

**KAREN L. DIXON**  
**B.A., BSW, RSW**  
**Social Worker, Case Manager, Rehabilitation Counsellor**  
**Sarnia, ON**

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As at December 2012

**PROFESSIONAL CREDENTIALS**

Registered Social Worker, Ontario College of Social Workers and Social Service Workers  
[Registration # 808520]

**FORMAL EDUCATION**

Bachelor of Social Work, Bachelor of Social Work Program, Renison College - University  
of Waterloo, Waterloo, Ontario, 2007

Bachelor of Arts (Social Development Studies), University of Waterloo, Waterloo,  
Ontario, 1993

Social Work Diploma and Certificate, Renison College, Waterloo, Ontario, 1993 (Joint  
program with University of Waterloo Bachelor of Arts program)

**PROFESSIONAL EXPERIENCE**

Rehabilitation Counsellor

January 2003 to Present

Rehabilitation Management Inc., 1008 - 480 University Avenue, Toronto, ON M5G 1V2

Assess the community rehabilitation needs of persons who have experienced personal injury and chronic conditions, using a structured interview process and/or analysis of data. This includes synthesis of medical, educational, employment, and psychological records.

Develop and coordinate goal-directed rehabilitation plans for individuals of all ages who experience cognitive, physical, behavioural, and/or psychosocial changes. Diagnostic groups served: brain injury, complex orthopaedic injuries, spinal cord injuries, emotional disorders, and sensory impairments.

Facilitate referrals for assessment and intervention to clarify and address specific rehabilitation needs

Implement plans aimed at quality of life and reintegration into work, home, school, and the community

Provide community-based life skills, family, social, financial, educational, case management and vocational rehabilitation counselling services

Review and monitor plans and liaise with the injured individual, family, caregivers, health care professionals, workplace/school personnel, funders, and referral sources, as needed

Conduct task analyses to determine physical and cognitive demands; determine and implement necessary accommodations and compensatory strategies

Determine educational and vocational needs; provide educational and employment counselling and placement assistance; conduct worksite surveys; facilitate training programs, work trials, job coaching, and graduated return-to-work plans

Provide educators with insight into the unique needs of students who have sustained a traumatic injury and assist in the development of educational plans post neuro and/or physical and/or psychological/emotional trauma

Provide reports to communicate functional status, employment/educational status, rehabilitation needs and associated costs, and outcomes

Negotiate funding to implement necessary plans, as needed

Analyze and determine lifelong needs and costs in cases of permanent disability

BSW Social Work Student

July 2005 to June 2006

Elgin Manor, Home for the Aged, St. Thomas, Ontario

Provided counselling and advocacy support to residents and residents' families

Educated staff, residents, and families on topics related to social work roles within long term care facilities

Assisted residents in accessing required community resources (e.g. dental services)

Facilitated development of Family Council

Director, Workforce Development

2001 to 2002

Goodwill - The Amity Group, Workforce Development, Burlington, Ontario

Established the Halton branch of the Amity Group Workforce Development location and marketed vocational and case management services in Burlington / Oakville areas.

Administered vocational evaluation assessments

Developed training manuals for all Amity vocational staff

Prepared funding proposals and negotiated with funding agencies

Hired, trained, and supervised staff and volunteers

Career Development Specialist

1997 to 2001

Goodwill - The Amity Group, Workforce Development, Hamilton, Ontario

Case managed disadvantaged clients to obtain appropriate funding for services within the community; specialized in case management services for the marginally employed and those with multiple employment barriers due to multiple factors (i.e. social / familial barriers, psychological/ emotional, physical and cognitive barriers)

Established case management services as a marketable service at the Amity Group and established a training program for staff interested in providing case management services.

Provided intake screening assessment services for all Workforce Development Programs

Marketed Workforce Development vocational services to the Hamilton area community and collaborated on creating marketing materials for same

Monitored assessment, training, work hardening, and work placement programs

Assisted in developing funding proposals, training manuals and policy manuals

Trained new staff and supervised placement students

Employment Consultant II / Vocational Consultant I

1995 to 1997

Crawford Health Care Management Service, Toronto and Hamilton, Ontario

Provided vocational assessments and case management services to clients injured in motor vehicle accidents or in receipt of disability income

Developed and supervised return-to-work programs

Trained new staff

Job Developer / Job Finding Club Instructor

1993 to 1995

Ontario March of Dimes, Waterloo, Ontario

Procured work training sites and job opportunities for clients with disabilities

Taught basic job search skills in a group format and through individualized sessions

Designed and implemented return-to-work plans

Trained new staff and supervised placement students

Program Coordinator, Family Support Program

1992 to 1993

House of Friendship, Kitchener, ON

Redesigned and implemented recreational and support programs for disadvantaged families

Trained and supervised staff, students, and volunteers

Student Placements:

1991 to 1992

Riverbend Rehabilitation Program, Cambridge Memorial Hospital, Cambridge, ON

Provided counselling and advocacy support services to chronically ill inpatients and outpatients via both individual and group work.

## **PROFESSIONAL DEVELOPMENT**

Regular training seminars through RMI regarding rehabilitation of brain injuries, musculo-skeletal injuries, and emotional disorders. RMI training sessions are authorized Continuing Education Units for Canadian Certified Rehabilitation Counsellors (CCRC) through the Commission on Rehabilitation Counsellor Certification.

“Effects of Multiple ABIs: Preventing Further Injury” 15<sup>th</sup> Annual London & Region Brain Injury Conference, London, ON (June 15, 2012)

“Young Brain/Old Brain”, 8<sup>th</sup> Annual Sarnia-Lambton Brain Injury Conference, Sarnia, ON (April 12, 2012)

“Mild to Moderate Traumatic Brain Injury, The Impact Across the Lifespan”, Practical Strategies for Healthcare Professionals Conference, Toronto, ON (May 2008)

“Advances in Neurotrauma”, Practical Strategies for Healthcare Professionals Conference, Toronto, ON (June 2007)

ABI Network Conference 2006, Toronto, ON (November 2006)

Talking Person to Person: Dementia Reconsidered, Baycrest Centre for Geriatric Care, Toronto, ON (September 2005)

Performance Management, Healthy Futures Group (certificate), Hamilton, ON (June 2002)

Hiring for Keeps, Healthy Futures Group, Hamilton, ON (June 2002)

Promising Practices, Promising Policies: Inclusion of the Hardest to Service in the 21<sup>st</sup> Century Workforce, Goodwill Industries International Conference, Austin, TX (April 2002)

Decision Making to Assure Good Results, Canadian Association of Rehabilitation Professionals seminar, Burlington, ON (February 2002)

Coaching Skills for Managers and Supervisors (certificate), Fred Pryor Seminar, Toronto, ON (July 2001)

The Psychology of Our Clients, Canadian Association of Rehabilitation Professionals seminar, Hamilton, ON (January 2001)

## **CERTIFICATES HELD**

Valpar Pro 300 Introductory Training (September 2001)

Non-Violent Crisis Intervention (2001)

**PROFESSIONAL AFFILIATIONS AND ACTIVITIES**

Volunteer, Ontario Brain Injury Association - Lambton County, December 2012 to Present

Member, Case Management Society of America, May 2010 to Present

Member, National Case Management Network, December 2009 to Present

Member, Ontario College of Social Workers and Social Service Workers, 2007 to Present

Member, Ontario Association of Social Workers, 2005 to Present

Member, Vocational Rehabilitation Association of Canada (VRA), 1997 to Present

[Note: VRA formerly known as Canadian Association of Rehabilitation Professionals (CARP)]

Secretary, Canadian Association of Rehabilitation Professionals (CARP) Executive Committee - Hamilton/Halton Regions, 2002 to 2003

Member, Halton Youth Forum, 2002

Goodwill Representative to South Halton Agency Forum, 2001 to 2002

**Name:**

Karen L. Dixon, B.A., BSW, RSW

**Writer's Qualifications**

I, Karen L. Dixon, am registered by the College of Social Workers and Social Service Workers of Ontario (Registration # 808520) to practice Social Work in this province. As an experienced Case Manager / Rehabilitation Counsellor, I also have specialized training and extensive experience in Vocational Rehabilitation Counselling (aka Employment Counselling). I hold a Bachelor of Social Work degree from the School of Social Work, Renison University College, University of Waterloo and a four-year (Honours) Bachelor of Arts degree in Social Development Studies from the University of Waterloo. I hold a certificate in Valpar 3000 administration. Since 1991, I have been conducting psychosocial and vocational assessments and providing case management and counselling services to individuals with disabilities and/or disadvantages. My experience has been gained in a variety of settings, including a hospital outpatient department, community-based programs, vocational rehabilitation facilities, and a long term care facility.

I have been employed with Rehabilitation Management Inc. (RMI) since 2003. In this role, I assess the present needs and future cost of care medical/rehabilitation needs and housekeeping/home maintenance needs of individuals who have sustained traumatic injuries in motor vehicle collisions. I am involved in developing, implementing, and coordinating rehabilitation plans in collaboration with treating practitioners, injured individuals, and their families and/or caregivers. Services I provide include individual and family counselling, case management, rehabilitation counselling and/or employment counselling services. (The type of service provided is dependent upon the identified need of the individual being served.)

Further information with regard to my credentials can be provided upon request.

**Signature Line**

REHABILITATION MANAGEMENT INC.



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