

**APPENDIX "A"**  
**HYPOTHETICAL CASE STUDY**

**Referral Source:** 1-800 call  
Self-referral

**Age:** 48

**Sex:** Female

**Family Status:** Single mother of one 9 year old child.

**Education:** Completed grade 12. (3 courses completed towards Business Administration Certificate)

**Living accommodation:** Low income housing, in small community. Beneficiary resides 40 kms from city.

**Occupational History:** Most recently employed from February 2004 to September 2009 as Full-time Pharmaceutical call center representative. Previous work history includes employment as Administrative Assistant from October 2002 to January 2004. Counter sales at Tim Horton's and waitressing jobs on and off over several years.

**Volunteer work:** Parent Volunteer at daughter's school, 2 hours per day, twice a week.

**Financial History:** Beneficiary has been in receipt of CPP-Disability benefits since March 2010. Beneficiary is receiving \$875.00 per month in CPP-D benefits, plus Disabled Contributor Child Benefits of \$237.69.

**Medical History/Information:** Medical information dated July 2009 from Family Physician indicates: has experienced daily pain related symptoms dating back to early 2000. Diagnosed with Fibromyalgia in 2004/hospitalized from November 3 to November 27, 2004. Hospitalization July 2009, relating to Major Depressive disorder, eventually diagnosed with bi-polar disorder, with anxiety.

**Current Status:** Beneficiary has indicated an improvement in her medical condition and indicates that she feels eventually able to return to extensive part time or full time employment. With recent change of medication beneficiary has decreased memory and concentration issues. Beneficiary indicates that in the past, she attended monthly appointments with her psychiatrist but now sees the doctor on a 6 month basis. Beneficiary was attending pain clinic for pain management, but is unable to continue due financial concerns. Beneficiary also advised that she has "learned to live with the pain". Beneficiary is requesting assistance from the Vocational Rehabilitation Program to complete her Business Administration program and to obtain support for job search activity. Beneficiary has not discussed her Return to work plan with her family physician.