

Date: May 27, 2021

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To: **CUPE 873 employees attached to *Connect and Recover* stations, facilities (see Addendum)**

From: Darlene MacKinnon, Chief Operating Officer, BCEHS and
Troy Clifford, Provincial President, APBC

RE: ***Connect and Recover* program launch at stations, facilities in Vancouver Coastal and Fraser districts**

We are pleased to announce that your station or facility has been selected for *Connect and Recover*, a collaborative injury management program created to support our staff when they have musculoskeletal injuries like strains, sprains and soft tissue injuries. The program will launch on June 2, 2021 and will be offered at select stations in the Vancouver Coastal and Fraser districts as well as the Vancouver Dispatch Operations Centre. (Please see the Addendum for the list of stations and facilities.)

Developed in partnership with WorkSafeBC and the Ambulance Paramedics of BC, CUPE 873, *Connect and Recover* provides early identification, interventions and modified work duties so staff with musculoskeletal injuries can “connect and recover” at work.

The purpose of *Connect and Recover* is to provide:

- immediate first aid as required
- referral to a physiotherapist for sprains, strains and non-complex musculoskeletal injuries
- priority access to a physiotherapist (same shift or within 24 hours)
- modified work duties to avoid disruption or changes in pay
- support from employer throughout the healing process
- a close connection to work, including colleagues and associated social networks
- an ability to remain at work and have a speedier recovery

If you are injured at work, notify your supervisor and seek first aid as required. Each BCEHS program area will have specific procedures for contacting a designated First Aid Attendant. Your supervisor will then work with you to discuss your participation in the *Connect and Recover* program. Should you meet the entry criteria and choose to participate in the *Connect and Recover* program, you may be offered modified work, priority access to physiotherapy and follow-up treatments, ongoing support and reduced financial impacts by remaining at work. This program has demonstrated that employees benefit when they are supported through the injury recovery process.

A modified work plan will be developed based on your injury and any functional limitations to aid and support your recovery at work. Program participants performing modified work duties and hours will continue to receive their regular wage for all hours worked.

BCEHS and APBC are committed to a culture of safety, teamwork and enhancing injury prevention and recovery. *Connect and Recover* will help injured employees heal and get healthier faster. For further information about the program, please refer to the [Connect and Recover intranet page](#), where you can watch a [video](#) or read the [FAQ](#).

Sincerely,

Original signed by:

Darlene MacKinnon
Chief Operating Officer
BC Emergency Health Services
Provincial Health Services Authority

Original signed by:

Troy Clifford
Provincial President
Ambulance Paramedics of BC
CUPE Local 873

Addendum:

Connect and Recover will roll out at these select stations and facilities on June 2, 2021.

202	Abbotsford (Abbotsford Way)
203	Agassiz
205	Abbotsford (Mt. Lehman)
206	Chilliwack
214	Hope
215	Mission
233	Lions Bay
240	Burnaby (Delesalle)
243	Vancouver (Arbutus St.)
244	Vancouver (Cambie St.)
245	Vancouver (Victoria Dr.)
247	New Westminster (Rousseau)
248	Vancouver (E. Cordova St.)
249	Surrey (96 th Ave.)
250	Richmond North
251	Delta
252	Langley
253	Surrey (Cloverdale)
254	Surrey (White Rock)
255	West Vancouver
256	North Vancouver
257	Maple Ridge
259	Port Moody (Coquitlam)
261	Vancouver (W. 7 th Ave.)
262	Vancouver (UBC)
263	Port Coquitlam
266	Delta North
267	Langley North (including 291)
269	Richmond South
270	Richmond Airport
280	Vancouver (CCT)
283	Vancouver (ITT)
288	Operator 288 (Surge Units)
299	Vancouver Dispatch Operations Centre Logistics Virtual Way