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Sent by email to: Complaints and Reports Committee (ICRC) investigations@coto.org

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To the Registrar

FAIR is a not-for-profit association of Ontario's car accident victims and their supporters.

On behalf of our members and the public I would ask that you investigate the occupational therapists whose work product was the focus of the Globe and Mail's recent article: **Insurance assessment firms altered, ghostwrote accident victim reports** <https://www.theglobeandmail.com/news/investigations/insurance-assessment-firms-altered-ghostwrote-accident-victim-reports/article37193127/> published on December 4, 2017.

Hadassah Lebovic, OT, and Karla Ellis, OT, are both mentioned in the article as those whose poor quality and manipulated or altered reports were seen as having a significantly negative impact on the quality of life of car accident victims whom they examined in their role as 'independent' medical examiners.

Both of these occupational therapists appear to have ignored the basic rules of the profession and have failed to maintain the standards of practice or followed appropriate rules of conduct.

Medical assessors occupy a unique position of power over the quality of life for Ontario's vulnerable car accident survivors and assessors must be held to a high standard when it comes to their conduct during these medical examinations. Such a poor review of their work product as articulated in this article leads to the conclusion that this may not be isolated behavior and that the potential harm can go far beyond just the two cases mentioned. We'd ask that you investigate these OT assessors with protecting the public in mind.

Hadassah Lebovic, G0907786 - attached is additional information.

"A recent Ontario court case revealed that a "quality assurance" person with assessment company Seiden Health Management compiled four pages of a report, using a template, on a seriously debilitated car accident victim. Seiden then gave the completed section to occupational therapist Hadassah Lebovic to cut and paste into her assessment.

Ms. Lebovic admitted in court she compiled and signed that report without changing the part Seiden wrote or doing any cognitive testing on the victim. The report concluded he had no cognitive impairments, in stark contrast to every other medical opinion."

(G+M)

Karla Ellis G0707207 - The COTO website indicates that Ms. Ellis is not entitled to practice though no reasons were stated. We'd ask that you investigate Ms. Ellis regardless.

"In another case, occupational therapist Karla Ellis discovered a company had altered a report she wrote when the accident victim filed a complaint to the therapist's regulator. Ms. Ellis told her regulator she had no idea the report had been changed.

The investigation proved the report Ms. Ellis filed was different from the final IME sent to the insurance company. The regulator determined that the report had "factual errors" and had an "egregious impact" on the victim, who was denied insurance coverage."

(G+M)

We hope you'll take action and investigate to ensure that the concerns of Ontario's accident victims and the protection of the public are taken seriously.

Sincerely,

Rhona DesRoches
FAIR, Board Chair