant to promote safety and self-sufficiency at home.
Work Site Modifications	Provision of environmental adaptations including adaptive equipment and devices, process modification or other ergonomic changes to promote return to work.
Job Site Analysis (JSA)	Assessment of the workplace to determine essential employment tasks and provides a detailed breakdown of job requirements. Most valuable when combined with a functional abilities evaluation and is employee specific.
Physical Demands Analysis (PDA)	A comprehensive analysis of the work environment that measures physical demands of the job or employment category.
Modified and Graduated Return to Work Programs	This is an employee and job-specific process of increasing employment hours and/or job tasks with the goal of gradual return to work. Useful as part of an ESRTW program.

Work Hardening Programs	This is an individualized program meant to gradually improve a workers ability to handle employment related demands. May be initiated in clinic, and then expanded to include on-site sessions. May be used in conjunction with a modified/ graduated return to work program.
Post Offer/ Pre-Placement Evaluations	Once an individual is hired, but before they are placed. This evaluation is performed with the goal of job-matching; ensuring the new employee has the physical ability to perform the job for which he has been hired. This evaluation usually takes the form of a functional abilities evaluation and medical screening. A PDA is usually required for this assessment to be effective.
Independent Medical Evaluations (IME)	Depending on the type and extent of injury or disability, these evaluations provide third party opinions regarding diagnosis, prognosis, and appropriateness of current treatment. We have well over 100 physicians on our roster. Please refer to our accompanying list of specialties.
Medical Documentation and File Review	A review by a medical practitioner can assist in obtaining additional relevant information prior to an evaluation/ intervention, or as a means of follow-up. It is meant to determine the need for additional intervention, diagnostics, interpretation of results, or to provide additional opinions as required.
Diagnostic Testing	With our partnerships and experience in the industry, we have the capacity to expedite MRI's, CT's, x-rays, and other diagnostic/ investigative services including vision testing, ECG, PFT, audiometry, and lab tests including liver function and drug screening.
Chronic Pain Management Programs	Aimed at individuals suffering from chronic pain syndromes who have not responded well to conventional medical and surgical approaches. The emphasis is on learning pain self-management techniques with the goal of leading a more active, satisfying life despite having chronic pain. Involves a multidisciplinary approach, including psychotherapeutics, physical reconditioning, vocational counseling, and follow-up support.
STD/ LTD Claims Management Consulting	Disability management consulting for both short term and long term non-work-related injury and illness. It is our goal to maximize your employee benefits while ensuring quality care. We work with your employee and their physician to facilitate a prompt, safe return to work. This allows you to maintain a neutral position relative to your disabled employee.
Vocational Evaluation	This type of evaluation is useful to answer questions regarding employability, earning capacity, and alternative employment options.
Transferable Skills Analysis	If the individual cannot return to pre-injury employment, a TSA will assess the his/ her current skills inventory and suggest occupational alternatives.

Labour Market Survey	A comprehensive and highly individual determination of available employment options based on TSA and FCE results, geographic limitations, qualifications and education as well as long term feasibility.
CAR & TRUCK DRIVER SPECIFIC	
Driver Evaluation	Useful when driving ability has been impaired due to physical injury, age related issues, illness, attention deficit disorders, psychiatric conditions, stroke and post-traumatic stress. Usually a two-part program involving in clinic evaluation/ needs assessment, and an on-road evaluation.
Driver Desensitization	In the event of post-traumatic stress, fear of driving or other such conditions that limit the drivers ability to function behind the wheel, this may involve a psychologist, OT, and certified driver trainer, and would encompasses in-car/ truck sessions.
Vehicle Adaptations	In the event that modifications to the vehicle are required as determined by the above evaluations, these can be arranged for the driver, in conjunction with proper use and installation of these devices.
HEALTH AND SAFETY SPECIFIC	
Workplace Audits/ Consulting	A proactive management strategy. Rather than waiting for the Ministry of Labour or WSIB to send an auditor and face potential financial penalties or work stoppage, our assessors will perform a walkthrough of your facility to determine your needs <i>before</i> inspections are imminent.
Policy and Procedure Development	We work along side your corporate JHSC to create and implement effective H&S policies that comply with Ontario Health and Safety Legislation. When requested, we will also review your existing privacy and confidentiality procedures to determine their compliance with PIPEDA Legislation as they pertain to disability management.
Training and Educational Workshops	In house training for staff and management is available in the areas of general health and safety, WSIB issues, and current Ontario Health and Safety Legislation including mandated employee and employer responsibilities, and cost containment strategies.
First Aid and CPR Certification	Includes basic and advance CPR courses, cardiac arrest management, and first aid training.
Early and Safe Return to Work Programs	In consultation with your existing Health and Safety personnel and management, establish a written policy for return to work (from both occupational and non-occupational injuries) including program responsibility, creating and maintaining a system of follow-up, and evaluation of program effectiveness.

Ergonomic Evaluations and Modifications	Once workplace ergonomics have been assessed, and needs identified, recommendations for adaptive equipment and devices may be made. In addition, our evaluators may suggest specific modification in the employment tasks, manufacturing strategy, or other ergonomic changes to facilitate a healthy and safe workplace.
Wellness Programs	Managing health-care costs is one of four reasons wellness programs make economic sense. In addition to reducing demand for medical services, wellness programs provide economic benefit by reducing absenteeism, reducing on-the-job injuries and workers' compensation costs, and reducing disability-management costs.
Absence Management	A high level of absence can be indicative of many underlying problems. By dealing with issues promptly, this not only reduces the level of absenteeism and the subsequent cost to the organization, but also provides support to the individual(s) concerned, where necessary. Includes review of policies pertaining to illness, alcohol and drug dependency, stress, domestic problems, or If there is no underlying reason for a high level of absence, then it may be prudent to formulate a relevant disciplinary procedure.
WHMIS Training	This training includes education about labeling, MSDS's, and identifiers, and will address the content of the label and MSDS, as well as the purpose, significance, location and modes of identification (colours, numbers, abbreviations). Training in work specific procedures such as storage, handling, use, disposal, emergencies, and what to do in unusual situations such as fugitive emissions would also be included.