



## Having Professional Designation Means Never Having to Stay in One Place [unless you want to]



**IDMSC**® International  
Disability Management  
Standards Council

*The designations of Certified Return to Work Coordinator (CRTWC) and Certified Disability Management Professional (CDMP), administered under the auspices of the International Disability Management Standards Council (IDMSC), are increasingly becoming the accepted professional standard for disability management practice worldwide.*

*The following individuals who achieved the CDMP and CRTWC designations illustrate the wide range of professionals who decided to enhance their career profile with internationally recognized professional designations.*

For some professionals in today's uncertain job market, "portability" means having the ability to relocate to a new location. For those who choose to stay close to home, it provides an insurance policy against some future date. Many professionals only dream of the day they can leave the Big City and forge a whole new life and career.

Armed only with her resume and an unquenchable spirit of adventure, Jenny Crawford actually made that giant leap. Now, with her CDMP in hand, she is acknowledged as one of the leading disability management professionals in Canada's Northwest Territories.

Born in England, Crawford immigrated to Canada with her parents and grew up in Penticton BC. On graduation from high school, she chose to attend the University of Waterloo, which has a combined Kinesiology/Ergonomics program. After graduation, she began her career in Ontario, specializing in Ergonomics.

But between commuting for work and pursuing her outside interests, Crawford found herself spending an unreasonable portion of her week stuck behind the wheel in Canada's most congested traffic corridor. Something had to give.

"One day I lost it on the 401, and decided I was going to move somewhere where I didn't have to drive. Two weeks later, I moved to Yellowknife with a backpack, just to see it, and started working at a private clinic in town doing ergonomics, but more and more getting into functional capacity evaluations, return to work and the whole spectrum of disability management."

In 2010, Crawford was hired by the government of NWT as a Duty to Accommodate Advisor. "At the time, they had no duty to accommodate, return to work policies or procedures, so I worked on setting that up. It was a brand new position."

In 2014 she moved on to another new challenge and another brand new position working for the Workers' Safety and Compensation Commission as a Return to Work Specialist. "In this role, I help all employers with their DM and RTW programs, from development and implementation, to evaluation of the programs, and also internally, I provide advice to case managers on specific cases."

While Crawford was not required to obtain her CDMP, she believed it would increase her credibility. "Working with such a range of employers, it helps to have that designation," she said. "I've always used NIDMAR information, and I had taken a couple of courses for interest's sake. So it just seemed logical."

With plenty of experience at both the clinical and government level, Crawford successfully challenged the CDMP exam after completing only a few modules online. Following Crawford's example, a number of Crawford's WSCC colleagues have now begun taking NIDMAR training online.

Shortly after arriving in Yellowknife, Crawford discovered the sport of broomball. In 2010, her NWT Rebels took bronze at the World Broomball Championships in Austria, with Crawford taking the scoring title. The Rebels took gold at the 2014 Worlds in Japan and Crawford was named Tournament MVP.

Both professionally and athletically, she has definitely earned a place of distinction in her adopted community. "I'm planning on staying here for a while. It's a pretty fun place to live."



Another individual who achieved the CDMP in 2015 made the big move before she entered the DM field. Born in Jamaica, Rose Campbell came to Canada in late 1992, after completing her BA in Spanish and Management Studies at the University of the West Indies, Mona campus. “I actually started in the banking industry with Canada Trust, before they merged with TD. My last role was Assistant Product Manager. I left to do my MBA.”

In 2006, Campbell completed her MBA at Schulich School of Business, York University, with a focus on Marketing, Human Resources and Organizational Behaviour. Campbell said the world financial crisis in 2008 and a growing passion for human resources led her to transition from the financial industry to the public sector.

After leaving York, she worked at several contract jobs, including a short-term position with Canada Revenue Agency (CRA) in 2009, which, with her Certified Human Resources Professional designation, ultimately led to her current position.

Since 2010, she has worked as a Labour Relations Advisor with CRA. In 2010, as a part of her continuing education and career development she returned to York to complete post-graduate certification in Advanced Dispute Resolution and attained her Qualified Mediator designation with the Alternative Dispute Resolution Institute of Ontario.

Last year, Campbell added a CDMP to her resume. “CRA understands the value of the NIDMAR designations and we actually have five people with [CDMP or CRTWC] designations in the Ontario region,” she said.

A labour relations advisor provides advice and guidance to employers on matters related to the collective agreement and the employer’s policies. Campbell’s portfolio includes RTW. “When I started as a labour relations advisor, I had to do accommodations, so I started looking at designations. I recognized that skill sets such as advanced dispute resolution skills and disability management certification would help me to be more competent in my work.”

Campbell noted that she receives excellent support and on-the-job training at CRA. Once a DM program was decided on, she undertook CDMP certification through NIDMAR with the full support of her employer.

“I started the modules in the second week of September 2014, finished them in March 2015 and sat the exam in May. I was on tender hooks until we knew our exam results!”

“Now I tell my colleagues all about my amazing experience and encourage them to start the program as it is well worth the investment in time.”

Campbell said the whole field of DM (accommodation in particular) is expanding rapidly, and the federal civil service has taken a leading role in accommodating workers with illnesses and injuries. That includes a growing number of workers suffering from mental illnesses and stress-related disorders.

“The goal is to provide meaningful work for those who are being accommodated and for the organization,” she emphasized.

Campbell said that, along with giving her skills to enhance her competence in the work she loves, her NIDMAR training gave her a fuller understanding of the skills required by colleagues who work in other DM fields.

“Even if I don’t use a particular element in my work, it gives me a greater understanding and respect for what is required. So, along with credibility and confidence, another key thing from doing the courses is getting a better knowledge of the resources that are available to you as a practitioner, knowledge which ultimately benefits our clients and organization.”



Kathryn Kehoe has no plans to leave her adopted home of Newfoundland, but she now has the confidence and the resume to find employment anywhere in Canada.

Last year, she simultaneously achieved her CDMP designation and completed the Consensus Based Disability Management Auditor training.

Kehoe currently holds the title of RTW Program Coordinator for Workplace NL, formerly the Workplace Health Safety and Compensation Commission of Newfoundland and Labrador, based in St. John's.

Kehoe was born in Toronto, but has lived in Newfoundland since the age of five. After completing high school, she completed her Bachelor of Science, with a Major in Psychology and a Minor in Sociology, at Memorial University in St. John's.

"Right after graduation, I started at Fit For Work, which is a private rehab clinic," Kehoe said. Her first role was doing outcome-measurement on the various programs and assessments that Fit for Work offered, keeping track of sick and injured workers in the system, with the goal of preparing them to return to the workplace, as well as providing regular updates to the client's employer.

When Kehoe started, the process was referred to as "work-hardening."

"The term for it now is 'Clinic Based Occupational Rehabilitation for Insured Workers,'" she noted.

In 2002, Kehoe left Fit For Work after six years, and started with Blue Cross. "I was actually laid off at Fit For Work, and I had a friend who worked at Blue Cross. To get my foot in the door, I took a job as a receptionist, so I would be an internal candidate should any case management positions come up."

In 2004, Kehoe won a position as a case manager. That fall, she enrolled in her first NIDMAR module. Over the next 18 months, Kehoe completed all 25 modules and successfully completed the CRTWC exam in 2006.

"In January 2007, I left Blue Cross to join Workplace NL as an [Early & Safe] RTW Facilitator. I became a case manager in May that same year."

Kehoe attained her present role in June 2014. "CDMP was a requirement for my new the position, so I wrote the exam in 2015. I had already completed all the modules. I was also enrolled in the Auditor training program simultaneously."

Last year, Kehoe received her CDMP, followed by her Certified CBDMA Auditor designation in July.

Her present role represents a shift of focus, she explained. "For the first 10 years that I was doing DM, I was focused on employees, as a case manager on the injured worker side of things, getting them to rehab and arranging RTW, etc. The position I am in now is focused on employers: educating employers about their RTW policies, and documentation, really getting their RTW programs up and running. I really like the work I'm doing now."

Kehoe said she is well aware that her CDMP has added to her professional mobility, although she has no plans to leave Newfoundland thus far. "But I'm always looking at that," she added. "Should we decide to move, I know that my NIDMAR credentials will be a great asset. My husband works for a national organization, and he could be transferred out at a moment's notice."

Kehoe said she likes to spread the NIDMAR message to her colleagues and associates.

"Actually, last year, I had an employer meeting with someone at an employer, and I convinced the person that I was meeting with to take the CDMP program. We wrote the exam together. She did the modules and we both passed the CDMP exam at the same time."