



EXAMINEE HANDBOOK

Responsible: Senior Vice President, Operations

Accountable: President

Consulted: President, Privacy Officer, Legal Counsel

Purpose: The attached documentation comprises our Examinee Handbook.

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Western Service Centre / IMA Solutions

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Central Service Centre / SOMA Medical Assessments

#105 – 8800 Dufferin Street, Vaughan, Ontario L4K 0C5
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INDEPENDENT MEDICAL EVALUATION (IME) FACT SHEET

1. Introduction

We are a leading independent assessment company committed to providing high quality, unbiased, evidence-based and legally defensible independent medical evaluations. We are an independent medical assessment company, unaffiliated with any referral parties or sources.

2. What is an IME?

An independent medical examination (IME) is a medical or allied health examination performed by an independent third-party medical or allied health specialist specific to the type of injury or illness involved in your situation.

3. What is the purpose of an IME?

The purpose of the Independent Medical Evaluation is to obtain information so that the third-party medical or allied health specialist can render an expert opinion on your medical condition or medical status for the purpose of either case resolution or litigation. The purpose of an IME is not to provide you with a “*second opinion*” of your medical condition or the provision of medical treatment, therefore no therapeutic relationship will be established during an IME.

4. What happens when I arrive for the IME?

First, you will be required to check in at the receptionist desk. You may be offered water or juice and instructed to have a seat in the waiting area. You may be required to fill out necessary paper work, including a consent form for the examination. The consent form stipulates that you have acknowledged that no therapeutic relationship will be established during the IME and that you have the right to terminate the IME at any given time. Before the IME can commence, you must provide your written or verbal consent by signing the consent form in order for the specialist to proceed.

An Independent Medical Examination can only be done with your consent. In the instance that you have elected not to sign a consent form, a verbal consent might be arranged with an independent witness to corroborate your consent. Should you refuse to either sign a consent form or provide a verbal one, the IME will be terminated and the referral source party will be promptly notified.

5. What is involved in an IME?

Typically, the IME specialist will review your medical records before or after your evaluation (*i.e., family physician reports or notes, emergency records, hospital records, medical diagnostic imaging and other specialists’ reports.*) These records are provided by the referral party prior to your scheduled appointment for review. The IME specialist will greet you in the waiting room and escort you to the examining room. Firstly, the IME specialist will introduce him or herself and provide you with information on their qualifications and why you have been referred for an IME. The evaluator will inform you of the purpose and reiterate that no therapeutic relationship will be established during this IME. Secondly, the evaluator will conduct an interview to learn the history of the accident and medical condition, and then conduct a medical examination or mental status examination (in the case of psychiatric or psychologist assessment.)

In highly specialized assessments you will be asked to do specific tests. These are broken down below:

Neuropsychological Assessment	Pen and paper and/or computerized testing
Vocational Assessment	Pen and paper and/or computerized testing
Functional Abilities / Capacity Evaluation	Physical tests of sitting, standing, walking, lifting, carrying, kneeling, crouching, reaching, bending etc.

Once the assessment has been completed, a written report will be submitted to the referral party only.

6. Can someone accompany me during the IME?

If you are a female patient, a female chaperone will usually accompany a male IME specialist during the physical examination portion of the IME only

An independent professional interpreter can accompany you during an IME if you cannot proficiently speak English. A friend or family member will not be able to accompany you during the IME, unless under law the individual is a care aide/assistant.

7. How long is the IME?

Typically, an IME can be from one hour to four hours in length, depending on the type of IME.

Neuropsychological, Vocational, and Functional Abilities Evaluations may last the entire day.

We encourage you to reference any documentation sent to you by the referral source to confirm the length of your appointment, or to ask upon arrival. We typically encourage examinees to block off at least half a day for the assessment.

8. What should I bring to the IME?

It is always advisable to bring the following to the IME:

- a. List of your medications
- b. Shorts and t-shirt (tank top of shoulder/neck is part of your injury)
- c. Non slip shoes
- d. Reading glasses (if you wear)
- e. Any gait aids such as braces, cane, crutches, etc.
- f. Lunch or snack
- g. Money for transportation

9. Do I get a copy of the IME report?

The IME report is the sole property of the referring party. Therefore, a copy of the IME will only be distributed to the referral party. To receive a copy of the IME report, you must submit a written request directly to the referring party. Under privacy legislation you are entitled to a copy, however, we encourage all examinees to request a copy of the report through appropriate channels, which is via the party whom sent you for the evaluation i.e. the referring party.

NEARBY RESTAURANT INFORMATION



Go to maps.google.com for driving or detailed transit directions from your location. <https://maps.google.com/>

Restaurants for shorter lunch breaks, takeout, quick bites/snacks

Price Range: \$\$

1. Urban Fare

Coffee, salads, sandwiches, soups, pastas
 305 Bute Street, Vancouver, BC V6C 3T6
 (604) 669-5831
<http://www.urbanfare.com>
 Hours: Mon-Sun 7 am - 10 pm
 Price Range: \$\$
 Wheelchair Accessible: Yes

2. Waves Coffee House

Coffee, Sandwiches, Baked Goods
 1198 W Pender Street, Vancouver, BC V6E
 (604) 568-0390
 Hours: Mon-Sun 6 am - 12 am
 Price Range: \$

3. 7-Eleven

Snacks, Sandwiches, Pizza
 1199 W Pender Street, Vancouver, BC V6E
 2R1
 (604) 689-1526
 Price Range: \$
 Wheelchair Accessible: No

4. Panagopoulos Pizza

1199 W Pender St Unit 101,
 Vancouver, BC V6E 2V2
<http://www.panago.com>

5. Green Leaf Salad Bar

Mediterranean, salads
 560 Bute Street, Vancouver, BC V6E 3M1
 (604) 677-5650
 Price Range: \$
 Wheelchair Accessible: Yes

6. SushiGo

Sushi, Japanese
 570 Bute Street, Vancouver, BC V6E 3M1
 (604) 677-4758
<http://www.sushigo.ca>
 Hours: Mon-Fri 11 am - 8 pm
 Sat 12 pm - 8 pm
 Wheelchair Accessible: Yes

7. Starbucks

Coffee, Sandwiches, Baked Goods
 580 Bute Street, Vancouver, BC V6E 3M1
 (604) 682-4635
 Price Range: \$

8. Melville Market

Salads, sandwiches, soups
 1170 Melville Street, Vancouver, BC V6E 4P6
 (604) 681-9997
 Price Range: \$

9. Domo Sushi

Sushi, Japanese
 1160 Melville Street, Vancouver, BC V6E 2Y1
 (604) 688-2258
 Hours: Mon-Sat 11 am - 9 pm
 Accepts Credit Cards: Yes
 Price Range: \$
 Wheelchair Accessible: Yes

10. Mangez

Coffee, Sandwiches, Salads, Baked Goods
 1100 Melville St, Vancouver, BC V6E 4A6
 (604) 669-4142
<http://www.mangezmengez.ca>
 Price Range: \$
 Wheelchair Accessible: Yes

11. Moon Pennies

Coffee, breakfasts, sandwiches, soups, pastas
 1102 West Pender St, Vancouver, BC V6E 2R9
 (604) 669-6092
 Price Range: \$

12. Le Petite Crepe

Crepes, soups, sandwiches
 1109 Pender St W
 Vancouver, BC V6E 2P4

(604) 669-1581
Price Range: \$

Restaurants for shorter lunch, Takeout or Snack

13. Caffè Artigiano

Coffee, Sandwiches, Soups

1101 W Pender St., Vancouver, BC V6E 2P4

(604) 685-5333

<http://www.caffeartigiano.com>

Hours:

Mon-Fri 5:30 am - 6 pm

Sat-Sun 6:30 am - 5 pm

Price Range: \$

14. Starbucks

Coffee, Sandwiches, Baked Goods

1095 West Pender Street

Vancouver, BC V6E

Price Range: \$

15. Koffie

Coffee, Sandwiches, Baked goods

1050 W Pender Street

Suite 130

Vancouver, BC V7X

(604) 681-0611

Hours: Mon-Fri 7 am - 4 pm

Price Range: \$

16. Quizno's Classic Subs

Salads, sandwiches, soups

1050 W Pender St

Vancouver, BC V6E 3S7

(604) 801-6678

Hours: M-F 8 am - 5:30 pm

Sat 11 am - 3 pm

Price Range: \$

17. Meat & Bread

Sandwiches

1033 W Pender Street

Vancouver, BC V6C 2X6

<http://www.meatandbread.ca>

Hours: Mon-Fri 11 am - 4 pm

Good for Kids: Yes

Accepts Credit Cards: Yes

Price Range: \$\$

Sit down restaurants, better for longer lunch breaks or for dinner.

18. Prestons

Seafood, Canadian

1177 W Pender Street, Vancouver, BC V6E 2P4

(604) 673-2173

<http://dineprestons.com>

Price Range: \$\$

Accepts Credit Cards: Yes

Good For: Dinner

Wheelchair Accessible: Yes

19. Red Pagoda

Vietnamese

1130 W Pender Street, Unit 105, Vancouver, BC V6B

(604) 569-2122

Hours: M-F 11 am - 6 pm

Price Range: \$\$

Take Away: Yes

Waiter Service: Yes

20. Elephant & Castle

British, Pub

385 Burrard Street

Vancouver, BC V6C 2G8

(604) 696-6730

<http://www.elephantcastle.com>

Price Range: \$\$

Waiter Service: Yes

Wheelchair Accessible: Yes

21. Tableau Bar Bistro

French

1181 Melville St

Vancouver, BC V6E 2S8

(604) 639-8692

<http://tableaubarbistro.com/>

Hours: Mon-Fri 11:30 am - 2:30 pm

Mon-Thu 5 pm - 11 pm

Fri-Sat 5 pm - 12 am

Sun 10:30 am - 3 pm

Price Range: \$\$\$

DIRECTION TO IMA SOLUTIONS AND PARKING INFORMATION



PROFESSIONAL COLLEGES OF BC

RESOURCE INFORMATION

College of Physicians and Surgeons of British Columbia	
Address:	#300 – 669 Howe Street, Vancouver, BC V6C 0B4
Phone:	(604) 733-7758
Hours:	Monday to Friday, 8:30 am to 4:30 pm
Website	https://www.cpsbc.ca
College of Occupational Therapist of British Columbia	
Address:	#219 – 656 Fort Street, Victoria BC V8W 1G2
Phone:	(250) 386-6822
Hours:	Monday to Friday, 8 am to 4 pm
Website	http://www.cotbc.org
College of Physical Therapists of British Columbia	
Address:	Suite 1420, 1200 West 73 rd Avenue, Vancouver, BC V6P 6Z6
Phone:	(604) 730-9193
Hours:	Monday to Friday, 8:30 am to 4:30 pm
Website	https://www.cssea.bc.ca
College of Chiropractors of British Columbia	
Address:	#125 – 3751 Shell Road, Richmond, BC V6X 1L3
Phone:	(604) 270-1332
Hours:	Monday to Friday, 8:30 am to 4:30 pm
Website	http://www.chirobc.com
College of Registered Nurses of British Columbia	
Address:	2855 Arbutus Street, Vancouver, BC V6J 3Y8
Phone:	(604) 736-7331
Hours:	Monday to Friday, 8:30 am to 4:30 pm
Website	https://www.crnbc.ca
College of Pharmacists of British Columbia	
Address:	#200 – 1765 West 8 th Avenue, Vancouver, BC V6J 4T3
Phone:	(604) 732-2440
Hours:	Monday to Friday, 8:30 am to 5 pm
Website	http://www.bcpharmacists.org
College of Massage Therapists of British Columbia	
Address:	Suite 304 – 1212 West Broadway, Vancouver, BC V6H 3V1
Phone:	(604) 736-3404
Hours:	Monday to Friday, 8:30 am to 5:00 pm
Website	http://www.cmtbc.ca
College of Dental Surgeons of British Columbia	
Address:	#500 – 1765 West 8 th Avenue
Phone:	(604) 736-3621
Hours:	Monday to Friday, 8:00 am to 4:30 pm
Website	https://eservice.cdsbc.org
British Columbia Association of Kinesiologists	
Address:	211 Columbia Street, Vancouver, BC V6A 2RS
Phone:	(604) 601-5100
Hours:	Monday to Friday, 8:30 am to 5:00 pm
Website	http://www.bcak.bc.ca

PROVINCIAL GOVERNMENT RESOURCE INFORMATION

Office of the Information and Privacy Commissioner for British Columbia	
Address:	947 Ford Street, Victoria, BC V8V 3K3
Phone:	(250) 387-5629
Hours:	Monday to Friday, 8:30 am to 4:30 pm
Website	https://www.oipc.bc.ca/
Ministry of Children & Family Development	
Address:	865 Hornby Street, Vancouver, BC V6Z 2G3
Phone:	(604) 687-7220
Hours:	Monday to Friday, 8:30 am to 4:30 pm
Website	http://www.gov.bc.ca/mcf/
Community Social Services Employer's Association of British Columbia	
Address:	Bentall Tower 1 #800 – 555 Burrard Street, Vancouver, BC V7X 1M8
Phone:	604) 660-2322
Hours:	Monday to Friday, 8:30 am to 4:30 pm
Website	https://www.cssea.bc.ca
British Columbia Employment & Income Assistance	
Address:	180 Main Street, Vancouver, BC V6A 3V5
Phone:	+1 866-866-0800
Hours:	Monday to Friday, 8:30 am to 4:30 pm
Website	http://www.eia.gov.bc.ca/contacts/region2.htm
Family Services of Greater Vancouver	
Address:	1166 West Pender Street, Vancouver, BC V6E 3H8
Phone:	(604) 688-6025
Hours:	Monday to Friday, 8:30 am to 4:30 pm
Website	http://www.fsgv.ca
United Chinese Community Enrichment Services Society	
Address:	28 West Pender Street, Vancouver, BC V6B 1R6
Phone:	(604) 684-1628
Hours:	Monday to Friday, 9 am to 5 pm
Website	http://www.successbc.ca
British Columbia Government & Service Employees' Union	
Address:	4925 Canada Way, Burnaby, BC V5G 1M1
Phone:	(604) 215-1499
Hours:	Monday to Friday, 8:30 am to 5 pm
Website	http://www.bcgeu.ca
Community Living BC	
Address:	4946 Canada Way, Burnaby, BC V5G 4H7
Phone:	(604) 660-8124
Hours:	Monday to Friday, 8:30 am to 4:30 pm
Website	http://www.communitylivingbc.ca/
Service Canada / Employment Insurance Office	
Address:	125 East 10 th Avenue
Phone:	(604) 682-5400
Hours:	Monday to Friday, 8:30 am to 4:30 pm
Website	http://www.servicecanada.gc.ca



Rights of the Examinee

All examinees (the individuals being assessed, or persons served) are entitled to a clear understanding of what is involved with the Independent Medical Assessment process. It is important that examinees understand the following rights:

- the right to explanation of the assessment process and the purpose of the assessment;
- the right to know pertinent details such as the full name and specialty of the assessor conducting the assessment;
- the right to understand any regulations and/or legislation that may apply to his/her conduct;
- the right to know what information will be reviewed/ kept and where/how it is kept/stored;
- the right to know how the information will be used/distributed after the assessment;
- the understanding that assessors are not employed by their insurance company/ legal representative/employer/union or other referring agency and that no treating relationship will exist;
- the understanding that, for physical assessments, the assessment being performed may increase symptoms and or cause fatigue;
- the examinee's responsibility to inform the assessor of any change in symptoms, if he/she feels unable to perform any requested testing, feels uncomfortable or experiences any pain;
- the right to ask questions at any point during the assessment;
- the right to pause testing for rest breaks, requests for clarification, etc.;
- the right to terminate the assessment at any time for any reason;
- the right to speak to legal representation before during or following the assessment process;
- the right to understand any potential implications of refusal to participate in the assessment process, which should be communicated to the examinee by the referring party and/or his/her legal representative.

Observers and Recording of Assessments Policy

Responsible:	All Staff
Accountable:	Director of Operations and Client Care
Consulted:	Vice President, Operations, President, Privacy Officer, Legal Counsel
Purpose:	This policy outlines the response to requests for observing and recording of assessments

According to the College of Physicians and Surgeons of Ontario, if the matter is not related to a legal proceeding, the College advises that although assessors are not obligated to conduct an examination in the presence of an observer, they are permitted to do so if they wish and if both parties agree it is appropriate.

In these instances, any arrangements with respect to observers must be mutually agreeable to the parties involved. Should the parties disagree over whether the examination will be or will be conducted in the presence of an observer, the College of Physicians and Surgeons recommends that the examination be postponed until these matters can be discussed and a resolution is reached.

If the examinee has a “support person” accompanying them to the examination, who is required due to a disability, this person will be allowed to escort the examinee to the examination and remain with them throughout. The support worker will provide their usual service however cannot interfere with the assessment. As well, service animals are allowed on the parts of our premises that are open to the public and within the examination room.

The company does not permit the audio or video recording of assessments unless deemed necessary by the courts. As required, the company will permit a chaperone and or translator if required and permitted.

Should audio or video recording of the assessment be deemed a requirement by the courts, the company will allow the recording as long as the following terms are met:

1. Camera or audio equipment is to be set up by a professional videographer in an unobtrusive manner prior to the examination commences.
2. Referral source, requesting party, assessor and the company must agree on the professional videographer chosen to record the examination.

3. Video recordings are to be locked/controlled so that there is no ability to edit the recording after the examination is complete.
4. A concurrent copy of the recording must be provided to the evaluator after the examination is complete.
5. The operator of the equipment is not to present in the examination room.
6. Tape recordings must be of sufficient time capacity to eliminate the need to interrupt the examination.
7. Tape recordings must record and display the passage of time in seconds on a continuous basis and the frame time codes sequentially.
8. Referral source, requesting party, and assessor must agree to all terms mutually.
9. It must be agreed that any video recording will not detract from an examiner's ability to provide the information referred to in Rule 33.06.
10. Video recording will not adversely impact on the doctor's/evaluator's ability to conduct the medical evaluation in anyway.

Reviewed: Mark Wigle, President
January 2018

Policy on Complaints from the Person Served

Policy Statement: All persons served by SOMA Medical Assessments have the right to file a formal complaint without any barrier to services or compromising of their quality of service. Our process ensures that lodging a complaint or an appeal is accessible, simple, and that the matter will be handled in a courteous, fair, timely and confidential manner. All complaints will be escalated to a Manager and/or VP who will determine how the complaint is best resolved. SOMA Medical Assessments aims to resolve these complaints within ten business days of receipt. As applicable, complaints are tracked on our non-compliance report log and will be tracked and analyzed on a quarterly basis.

Responsible: Staff member who received the complaint and/or direct supervisor

Accountable: Vice President Operations and Client Care

Consulted: President, legal, other parties involved in complaint (i.e. Assessor, client, auxiliary service provider, etc.)

Purpose: To resolve stakeholder complaints effectively and within 10 business days.

Definition of Complaint: A verbal or written expression, statement of dissatisfaction, or a formal claim against an individual(s) during involvement with SOMA and/or with the services we provide.

Processing a Complaint:

1. Complaint received and documented. If receiving a complaint by telephone, the recipient will remain calm and helpful, gathering as much detail from the complainant as possible, with a promise to escalate the matter to an appropriate manager and advising that someone will contact the complainant in a timely manner to investigate further. If appropriate, the receiving party will ask the complainant if there is a specific resolution they are seeking.
2. If the requested resolution is easily achieved (i.e. correction to a report), the recipient may proceed to resolve the complaint, in accordance with other SOPs and making the appropriate notes in IME-Centric, and advise the appropriate department manager of the issue and proposed resolution. The manager may determine that the complaint is resolved and no further action is required.
3. If the complaint cannot be resolved in the above manner, the recipient will complete the Complaints Form with as much detail as possible and forward it to the appropriate manager for investigation/resolution.
4. Communication with complainant will be initiated by the appropriate manager based on the specifics of the complaint as soon as possible, and within a maximum of 5 business days.
5. Within 10 business days of receiving a complaint, SOMA will provide written acknowledgement of the complaint; undertake a review of the complaint; determine an appropriate resolution; and provide a verbal or written response in regards to the complaint, within the limits of confidentiality.

6. If adequate resolution cannot be achieved within the specified timeframe, President and/or Vice President, Operations are involved in further dialogue.
7. Where applicable, details will be added to the Non-Compliance Report (NCR) tracking sheet.
8. The results of the NCR tracking sheet are reviewed in the Quarterly Business review meeting. In addition, the person served is requested to provide feedback, either positive or negative, via the Post-Assessment Questionnaire. The purpose of this quarterly review is to ensure that all complaints are handled in a timely manner; feedback is reviewed quarterly; and we identify any trends and areas requiring performance or process improvement; we use this information for the purpose of improving the standard of services we provide, and our internal processes; and we identify any further appropriate actions to be taken.
9. **Withdrawing:** A complaint can be withdrawn at any time by advising SOMA Medical Assessments in writing that the individual no longer wishes to proceed.
10. **Appeals:** If for any reason the complaint has not been resolved to the complainant's satisfaction, and an appeal is received, the VP will review the previous decision and provide a written response, or escalate to the appropriate legal counsel if required.
11. In the case of SOMA Medical Assessments being threatened with legal action, SOMA reserves the right to obtain legal counsel and forego our complaints and appeals process.
12. **Timelines:** Any complaint should be raised to SOMA Medical Assessments within a period of six-months. Beyond the six month period, SOMA Medical Assessments will exercise discretion in the way this limitation is applied.
13. With the right for any individual to make a complaint, comes responsibility. SOMA Medical Assessment's expectation is that the complainant will bring their complaint forward in a timely manner. The complainant's responsibilities for this process include: treating any involved individual with respect and dignity, providing complete and accurate information, cooperating fully in the process, and responding to our inquiries in a timely manner.

Reviewed: January 2018

H&S Examinee Risk to Self or Others Policy

Responsible: Vice President

Accountable: Vice President

Consulted: Medical Director, President

Purpose: To adequately respond to immediate risk of harm to self or others.

It is important for clinicians and examinees alike to understand there exists a public safety exception to medical confidentiality that impacts the release of medical information in independent medical examination/assessments.

The Canadian Medical Association (CMA) has guidance based on a Supreme Court ruling.

The Supreme Court of Canada has ruled under *Smith v. Jones*:

“The disclosure of privileged or confidential information is permissible when there is a palpable and credible risk of serious bodily harm or death to an identifiable person or group of persons.”

CMA Code of Ethics update 2004, under Privacy and Confidentiality, paragraph 35:

“Disclose your patients’ personal health information to third parties only with their consent, or as provided by law, such as when the maintenance of confidentiality would result in a significant risk of substantial harm to others, or in the case of incompetent patients to the patients themselves. In such cases take all reasonable steps to inform the patient that the usual requirements for confidentiality will be breached.”

The CMPA webpage notes under Privacy and Confidentiality:

“Public Safety

Arising from the decision by the Supreme Court of Canada in the landmark case Smith v. Jones, physicians are permitted to disclose confidential information to the relevant authorities in the interest of public safety if all of the following conditions are present:

- *There is a clear risk to an identifiable person or group of persons.*
- *The risk is one of serious bodily harm or death.*
- *The danger is imminent.*

Physicians are encouraged to seek specific advice and legal counsel in individual situations concerning the appropriateness and scope of disclosure of information relevant to public safety."

Therefore the following is part of SOMA Medical Assessment's standard release of information:

"In accordance with the ethical and legal standards to the medical profession, the doctor or his designate at SOMA may be required to share information obtained during the examination without your permission if there is a likelihood of you harming yourself, another individual, a child's welfare as a risk, or you are not able to drive safely."

As per CMPA guidelines if a clinician believes that they may share medical information under those conditions he/she should contact the CMPA. If the clinician is a non-MD clinician, he/she should consult with his/her professional college.

Where a SOMA employee learns of an imminent risk to self or others, the particular case and all materials are immediately escalated to the President.

The President will consult with Medical Director as required. Steps taken may include: notification to police or other legal authorities; notification to mental health agencies in the area of jurisdiction; contact with the examinee or examinee's treating practitioners directly. All correspondence is documented thoroughly in the case history notes in the booking database, including attachment of all ancillary documentation as necessary. Where applicable, an incident report will also be completed.

All cases where imminent risk to self or others are handled by the President and Medical Director.

Last Review: September 4, 2018

Approved by: Mark Wigle, President

CULTURAL COMPETENCY & DIVERSITY POLICY

Responsible: Vice President

Accountable: President

Consulted: EVP Human Resources

Purpose: This document outlines the initiatives we take in order to ensure cultural competency within our employee base, and to respond appropriate to cultural and diversity issues as they arise.

Our cultural competency and diversity plan includes the following components, which is reviewed and updated annually or when relevant legislation arises:

- We adhere to policies of the AODA & the Canadian Human Rights Commission;
- We have employee policies outlined in our Employee Handbook which reference and adhere to human rights legislation (persons served and personnel);
- We have considered applicable legislation, feedback as provided by our examinees and other relevant stakeholders in designing our policies and procedures;
- We monitor demographic patterns, for example age, gender, and language of examinees;
- Annual staff training on Accessibility standards and requirements;
- Annual training on cultural sensitivity;
- Annual de-escalation training;
- We provide flexibility in providing accommodations to facilitate engagement in one's own cultural or spiritual practices (i.e. Wellness/Break rooms can be used for prayer, etc.).
- We accommodate language and impairment requirements for all participants in our process, including persons served, employees, assessors and other stakeholders;
- We ensure we have assessors to cover all age ranges, and that we have female assessors available where possible;
- We accommodate religious holidays and practices for all stakeholders;
- Female chaperones are made available when assessor is male and examinee is female, or upon request of the assessor or person served;

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- We provide flexibility in scheduling, including weekend assessments to eliminate the need for adults to miss work or for child care to be arranged, in consideration of proximity to the person served, in consideration of gender, language and spiritual needs of the person served;
- We ensure translator & transportation availability;
- We promote a company culture of respect for diversity.

Reviewed: Mark Wigle, President June 2018

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Core Values

Accountable

IMA's mission is to demonstrate sincerity in our work with each of our valued clients and evaluators. At IMA, we thrive on being accountable for positive results, trust, problem solving, communication, conflict resolution and technical expertise. Every IMA team member is accountable for their actions and are accountable as a group. Fairness and transparency are at the heart of everything we do.

Authentic

IMA's goal is to demonstrate our key values as a point of difference. We embrace our differences to best utilize our variety of talents to assist our valued client's evaluators. IMA's work exhibits empathy, creativity and relationships to collaborate and communicate successfully. By being true to ourselves and our mission, IMA offers an authentic team that provides a personalized client and evaluator experience.

Adaptable

At IMA we recognize that our services need to align with dynamic client processes, assessor needs, and industry regulations. We welcome candid feedback. We are flexible and accommodating to ensure the input is translated into better solutions for our valued clients and assessors. As a team we strive to anticipate instead of react. IMA is invested in our talent who are engaged in learning and training programs. Ultimately, IMA's team and accumulated knowledge base is designed to spare clients and assessors any growing pains so their best efforts are always realized.

Collaboration

At IMA, everyone has equal opportunities to participate and communicate their ideas to manage valued client and evaluator needs. IMA's horizontal approach best suits the development of personalized solutions for complex problems. We dedicate time to understanding each other's roles and responsibilities. Every day we come together to elicit our best traits to deliver top performance and service.

Sustainable

IMA is conscious about the environment and our impact. We promote environmental and economic sustainability to our industry, clients and evaluators. IMA incorporates tools that facilitate an eco-friendly office environment which extends to our work practices. Lessening our imprint by incorporating digital technologies is central to our mission.



IMA Solutions Management Contact Info

Management Team

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