



# Your **Wellness and Career** Management Solution



[www.cve.ca](http://www.cve.ca) | [cve@cve.ca](mailto:cve@cve.ca)

## COMPANY PROFILE

As a privately, Canadian owned company, CVE Inc. has been providing unparalleled services to the disability community, employers, insurance providers, worker compensation boards, and the federal and provincial government since 1993. CVE specializes in providing disability management, vocational rehabilitation and employment services across Ontario and Western Quebec. CVE Inc. takes pride in the communities served and its team of health and career professionals.

Offering a full suite of professional services to employers, insurers, lawyers and persons with disabilities with a commitment to providing high quality customer service, CVE Inc. can help navigate challenges and bring positive solutions. By partnering with CVE, organizational effectiveness can not only be enhanced but also positive impact can be made on the communities served and supported. Together, we can cultivate a healthier, more productive work environment that supports every individual's journey to success.



*"At our core, we envision a world of endless opportunities, where diversity strengthens and enriches society. For more than 30 years, we have been a source of support for the wellness and career enhancement of persons with disabilities. I am committed to a future where inclusion is the foundation of success."*

Tim Macmillan | CVE Inc. CEO

## OUR MISSION

At CVE Inc., we understand that a healthy workforce is key to organizational success. Our comprehensive disability management services focus on reducing the impact of illness, injury, and disability on productivity while fostering a supportive environment for those facing health challenges or living with disability. We believe that by focusing on prevention, recovery support, and accommodation, organizations can minimize the impact of illnesses and injuries.

## OUR VALUES

### Transparency and Honesty:

Integrity is the bedrock of CVE's operations. We are dedicated to the transparent gathering, analysis, and presentation of information. Our commitment to objectivity ensures the trust and confidence of all stakeholders.

### Excellence in Service:

At CVE, we go beyond meeting expectations. Our commitment to quality is unwavering, and we continuously strive to surpass the expectations of our clients and customers. Excellence is not just a goal; it's our standard.

### Responsibility and Accountability:

Accountability is ingrained in every aspect of CVE's operations. We adhere to all medical, government and professional regulations, ensuring the highest standards of compliance, ethics, privacy and security. Our detailed complaint resolution process underscores our commitment to resolving issues promptly and effectively.

### Innovation and Adaptability:

Innovation is at the heart of CVE. We embrace creative solutions, leveraging technology and best practices to adapt to evolving needs in the industries we serve. Our adaptability ensures we are well-positioned to navigate the dynamic landscape of healthcare, disability services and Employment related.

### Empathy and Inclusivity:

CVE fosters a culture of empathy, acknowledging and embracing the unique strengths and challenges of every individual. We are committed to creating and empowering others to create an inclusive environment that values diversity in all its forms.

## THE CVE QUALITY COMMITMENT

At CVE, our team of vocational and regulated health care professionals, alongside our dedicated administrative staff, work diligently to uphold the highest standards of excellence. We carefully select qualified assessors who actively practice clinically or hold teaching roles, ensuring they are experienced professionals in good standing with regulatory bodies and colleges, with CanLII reviews supporting their credentials. When you refer to CVE for medical evaluation services, you receive our quality commitment with every report. We are dedicated to providing:

- Clinically and ethically sound conclusion
- A timely response
- A defensible, unbiased, and objective position

All reports are trial-ready, and our assessors are available as expert witnesses for trial or arbitration with prior notice. We also offer pre- and post-assessment consultations upon request. To maintain accuracy, consistency, and reliability, all services, processes, and reports are regularly reviewed, ensuring defensible outcomes that meet and exceed expectations.

## THE QUALITY ASSURANCE TEAM

CVE's Quality Assurance team ensures a transparent exchange of documentation by thoroughly reviewing all materials received from stakeholders. Reports and documents prepared by our professionals undergo verification by regulated health professionals for accuracy and validity before final issuance. The team stays informed on relevant legislative changes, disability management developments, and health and safety strategies to ensure compliance with legal standards. Regular case law reviews maintain the accuracy and defensibility of our opinions. Additionally, a rotational review ensures that all assessors and practitioners are in good standing with their regulatory bodies. CVE's case management platform tracks reports, streamlining business processes to meet key performance indicators (KPIs).

## HEAD OFFICE

1547 Merivale Road, Suite 420,  
Ottawa, ON K2G 4V3

Toll Free: 1-888-862-3825

Tel: 613-237-7368

Toll Free Fax: 1-844 290 0950

Fax: 613-237-0950



## DEDICATED FACILITIES

### **Ottawa**

1547 Merivale Road,  
Suite 420  
Ottawa, ON, K2G 4V3

### **Gatineau**

92 boulevard Saint-  
Raymond,  
Chambre 101  
Gatineau, QC J8Y 1S7

### **Toronto (North York)**

5000 Yonge Street,  
Suite 1901  
Toronto, ON, M2N 7E9

## ADDITIONAL AFFILIATED ASSESSMENT FACILITIES

Barrie | Belleville | Kingston | Kitchener | London | Mississauga | Montreal  
Peterborough | Sault Ste. Marie | Sudbury | Thunder Bay | Toronto | Windsor

## **SERVICE DIVISIONS**

CVE has been committed to offering exceptional service to our clients and customers since our inception, through professional dedication, research, education and assuring that we employ and affiliate with superior professionals and specialists of their respective fields. We now proudly offer 4 dedicated service divisions including:

1. Assessment Services
2. Employment Services
3. Vocational Rehabilitation Services
4. Treatment Services

## **ASSESSMENT SERVICES**

- Fitness to Work Evaluation
- Workplace Accommodation Assessment
- Assessment Functional
- Work Capacity Assessment (FWCA)
- Physical Demands Analysis/Job Site Analysis (PDA/JSA)
- Cognitive Demands Analysis
- Functional Capacity Evaluation (FCE)
- Post Offer of Employment Test (POET)
- Cognitive Functional Capacity Evaluation (CogFCE)
- Ergonomic Assessment
- Virtual Ergonomic Assessment
- Vocational Assessment
- Independent Medical Examination (IME)

## **EMPLOYMENT SERVICES**

- Job Search Services for Persons with Disabilities
- Hiring/Accommodation Support for Employers
- Wage Subsidy for Employers
- Wrap-Around Disability Support Funding

## **VOCATIONAL REHABILITATION**

- Vocational Evaluation & Career Exploration
- Case Management Services
- Voc-Lite Assessment
- Intensive Career Exploration Program
- Transferable Skills Analysis (TSA)
- Labor Market Research (LMR)
- Psycho-Vocational Assessment
- Education And Professional Guidance Program
- Job Coaching/Job Shadowing
- Job Search Program
- Lifestyle Management Through Mental Health Challenges
- Resume Writing
- Computer Training
- Dragon Naturally Speaking Training
- Income Imputation Assessment
- Work Experience Program

## **TREATMENT SERVICES**

- Physiotherapy
- Occupational Therapy Treatment Programming
- PTSD Pre-Vocational Program
- OT Job Coaching
- Neurodivergent OT Coaching
- Neurodivergent Coaching for Employers
- Progressive Goal Attainment Program
- Return To Work Support Programming
- Physical Work Hardening
- Cognitive Work Hardening
- Concussion Management
- Engagement Program (Physical)
- Exercise Therapy
- Aqua Therapy
- Yoga Therapy
- Concussion Management Services
- Chiropractic Services
- Lifestyle Management Program

# ASSESSMENT SERVICES

Providing objective solutions to support disability and  
claims management

The Assessment Services division provides objective medical and physical evaluations opinions from various medical and healthcare professionals that allow for informed, evidence-based decisions on a range of matters in both personal and work life.

CALL 1-888-862-3825 OR VISIT [WWW.CVE.CA](http://WWW.CVE.CA) TO MAKE A REFERRAL

## INDEPENDENT MEDICAL EXAMINATION

At CVE, we have aligned ourselves with prominent medical experts who are highly experienced in the provision of Independent Medical Examinations including Benefit/Disability determinations and Treatment Plan Reviews. Medical evaluations by CVE's experts are completed using a timely, unbiased approach, providing information pertaining to an individual's diagnosis, prognosis, disability status (i.e., do they meet the disability test for specific benefits or return-to-work), treatment requirements, and barriers to rehabilitation as well as other recommendations or comments as requested. Medical evaluations can be completed individually or as part of a multidisciplinary evaluation.

Specialty disciplines available:

- Cardiologist
- Certified Kinesiologist
- Chiropractor
- Dentist
- General Practitioner
- Neurologist
- Neurosurgeon
- Occupational Therapist
- Orthopedic
- Physiatrist
- Psychiatrist
- Physiotherapist
- Otolaryngologist
- Vocational Assessor
- Psychologist/Neuro
- Neuropsychologist
- Registered Nurse
- Rheumatologist
- Speech Language

Section 44 & 25:

- Housekeeping and Home Maintenance Benefits
- Caregiving Benefits
- Non-Earner Benefits
- Attendant Care / Form 1 Completion
- Hospital Discharge Planning
- OCF-18/ Dispute Assessments

## FITNESS TO WORK EVALUATION

CVE's Fitness to Work Evaluation, conducted by a regulated health professional, is used to establish a specialized opinion to assist with work accommodation. During this evaluation, the physical and psychological limitations and/or medical restrictions are assessed appropriate accommodations to the employers. This is to ensure a regular presence in the workplace that will be both healthy and safe.

Medical records and the client's personal history can and should be reviewed by the assessor, however no diagnosis or personal medical information will be included in the report submitted to the employer/requester

## **WORKPLACE ACCOMMODATION ASSESSMENT**

CVE's Workplace Accommodation Assessment is a job site visit conducted by an Occupational Therapist to identify the physical, cognitive and/or psychosocial barriers to an individual returning to or reaching peak performance at work. Areas assessed also include the physical, institutional, and social environments of the workplace. While conducting the assessment, the Occupational Therapist collaborates with all stakeholders, including human resource, managers, unions (if applicable), and the individual requiring support, to negotiate appropriate workplace accommodations for a variety of medical conditions. Following this, CVE provides specific and clear recommendations to promote success of any workplace accommodations. The Workplace Accommodation Assessment is best suited for individuals with chronic pain, orthopedic injuries, brain injuries, visual and hearing impairments.

## **FUNCTIONAL WORK CAPACITY ASSESSMENT**

CVE's Functional Work Capacity Assessment is a mobile capacity solution allowing assessments to be conducted at the work site, school or in a client's home. This assessment is completed to best determine safe work abilities where fatigue and activity tolerance are the primary limiting factors to a safe and productive return-to-work or function. This assessment is used to identify individual and workplace barriers if they are present. It includes an assessment of physical, cognitive, behavioral, and psychosocial abilities of the client and matches the results to the demands of their employment or the desired activity. The assessment may also assist in confirming the suitability of specific job tasks to an individual's abilities, identify modifications/accommodations needed, and potentially identify if additional workplace training or coaching is required.

## **PHYSICAL DEMANDS ANALYSIS/JOB SITE ANALYSIS**

CVE's Physical Demands Analysis /Job Site Analysis is a comprehensive analysis of the physical and environmental demands associated with the essential tasks of any occupation. The analysis can be completed on site or as a paper (hypothetical) assessment, and both include reference through the National Occupational Classification (NOC) 2006. For Hypothetical analysis, the physical demands of the job are determined through discussions with the client. For an Onsite analysis, the physical demands are assessed using a combination of objective measures, observation of job tasks, and interview with the employer if applicable.

## **COGNITIVE DEMANDS ANALYSIS**

CVE's Cognitive Demands Analysis is a comprehensive analysis of the essential job duties and cognitive demands of an individual's work, such as memory, attention, executive function, etc., to facilitate a return-to-work in respect to their cognitive abilities. The analysis may include a meeting with the employer and/or individual, and an observational assessment component.

## **FUNCTIONAL CAPACITY EVALUATION**

CVE's Functional Capacity Evaluation evaluates a clients' physical capacity to perform work activities in a specific job. If a specific job is not identified, then a synopsis of a client's general physical abilities is created. This evaluation can compare the individual's health status, body functions, and structures to the demands of a job, a particular activity, or a work environment. CVE utilizes the metrics which consists of a battery of standardized, criterion-referenced testing which demonstrates a predictive value about the client's return to work or function.

## **COGNITIVE FUNCTIONAL CAPACITY EVALUATION**

CVE's Cognitive Functional Capacity Evaluation assesses the functional abilities of an individual's cognition over 26 domains, including but not limited to impulsivity, attention, memory, and executive functioning. The evaluation includes norms-based testing and utilizes the test data to determine customized strategies to minimize the impairments affected either in the home, school, or workplace. It can be designed to measure an individual's ability to perform the cognitive demands of a particular job using a job description or demands analysis report.

## **POST OFFER OF EMPLOYMENT TEST**

CVE's Post Offer of Employment Test evaluates whether an individual is able to meet the essential physical demands of a particular occupation before or after the hiring process. This test uses a customized functional capacity evaluation with standardized assessment tools. Newly hired employees who passed a post offer screening test showed a significant percent reduction in workers compensation injury rate.

## **ERGONOMIC ASSESSMENT**

CVE's Ergonomic Assessment assesses the functional interactions between an individual and their work environment to identify opportunities for injury prevention as well as optimize individual well-being and performance. This objective assessment is completed through the use of a measuring tape, photographs, and observation of job tasks (as possible within the assessment). Further job task information is gathered through interviews with the individual to identify risks of repetitive strain injuries. Part of this process is providing education to ensure the employee understands basic ergonomic principles and practices, and where appropriate, may offer suggestions for equipment, modifications, or devices with expressed approval. Ergonomic Assessments may be conducted by a Kinesiologist or Occupational Therapist.

## **VIRTUAL ERGONOMIC ASSESSMENT**

CVE's Virtual Ergonomic Assessments address the growing need for employees to work safely in any environment, including specialized services for federal government employees. As an authorized vendor for the federal government, CVE has developed a solution that reduces the risk of workplace injury and illness in home-based and hybrid environments. These assessments, facilitated through video or teleconferencing tools and a measuring tape, optimize workspaces by identifying ergonomic needs and addressing potential hazards. Employees also receive education on basic ergonomic principles, and where appropriate, recommendations for equipment or modifications may be provided with employer approval.

# EMPLOYMENT SERVICES

Securing meaningful and gainful employment  
for people with unique abilities

Providing comprehensive support to candidates throughout their job search and employment journey. We offer a wide range of services to help individuals secure and retain meaningful jobs, empowering them to achieve their career goals.

CALL 1-888-862-3825 OR VISIT [WWW.CVE.CA](http://WWW.CVE.CA) TO MAKE A REFERRAL

## CLIENTS:

In today's challenging labour market, finding the right job requires determination, motivation, and support. At CVE, we offer FREE employment services tailored to our clients' unique needs, ensuring they secure the best job as quickly as possible. Our compassionate and experienced team specializes in assisting persons with disabilities, providing expert guidance throughout the job search process. From professional resume building and interview preparation to personalized job matching, we empower our clients every step of the way. CVE is dedicated to creating opportunities for individuals and employers alike, ensuring a thriving workforce that benefits everyone. With access to an extensive network of inclusive employers and tailored job matches, we ensure clients find opportunities that align with their abilities and career goals. Even after securing employment, our ongoing support continues for 12 months, helping clients navigate workplace challenges and pursue career advancement. Funding can also be provided to pay for items and services which can remove a temporary barrier to employment.

## WHY CHOOSE CVE?

**Expert Support:** Our compassionate and experienced team specializes in providing personalized assistance to persons with disabilities. We understand the unique challenges clients may face and are equipped to offer the support you need.

**Application Process Support:** Receive guidance, resources, and valuable advice to enhance skills, boost confidence, and overcome potential barriers during job search. We can identify and apply for jobs on clients' behalf and monitor the response from employers.

**Professional Resume Building:** Our resume experts craft a compelling and professional resume that highlights strengths and accomplishments.

**Interview Preparation:** Gain the confidence to shine during job interviews with our mock interview sessions and valuable feedback. We assist with making interview arrangements and can even attend the interview with clients.

**Access to Hidden Job Market:** Our extensive network of inclusive employers across various industries offers exciting job opportunities that align with our clients' abilities.

**Tailored Job Matches:** We believe in a personalized approach. Our team works closely with clients to understand talents, preferences, and career goals, ensuring we find the best fit for our clients.

**Workplace Accommodations:** We will assist you and your potential employer in navigating workplace accommodations, making your transition into the job smooth and successful.

**Networking Opportunities:** Connect with disability-friendly job fairs and networking events to expand your professional network and meet employers eager to hire diverse talent like you.

**Ongoing Support:** after securing employment, our support continues. Count on us to provide guidance on career advancement, overcoming workplace challenges, and addressing any further accommodation needs.

## EMPLOYERS:

CVE connects businesses with qualified and motivated candidates with disabilities, helping organizations unlock the potential of a diverse workforce. Our focus on inclusive hiring practices enables companies to attract skilled employees while expanding their customer base. By partnering with CVE, businesses benefit from reduced turnover and efficient recruitment processes, ensuring they receive motivated, pre-screened candidates who are well-suited to meet their needs. We take the time to understand employer's unique hiring requirements, allowing us to present candidates who not only meet job expectations but also contribute positively to the workplace culture. Financial Incentives can be provided to offset costs related to hiring, onboarding, training and supporting new employees referred through our program.

## BENEFITS

- **A Reduced Turnover:** Our clients tend to retain their jobs by meeting/exceeding expectation.
- **Coordinated Access:** Motivated, pre-screened candidates who have the skills to do the job.
- **Efficient Recruitment Process:** We will get to know your business/hiring needs and present only qualified candidates.

CVE is a proud Employment Ontario Integrated Employment Services provider in both Ottawa and Toronto.



# VOCATIONAL REHABILITATION SERVICES

The solution to all career exploration needs.

Offering a multitude of programs to help on your path to finding meaningful, gainful employment following injury or illness. CVE can help determine which career is right for you with various vocational and interests testing and training to improve skills. We ensure clients are competitive in the job market and help with the job search process by offering services related to resume building, interview skills and landing interviews in a career of choice.

CALL 1-888-862-3825 OR VISIT [WWW.CVE.CA](http://WWW.CVE.CA) TO MAKE A REFERRAL

## **VOCATIONAL EVALUATION**

CVE's Vocational Evaluation is a comprehensive assessment conducted for the purpose of providing a client's current vocational capacities and future employment options. This is completed through standardized tests in the areas of learning ability, academic achievement, vocational aptitudes, and takes into consideration past employment experience and transferable skills. The resulting profile can then be used to identify suitable employment alternatives that an individual would be able to pursue. Regional earning potential is also taken into consideration and reported.

## **PSYCHO-VOCATIONAL ASSESSMENT**

CVE's Psycho-Vocational Assessment is performed by a team consisting of a psychologist and vocational specialist. The assessment consists of a series of standardized vocational and psychological testing developed to identify the cognitive level, behavioral traits, and vocational interest of an individual, and match these results to vocational opportunities.

## **VOC. LITE ASSESSMENT**

CVE's Voc. Lite Assessment identifies suitable employment alternatives for an individual based on the transferable skills developed over the course of his/her working life. This assessment works with the individual to identify possible realistic employment alternatives by ensuring the individual has a clear understanding of their marketable skills they have acquired over their working life, based on their Essential Skills Profile. The use of the Literacy and Essential Skills Profile through discussion yields more effective results than the more generalized TSA as the individual plays a key role in identifying the alternate employment options. They are able to do this as they now have a quantifiable measure of their essential skills that can be easily applied in other occupations. This product is very effective for individuals who are having to seek out alternative employment and are unsure where they may look.

## **TRANSFERABLE SKILLS ANALYSIS**

CVE's Transferable Skills Analysis is used to identify a set of occupations that an individual should be able to perform. The TSA compiles occupations from the National Occupational Classification (NOC) \* and profiles from the Office of Literacy and Essential Skills♦ to represent a person's work history, analyzes the transferrable skills a person has performed in the previous jobs, and considers the work activities performed (materials, products, subject matter, and services). This data is then used to identify a set of occupations that an individual should be able to perform. If an individual has been injured or otherwise disabled, their residual functional capacities can also be considered by adjusting the worker traits associated with their Dictionary of Occupational Titles (DOT) work history. This process is frequently utilized for individuals who cannot attend or are unwilling to participate in an assessment.

## **INCOME IMPUTATION ASSESSMENT**

CVE's Income Imputation Assessment is a powerful tool used in disputes to estimate an individual's income when complete financial data is not readily available, to help arrive at a fair and accurate assessment of that person's financial situation. It ensures fairness in alimony and child support determinations during divorce or separation proceedings. This technique involves making educated assumptions and calculations based on various indicators, such as historical income records, industry standards, or comparisons to similar individuals or businesses. Our seasoned vocational professionals employ expert analysis to provide accurate income imputations. We use comprehensive data sources, historical income records, and industry standards to ensure a well-informed assessment to help secure a fair and just resolution.

## **LABOUR MARKET RESEARCH**

CVE's Labour Market Research service is a necessary and vital part of our vocational specialist's role in identifying suitable occupations for individuals in the community. This service creates connections with potential employers, ascertains job availability, hiring trends, salary, identified required formal trainings, and physical demands of employment. What enhances CVE's Labour Market Research program is acknowledging that 90% of job opportunities exist within the hidden job market and being willing and able to diligently explore this market effectively is the key to success. Personal connections are created and maintained with employers to access market information and lead to possible opportunities for the client. This in turn allows the specialist to further encourage an individual to participate in a vocational rehabilitation program by showing that employment opportunities do exist. Information gathered from the research also allows for specific formal training to be recommended and/or arranged, further enhancing an individual's successful return to work.

## **INTENSIVE CAREER EXPLORATION PROGRAM**

CVE's Intensive Career Exploration Program is an alternative to the standard Vocational Evaluation. This program is intended for persons who do not benefit from a clinical testing environment due to few transferable skills, low academic achievement, serious mental health barriers, cognitive barriers, or physical barriers. Through career counselling, a participant can expect to identify potential employment alternatives by assessing and exploring client strengths, skills, learning styles, interests and how the participant can relate to those employment alternatives identified. Over a period of 6-8 weeks, the Intensive Career Exploration Program starts with Essential Skills Analysis to identify suitable occupations, then contact is established with employers within the identified occupations. Based on need, the client will have a Vocational Specialist, Occupational Therapist, or both, to explore clinical and community settings to identify suitable occupations and to obtain specific information from potential employers.

## **NEURODIVERGENT COACHING FOR EMPLOYERS**

CVE's Educational and Professional Guidance Program is for students and adults choosing to return to school or make a career change. The program will support the participants in setting their educational and professional goals. The Educational and Professional Guidance Program will help participants reach a well-informed decision by supporting their journey of self-exploration and assisting with research on educational programs and suitable professions. This will be completed through a needs assessment using valid psychometric testing, enhancement of self-knowledge, professional and educational exploration tools, decision-making support, and post-program follow up to support clients in choosing the right career path.

## **EDUCATION AND PROFESSIONAL GUIDANCE PROGRAM**

At CVE, we believe in embracing the unique strengths that each individual brings to the table. Our specialized coaching program is designed to support employers with neurodivergent individuals in the workplace. Whether it's ADHD, autism, dyslexia, or other neurodivergent traits, our coaches are here to empower your team members to thrive. Our coaching program includes individualized coaching sessions, support and resources and accessibility training for Supervisors/Managers. We also can offer workshops and team building activities should it be required. **Benefits for employers:**

- Enhanced Team Creativity
- Improved Problem-Solving
- Increased Productivity
- Fostering Inclusive Company Culture
- Enhanced Team Creativity

## **JOB COACHING/JOB SHADOWING**

CVE's Job coaching/shadowing service involves the training of an employee by an approved specialist, who uses structured intervention techniques to help the employee learn to perform job tasks to the employer's specifications and to learn the skills necessary to be an employee at the job site.

## **JOB SEARCH PROGRAM**

CVE's Job Search Program involves a vocational specialist or employment counselor supporting an individual in their job search by educating them on all matters relating to an effective and successful job search. This includes how to create a cover letter and resume, teaching/practicing effective interview techniques and arranging mock interviews and providing training and information on researching employment opportunities in the job market and hidden job market, as well how to cold call with practice sessions. Once the individual is ready to begin their independent job search, the vocational specialist also offers support over the phone or via email when required.

## **RESUME WRITING**

CVE's resume writing program aims to produce an effective resume that will create a desire for an employer to meet a candidate by emphasizing skills and accomplishments as well as highlighting the individual above other potential applicants. CVE's vocational specialists will take the time to determine the key items to include in a resume and finalize an effective final copy with the candidate's feedback.

## **LIFESTYLE MANAGEMENT THROUGH MENTAL HEALTH CHALLENGES**

CVE's Lifestyle Management Through Mental Health Challenges is a non-medical resiliency program delivered by our Employment Counsellors. The purpose of this 5-week program is to improve the functional abilities of participants facing a new situation or change in their life. The program will be delivered using telephonic and videoconferencing tools with the goal of assisting participants as they adjust to a new way of working/achieving goals while maintaining balance and being more efficient in their work/life. The program addresses self care, mindfulness and relaxation, basic physical exercise, nutrition, sleep routine, and practice work/life balance. This 5-week program does not focus on diagnosis(es) or management of acute symptoms. The Employment Counselor will positively reinforce the employee's perception of themselves as a contributing member of the workforce while adjusting to a new way of working and achieving goals, maintaining balance and being more efficient in their work and life.

## **COMPUTER TRAINING**

CVE's Computer Training Program is a vocational training program based on a tutoring model with one-on-one instruction in a private environment. We concentrate on the development of practical skills for the general labor market. This 6-week program provides 35 weekly hours of basic hardware knowledge, ergonomic education in using a computer, Microsoft Suite including Word, Excel, and Outlook, Google Search functions, and occupation specific skills, as needed. This can also be combined with Dragon Naturally Speaking Training.

## **DRAGON NATURALLY SPEAKING TRAINING**

CVE's Dragon Naturally Speaking Training is customized to an individual's needs and is administered by our in-house trained Dragon Naturally Speaking expert. This training is best suited for individuals wanting to increase productivity in the workplace. Training consists of 10-20 hours of one-on-one interaction and includes an ergonomic setup at the workplace where the device is being installed, as well as free technical support for the initial first month. The trainer teaches the individual how to set up Dragon software on the PC, train it to recognize voice commands, and use it for dictating text. The course also highlights capabilities such as correcting errors, leveraging common dictation shortcuts, and techniques to improve Dragon's accuracy to best serve its purpose in a competitive workplace setting

# TREATMENT SERVICES

Accompanying clients on their road to recovery.

Helping clients with movement and exercise, routine, reactivation or getting ready to return to work. CVE offers numerous Occupational Therapy, Kinesiologist, Chiropractic and Physiotherapy Services to help clients find their way back to health and function.

CALL 1-888-862-3825 OR VISIT [WWW.CVE.CA](http://WWW.CVE.CA) TO MAKE A REFERRAL

## PHYSIOTHERAPY

Physiotherapists use the science of human movement to help promote, restore, and improve health and function in their patients. Many individuals will work with a physiotherapist to enhance physical performance, reduce pain with activities or to rehabilitate an injury and recover from various surgical procedures. The primary method of treatment employed by a physiotherapist includes exercise rehabilitation, which is directed and focussed exercise designed to restore mobility, improve balance and proprioception as well as to strengthen and condition areas of concern or restore muscular imbalance. In addition, they may employ a wide range of modalities to help control pain and restore movement to restricted areas. CVE's physiotherapists will work with you and coach you on how to achieve your health goals and give you the tools to achieve success, whether you are looking to improve athletic performance, reduce pain from day-to-day life, rehabilitate you after an injury or improve your overall functional ability.

## CHIROPRACTIC TREATMENT SERVICES

CVEs Chiropractic Treatment Services are provided by a Chiropractor who specializes in the assessment, diagnosis and treatment of musculoskeletal pain and disorders with a specialized focus in rehabilitation of the spine as is required by their governing authority. Chiropractors at CVE use an evidence-based approach to care of injured individuals and for those suffering from long-standing chronic pain that focuses on education, pain-control methods, functional improvement of the joint complexes and soft tissues, as well as active re-training and rehabilitation of the injured individual.

Chiropractic intervention typically includes:

- Diagnosis of musculoskeletal disorders
- Soft tissue therapy
- Spinal and joint mobilization and/or manipulation
- Rehabilitation exercises
- Functional strength and conditioning training, including education on training principles, programming and periodization for lifelong progression and maintenance of physical strengths and abilities.

## PHYSICAL WORK HARDENING PROGRAM

CVE's Physical Work Hardening Program is an 8-week program for individual's who have been off work due to injury or illness. We improve the individual's physical tolerance and stamina; the purpose being to enhance their potential to reach the competitive standards of the pre-injury occupation or the physical requirements of a new occupation. A gradual approach will assist the individual in achieving their maximum functional ability with confidence.

Ideal candidates for the Physical Work Hardening Program include severely deconditioned individual's, secondary to an impairment, brought on through injury or disease, as well as those who have been out of the work force for an extended period of time with pain as their primary disability.

The Physical Work Hardening Program is designed to improve the overall fitness and conditioning of the individual and readiness for return to work. This goal is achieved through a combination of strength and conditioning exercises along with simulation of work specific tasks. The program is a progressive exercise platform based on principles of specific adaptations to imposed demands (SAID) highlighted in the Training Effect Model

## OCCUPATIONAL THERAPY MVA:

- ✓ Pre-Claim Evaluations
- ✓ Gradual/Modified Return to Work Planning
- ✓ Assistive Device Assessment and Implementation
- ✓ OCF 18/22 Treatment Approvals

## IN-VIVO / EXPOSURE THERAPY PROGRAM WITHIN OCCUPATIONAL THERAPY

- ✓ Graded Exposure
- ✓ Flooding
- ✓ Prolonged Exposure
- ✓ Systematic Desensitization

## OCCUPATIONAL THERAPY INTERVENTION

CVE's Occupational Therapists use a systematic, evidence-based approach and clinical reasoning to enable individuals, groups, and communities to develop the means and opportunities to identify, engage in, and improve their function in the occupations of life. The process involves assessment, intervention, and evaluation of the client related to occupational performance barriers in self-care, productivity, and leisure. Occupational therapy intervention typically includes:

- ✓ Customized treatment programs to improve one's ability to perform daily activities
- ✓ Customized treatment programs to support return to work
  - Can be leading up to, or within gradual return-to-work
- ✓ Comprehensive home and job site evaluations with adaptation recommendations
- ✓ Performance skills assessments and treatment
- ✓ Adaptive equipment recommendations and usage training
- ✓ In-Home Assessment

## LIFESTYLE MANAGEMENT PROGRAM

We are presenting a resiliency program called Lifestyle Management Program, delivered by our Occupational Therapists. The purpose of this 5-week program is to improve the functional abilities of participants facing a new situation or change in their life. The program will be delivered using telephonic and videoconferencing tools with the goal of assisting participants as they adjust to a new way of working/achieving goals while maintaining balance and being more efficient in their work/life.

- 5-week program (longer if requested)
- Reduce feelings of isolation
- Practice mindfulness and relaxation (group activity)
- Introduce basic self-care and hygiene routine
- Introduce basic physical activity, nutrition and sleep routine
- Introduce time management skills, scheduling and organizational skills
- Introduce basic ergonomic principles
- Introduce tools to help manage challenges and barriers
- Practice healthy work/lifestyle, work-Life balance, and improve efficiency in various roles

## PTSD PROGRAM

CVE's PTSD Program, directed by an Occupational Therapist, addresses trauma triggers and PTSD symptoms by exploring coping mechanisms and symptom stabilization, as well as providing education and implementation of health and wellness strategies to improve overall function. Using a multi-disciplinary approach to facilitate recovery, including a review and collection of medical/vocational documentation, consultation and collaboration with other health care professionals and the referral source, emphasis is placed on progress towards the individual's functional goals using evidence-based strategies. The intensive program provides sufficient support and ongoing evaluation, proven to be effective in improving PTSD symptoms and reduction in mood symptoms over a designated period of time. The flexible program structure has been developed based on current successful application of Occupational Therapy methods and techniques in improving client function and mental health. Services can be provided in clinic or in the community to best meet the clients' needs, abilities, and interests

## OCCUPATIONAL REACTIVATION

CVE's Occupational Reactivation intervention addresses increasing the client's self-care, routine building, daily activity, and community engagement (such as errands and volunteering) through a variety of evidence-based modalities to increase tolerance and coping prior to return to work. CVEs Occupational Therapists will assess the client's functional performance using evidence-based assessment and screening tools. With collaboration of the client and stakeholders the Occupational Therapist will create an individualized program to increase the client's capacity in the identified activity barriers. Modalities include:

- Planning & Pacing
- Develop effective self-management strategies to navigate symptoms and facilitate recovery
- Pain management and coping
- Training with stigma countering and disclosure strategies
- Context specific social skills and skills in social networking development
- Help develop a health and wellness daily routine
- Sleep hygiene

## **JOB ACCOMMODATION ASSESSMENT & COACHING**

CVE's OT Job Coaching involves the assessment of barriers and delivery of individualized skills training, psychoeducation, and self-management skills of an employee who is currently employed and working with an occupational therapist to improve work performance. Barriers may include cognitive, physical, psychological, or environmental difficulties impeding work performance. There may be recommended task changes, equipment or software changes and implementation, or environmental changes, if supported by the employer.

## **COGNITIVE WORK HARDENING PROGRAMS**

CVEs Cognitive Work Hardening Programs are offered as two differing services:

### **1- Clinically Based Work Hardening Program**

A highly specialized cognitive conditioning program that transitions the individual from standard rehabilitation to return-to-work by simulating workplace activities and surroundings in a structured, supportive, and monitored environment. Best suited for individuals who have received physical or psychological services and need further practice or strategies learned in therapy in a controlled, simulated workplace environment. An initial assessment is completed by an occupational therapist to determine activity tolerances and workplace barriers. A customized program is then formulated which includes a systematic program of progressive, work-related activities performed with the goal of cognitively reconditioning the individual to facilitate future return to employment in a competitive workplace setting. The program can be adapted to individuals requiring specialized equipment or assistive devices.

### **2- Community Based Work Hardening Program**

Through an occupational therapist and employment counselor, an employer is selected from the community to assist in enhancing an individual's competitive workplace skills by allowing them to practice in an actual workplace setting. This practice is best suited for individuals who have completed all traditional therapies and require more time to build physical, cognitive and/or psychological tolerances. This program provides clients with an opportunity to practice work related activities prior to engaging in a gradual return-to-work program with their pre-injury employer. This program is also suitable when a gradual return-to-work is not currently possible with the client's employer

## **NEURODIVERGENT OT COACHING**

Being Neurodivergent (e.g. ADHD, Tourette's, autism, anxiety etc.) can impact all areas of life, and for some, can make what "should" be simple seem unbearable. CVE's Neurodivergent Occupational Therapy Coaching is helpful for clients that have difficulty functioning and want evidence-based support to help improve their day-to-day. The service is individually tailored to each client's needs and goals to help build a life that suits their brain. The coaching will help get started on the tasks clients find challenging to do, focus on what matters to them, and make a clear difference in daily work-life activities. Supported by a neurodivergent Registered Occupational Therapist who offers trauma informed services, this program will explore being Neurodivergent and identify strengths while building self-compassion.

## **PROGRESSIVE GOAL ATTAINMENT PROGRAM (PGAP)**

CVE's Progressive Goal Attainment Program is a standardized 10-week intervention program with the primary goal to maximize the rate of progress in rehabilitation and reduce the probability of the development of chronicity. This program is a suitable intervention for individuals with pain-related limitations who need an active mobilization intervention and for whom psycho-social issues such as fear of re-injury or pessimistic outlook are considered to be important contributors to disability. PGAP focuses on disability reduction as opposed to pain reduction. It is an evidence-based treatment program for reducing disability associated with pain, depression, cancer, and other chronic health conditions.

The process of treatment in the initial weeks of the program is to focus on developing a structured activity schedule that will assist the individual in resuming activities that have been adversely impacted by injury or illness. Activity goals are established in order to promote resumption of family, social, and occupational roles. In the final stages of the program, the intervention focuses on activities that will facilitate re-integration to the workplace.

## **WORK HARDENING PROGRAMS**

CVE's Work Hardening Programs refer to conditioning programs for injured individuals who are out of work or working below full capacity. We offer both physical and cognitive work hardening programs, to best serve our clients and their needs.

## EXERCISE THERAPY

CVE's Exercise Therapy Program is designed for individuals who have been physically inactive due to illness, injury, or unfamiliarity with physical activity. Whether facing mental or physical health barriers, this program helps improve both mental and physical functioning through a combination of education and tailored movement prescriptions. This individualized exercise program is designed to restore strength, flexibility, and endurance to meet each person's unique needs and goals. Led by a Registered Kinesiologist or a Certified Personal Trainer who is a member of the Canadian Society of Exercise Physiology, the program begins with a comprehensive assessment, conducted either in-clinic or at home, to evaluate baseline measures, identify barriers to physical activity, and establish personalized fitness goals. Based on these findings, a customized exercise plan is created to enhance physical performance at work and home, with frequency and duration determined during the initial assessment. By integrating education with targeted exercise interventions, CVE's Exercise Therapy Program empowers individuals to overcome physical and mental health challenges, improving their overall well-being and daily functioning.

## CONCUSSION MANAGEMENT SERVICES

CVE's Concussion Management Services take a multi-disciplinary approach using Chiropractic and Occupational Therapy services, dependent on client needs and the stage of injury, offering an individualized management plan to assist with a return to regular day-to-day function. Treatment focuses on management of symptoms and may include treatment of cervical spine dysfunction, vestibular rehabilitation, visual training, improvement of cognitive functions, and issues with planning and organization. Services may also include assistance with navigating resources, addressing sleep hygiene concerns and energy conservation, as well as providing strategies to cope with changes. All services would be completed in an effort to enable the client to return to meaningful activities of daily living.

## CASE MANAGEMENT SERVICES

CVE is one of Ontario's leaders in providing Disability Case Management Services (DCMS) that assist individuals who are recovering from illness or injury transition successfully back to gainful employment. Our programs are cost effective and are designed to reduce time spent out of the workforce. CVE's DCMS program is conducted in a one-on-one format, which builds confidence and outlines an agreeable plan for a successful return to normal work activities. CVE's case managers help clients and their families through many of life's challenges, including those caused by physical injury, psychological conditions, poverty, discrimination, addiction, illness, divorce, and more. Often the individual's needs with this service are complex and require the involvement of multiple professionals; our case managers work diligently with all stakeholders involved to ensure a collaborative care approach.



Since 1993, CVE Inc. has been dedicated to delivering exceptional services to the disability community, law firms for both plaintiff and defence, employers, insurance providers, workers' compensation boards, as well as the federal and provincial government.

As an independently owned and operated company, we specialize in high quality and effective Disability Management services in Ontario and Western Quebec.

## Your **Wellness and Career** Management Solution



Head office



**1547 Merivale Road, Suite 420,  
Ottawa, ON K2G 4V3**

Toll Free: 1-888-862-3825

Tel: 613-237-7368

Toll Free Fax: 1-844-290-0950

Fax: 613-237-0950

 [www.cve.ca](http://www.cve.ca)

 [cve@cve.ca](mailto:cve@cve.ca)

 [company/cve-inc](https://www.linkedin.com/company/cve-inc)



Head office

 **1547 Merivale Road, Suite 420,  
Ottawa, ON K2G 4V3**

Toll Free: 1-888-862-3825


Tel: 613-237-7368

Toll Free Fax: 1-844-290-0950

Fax: 613-237-0950

 [www.cve.ca](http://www.cve.ca)

 [cve@cve.ca](mailto:cve@cve.ca)

 [company/cve-inc](https://www.linkedin.com/company/cve-inc)