



## Service Request Form

### REFERRAL SOURCE INFORMATION

Referral Source:

Contact Name:

Phone:

Email:

Preferred method of contact: Phone  Email

Preferred reporting method: Email  SecureDoc  Fax

### CLAIMANT/EMPLOYEE/PLAN MEMBER/CLIENT INFORMATION

Policy #/Group #:

Claim #/Certificate #:

Claimants Legal First Name:

Claimants Legal Last Name:

Claimants Preferred First Name:

Claimants Preferred Last Name:

Gender: Male  Female  Other(specify):

Claimants Pronouns: She/Her  He/Him  They/Them  Not Listed(specify):

Date of birth (DD/MM/YYYY):

City:

Province:

Address:

Postal Code:

Email:

Home Phone:

Cell Phone:

Claimants First Language: English  French  Other(specify):



### CLAIM DETAILS

Claim Type:

Date of Disability (DD/MM/YYYY):

Change of Definition (if applicable):

Commensurate Hourly Wage Range:

What is the occupational goal for this file?:

### VOCATIONAL INFORMATION

Pre-disability Occupation:

Employer Name:

Employer Phone:

NOC#:

Employer Contact Name:

Have you included a job description, PDA or CDA with the referral?: YES  NO

Education Training Work History:

Have you included a resume?: YES  NO

### SERVICE REQUESTED

Vocational Rehab Case Management & RTW Planning Services (Circle all that apply):

- Transferable Skills Analysis
- Labour Market Survey
- Vocational Assessment
- Vocational Evaluation
- Work Hardening / Resilience Training
- RTW Initial Assessment
- Case Management
- Career Exploration
- Job Search Assistance
- Therapy
- Positive Psychology Coaching



**Vocational Assessment** is the process of identifying and appraising an individual's level of functioning in relation to vocational preparation, employment selection and career decision making. Following injury or the onset of physical or mental health problems affecting vocational performance, many individuals receive vocational rehabilitation services to identify possible vocational options and to learn how to perform successfully in specific work roles. Assessment is often an important part of such services to determine abilities, aptitudes, interests, strengths and coping resources. Vocational Assessment is the process of identifying and appraising an individual's level of functioning in relation to vocational preparation and employment decision making.

**Return to Work Initial Assessment** is used when there is a clear vocational goal and readiness for RTW. This assessment should be used when RTW is imminent and RTW planning assistance is required.

**Standard TSA** –When medical stability has been achieved and an individual is deemed ready to RTW; includes an in-person interview to assist in identifying direct entry employment options reflecting education, training, work experience, abilities, limitations and restrictions, and commensurate wage.

**Labour Market Survey** is used when labour market information is needed to confirm the viability and availability of jobs in a particular geographical area or when specific questions regarding the feasibility of accommodations is needed to confirm job match to alternate occupations identified from a TSA or type of vocational evaluation. At the time of referral, please include the list of occupations to be included, the geographical area and whether you are wanting job postings only or want employer calls to be included, and if so, how many calls per occupation.

**Vocational Evaluation (Including Interest Aptitude and Academic Testing):** The purpose of a vocational evaluation is to evaluate vocational skills and abilities; assess transferable skills; and identify occupations for which an evaluatee would be suited based on their aptitude and/or cognitive profile, workplace experiences, education and training, and functional abilities. More specific requests can also be accommodated, such as identifying potential vocational goals for the purpose of career exploration or health re-assignment.

There are different levels of a vocational evaluation, each incorporating a series of standardized tests and inventories used to assess employment aptitudes, academic achievement, work history factors, transferable skills, interests, and temperaments. A thorough report with results, analysis, and recommendations is provided. Suitable occupations presented will take into account the level of testing that has been done.

**Work Hardening & Resilience Training** is used when there is a need for functional work hardening to assist an individual to become RTW ready, demonstrate tolerance or to become ready to participate in a GRTW plan. It is used when a GRTW plan cannot be accommodated by the employer. A combination of in clinic coaching (using the Bounce Back Better Program) and community activities (such as volunteering, job shadowing, work adjustment, computer training) will be considered, depending on the goals of the client/referral.



**Career Exploration** is used when an individual requires assistance with career exploration based on interests and vocational preference, motivating factors, and feasibility based on labour market and viability of training options (if appropriate). It includes an employability skills assessment which provides a framework and quantitative assessment methodology for the development of employability skills.

### MEDICAL INFORMATION

Primary Diagnosis:

Secondary Diagnosis:

Source of Restrictions and Limitations:

Restrictions and Limitations:

Name of Family Physician:

Family Physician Address:

Family Physician Phone Number:

Family Physician Fax Number:

Additional Medical Details:

Have you included medical with the referral? YES  NO

### ADDITIONAL DETAILS

Is the claimant aware of the purpose of this referral?: YES  NO

Are they aware that Bravework will be contacting them? YES  NO

Include any additional recent relevant details pertinent to the referral:



**CANCELLATION POLICY, revised January 2024**

Your appointments are scheduled in advance and are a time reserved exclusively for you. When a session is cancelled without adequate notice, we are unable to fill this time slot by offering it to another person.

A full 24hrs notice is required for cancelling appointments, if you cancel with less than 24hrs before your appointment time you will be billed for 50% cost of you appointment. If you cancel with less than 12hrs notice before your appointment, you will be billed for 75% of the cost of your appointment.

Clients who fail to show up for scheduled appointments will be billed for the full amount of their appointments.

There is a range of valid reasons for cancelling an appointment. To be consistent with all clients, cancellation fees will only be waived in the event of a medical emergency requiring urgent professional treatment, Covid 19 symptoms, or a death in the family or a natural disaster.

