



DISABILITY: NOT A TRAGEDY
LIFE CHANGING STORIES
AFTER RETURN TO WORK



Disability: Not A Tragedy- Life Changing Stories After Return to Work

are real life stories of SOCSO's Return to Work Program participants with employment injuries or illnesses who have successfully returned to work through the implementation of case management using a multidisciplinary and biopsychosocial approach to restore them back to work as soon and as safe as possible.



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DISABILITY: NOT A TRAGEDY

LIFE CHANGING STORIES AFTER RETURN TO WORK

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MESSAGE FROM

Minister of Human Resources, Malaysia



Acceptance after becoming disabled is especially hard for persons with acquired disabilities. However, as they are given a second chance to live, appreciation towards life is greater, provided adequate motivation and support is given to allow them to not only see the light at the end of the tunnel but no less important, to enable them to feel and experience success once they are economically empowered and are able to re-integrate themselves into the society.

Recognizing the importance of having a mechanism to assist those who have experienced disability through employment injuries and illnesses, the Return to Work Program was designed to give added value to the existing benefits with comprehensive social protection through a multi-disciplinary and bio-psychosocial approach where holistic interventions are designed to assist Insured Persons to return to work in a fast and safe manner.

The Ministry of Human Resources sees this as an important component in addressing the concerns of poverty amongst persons with disability and hence has added the Return to Work Program to the Ministerial Key Results Area (MKRA) of the Government Transformation Plan (GTP) as this program will contribute significantly towards the economic empowerment of persons with disabilities through employment after rehabilitation.

Disability is only in the eyes of the beholder as many have been proven wrong by hundreds of success stories of persons with disabilities doing things which may seem impossible. This book of life changing stories of Insured Persons who have been successfully returned to employment following their injury or illness will further prove that disability is indeed not a tragedy but a life changing experience.

I wish to congratulate SOCSO on the publication of this book as the stories which have been highlighted depict the success of Insured Persons made possible through efficient and well-planned interventions by Case Managers and Job Placement Officers together with the commitment of all stakeholders involved either directly or indirectly in the disability management process. These touching stories I hope, will inspire many more to be part of this noble initiative by providing the means and access towards achieving the nation's aspiration of becoming a high income economy by the year 2020.

A handwritten signature in black ink, consisting of a stylized circle and several horizontal strokes.

YB Dato' Sri Richard Riot anak Jaem
Minister of Human Resources, Malaysia

MESSAGE FROM

Chief Executive Officer



Disability: Not A Tragedy-Life Changing Stories After Return to Work is an embodiment of Social Security Organization Malaysia's core principles in providing comprehensive social protection for Insured Persons. It is well known that there is no better social protection than having access to gainful employment.

The Return to Work Program, which was implemented since 2007 to assist Insured Persons with employment injuries and illnesses to return to work in a safe and fast manner, has expanded rapidly with continuous enhancement of the program to exceed our client's expectations.

The success of the Return to Work Program is due to the commitment of all stakeholders including the medical fraternity, employers, Insured Persons, Case Managers and Job Placement Officers. The key ingredient to success is the multidisciplinary and biopsychosocial approach used when managing the cases.

I wish to express my sincere thanks to each and everyone who has played a role in the Return to Work Program. This has enabled Insured Persons to continue being productive and hence contribute to the nation's productivity. It is hoped that the stories which are shared in this book will continue to remind us that there is hope towards being successful, economically independent and to be able to be reintegrated within the society at all levels despite disability.

Datuk K. Selvarajah
Chief Executive Officer
Social Security Organisation Malaysia

MESSAGE FROM

Deputy Chief Executive Officer (Operations)



'Prejudice against ability is a disability', a value which I hold close to my heart especially for those who have had disabilities following an injury or illness. Life does not necessarily end after an injury or a bout of illness provided effective care and management is accorded to them.

In a pilot project on disability management which took off in 2005 before the implementation of SOCSO's Return to Work Program, it was found that the general preconception of a person with injury or illness is that if the person is disabled, he needed to be treated differently as he is no longer 'able'. We realised that this preconception needed to be changed, and could be effected whilst recognising the inherent limitations.

This was possible through systematic disability management provided by interacting with medical and rehabilitation specialists as well as coordinating appropriate interventions whilst communicating with employers, thus emphasising the person's ability and not his disability.

This book of life changing stories is to share with you the experiences of Insured Persons after being able to return to employment with the support and proactive action rendered through the Return to Work Program together with all stakeholders who are involved in the disability management process.

Since the implementation of the program in 2007, SOCSO has assisted more than 8,615 Insured Persons to return to work where employers accepted them back after an injury by focusing on their abilities and provided them with decent jobs. As the reception of employers in accepting persons with disability back to the workforce has increased, it is our sincere hope that this acceptance continues to grow as we work hand-in-hand to assist those with injuries and illnesses to return to work.

Dato' Dr. Mohammed Azman Dato' Aziz Mohammed
Deputy Chief Executive Officer (Operations)

MESSAGE FROM

Head of Return to Work Department



SOCSO's National Return to Work Program, a program that looks into the physical and vocational rehabilitation needs of Insured Persons following an injury or illness with the objective of restoring them back to employment, is a noble initiative by SOCSO in supporting Insured Persons and employers in assisting them to return to work in a fast and safe manner.

There is no greater satisfaction for myself, Case Managers and Job Placement Officers than in seeing Insured Persons progress in rehabilitation and returning to work. It is heart-warming when we hear of the stories which Return to Work participants share when they not only managed to get back to work but were also able to reintegrate themselves back into society earning a living and becoming independent.

There is an untold story of a case we managed in 2008 which I would like to share. A young man who had suffered a stroke without any prior indication was unable to perform at work after the attack. With quick and intense rehabilitation and regular monitoring, he was able to do lighter work following negotiations with the employer. He was married for some time and was planning to have a child when the affliction struck him. Unfortunately, his wife was unable to conceive despite numerous medical and alternative medications. With holistic rehabilitation which looks into a person's disability management system as a whole eventually enabled the couple to have a child. As his aspirations had manifested, he became a better worker as there was motivation for him to work harder to provide for his cherished family.

This is just an instance where we were blessed to assist them and watch the symbiosis within the environment. It is hoped that the stories shared in this book will provide you with a glimpse and feel of the experience of those who have been hit with physical adversities and understand how life has changed for them.

I wish to thank the Insured Persons who are featured in this book, the employers, Case Managers and Job Placement Officers who were involved in putting this book together. A special thanks to SOCSO's Board and the top management for the unstinting support in making this program a success.

Roshaimi Mat Rosely

Head of Return to Work Department



TAN FWU SENG

LIFE CHANGING EXPERIENCE
AFTER RETURN TO WORK

TAN FWU SENG

Sales Assistant

Econsave Balakong

"I am thrilled that my employers are happy with my performance and progress"

In 2010, Tan Fwu Seng lost his left hand when it got crushed in a tyre processing machine. Having to be administered with morphine shots at least four times a day, a time came when the doctors decided that his left hand (below the elbow) was best amputated.

As a result of the injury, Tan lost his job. With three children, the youngest only four years old, Tan became depressed as he had liabilities to take care of. While undergoing treatment at the hospital, Tan began to look for jobs and attended many interviews.

However, none of the interviews were successful as the employers were unwilling to offer a job to an amputee. It made it that much tougher to secure an interview with only a SRP or 'Sijil Rendah Pelajaran' qualification. Tan had no other alternative but to borrow money from his parents and relatives to carry on with life. Having no other open employment to resort to, Tan managed to source a home-based job folding envelopes. This job fetched him a measly amount of RM 200 a month.

Tan's life took a turn for the better when he was referred by the Medical Board to SOCSO's Return to Work Program. Within a week the Case Manager made an appointment at the Serdang Hospital for one of the rehabilitation specialist to look into Tan's rehabilitation needs with a view to increase Tan's functional capacity. The rehabilitation specialists prescribed a leftbody powered through elbow prosthesis which he uses to date. As he became comfortable and ready to utilise his left hand using the prosthesis, the job placement process began and many jobs were sourced.

Tan arranging confectionery items on the shelf at Econsave Balakong



During the placement process, the Job Placement Officer accompanied Tan Fwu Seng to most of the interviews to provide him moral support as he doubted that the employers would entertain him based on his previous experiences.

After several interviews, a job was sourced for him at Econsave Balakong, a growing grocery outlet in Malaysia. The Return to Work team was impressed with the positivity and mindset of the employer who viewed disability as not a factor to contend with as long as there is room and means for persons with disability to do a given job. Tan began working at EconSave as a sales assistant which requires him to arrange items taken from the store onto the shelf.

Tan is assigned to aisles which carry lighter items. Age is no barrier to Tan and he is viewed as a good role model for others experiencing similar challenges to remain determined and carry on with life after a disability.

Case Manager:

Siti Norain Abd Samad

Job Placement Officer:

Suriana Md Hamil



MUHAMED AMAN NAZRI ABDUL TALIB

LIFE CHANGING EXPERIENCE
AFTER RETURN TO WORK

MUHAMED AMAN NAZRI ABDUL TALIB

Self Employed

Print Business Owner

Aman Nazri, an assistant engineer met with an accident in 2007 on his way back from work. That moment was his darkest moment. He sustained spinal cord injuries and became a paraplegic for the rest of his life. He was only 28 years of age and wondered what would be his fate. Aman Nazri is married with three children. All three were in primary school when the incident took place.

Aman Nazri was a very motivated individual and upon accepting his fate, he felt that this was not the end for him but rather a starting point which he had to navigate differently. He received periodic payments as compensation from SOCSO. However, not content with just receiving compensation, Aman Nazri wanted to prove to his family and friends that disability was not an end to gainful employment. He knew that he had to set a good example for his young children and to prove to them that disability is only in the eyes of the beholder.

Aman Nazri's Case Manager, and the rehabilitation specialist at the Tuanku Ampuan Rahimah Hospital in Klang discussed the appropriate rehabilitation equipments which will help him with his day-to-day activities. Most important to Aman, he needed assistance with job placement as he wanted to return to work and earn a decent income to take care of his family.



Nazri at his workstation at home ▲
where he takes orders for his print
business

Aman was subsequently referred to the Job Placement Officer to look for jobs that would suit his capacity. Despite numerous attempts, to his dismay, none of the jobs that were offered suited his capacity and accommodated his considerations of having to fetch his children from school on time and sending them for various activities.

As Aman Nazri's wife was working, he took care of their children at home besides being involved in his table tennis and insurance activities. He even prepared his children's breakfast and managed to fetch his children after school. He himself never thought that all this was possible, bound to the wheelchair, as he was.

Aman Nazri was just beginning to get a grip on life following his disability. One particular evening, his wife did not return home from work. Numerous calls to her were in vain. She refused to answer his calls but only left messages saying that she was leaving him.

Aman Nazri realized that he had to find a means of generating income as his children were now solely dependant on him. Discussions with the Case Manager and the Job Placement Officer led to the decision that



Nazri helping his children with their school homework.

he should acquire a new skill to increase his earning capacity and to enable him to work from home.

Studying the many courses deemed plausible. Aman Nazri, who was involved in the process, chose the print business for customisation. Upon completion of the training, not too long after, Nazri began a print business while he continued selling insurance policies to help him manage his liabilities.

Aman Nazri has actively taken to table tennis as a sport and represented Selangor in the Selangor Paralympic games. To Aman Nazri's credit, he applied to get an PWD Licence and modified his home so that he could ambulate easily. He is such a motivator himself that he was selected by the Rehabilitation Clinic in the Tuanku Ampuan Rahimah Hospital to participate in a motivational seminar for Persons with Disabilities in Sri Lanka.

Case Manager:

Mas Nurhayati Hajjar Mohd Akhir

Job Placement Officer:

Mohd Shopian Harun



Nazri together with his Case Manager, Mas Nurhayati





KALIYANI KRISHNAN

LIFE CHANGING EXPERIENCE
AFTER RETURN TO WORK

KALIYANI KRISHNAN

Tailor,
Self Employed



Kaliyani in her newly rented single storey terrace house with a room designated for tailoring ▲

Kaliyani Krishnan, aged 49, was an assistant nurse in a clinic in Klang ever since her husband passed away in a road accident in 2002. Six years later, she was diagnosed with 'Advanced Renal Failure with Unknown Primary Disease'. Despite her illness, she forced herself to work as she had three young children to take care of.

Her illness caused her to become tired easily, causing occasional dizziness, nausea and swollen limbs which became a cause of concern to her employers since she could no longer work effectively. Hence, her employers suggested that she should apply for Invalidity Pension. The Invalidity Pension is a scheme that provides 24 hours coverage to employees against invalidity and death due to any cause not connected to employment.

Kaliyani was distraught when she got to know that her application for Invalidity Pension was rejected as her condition was not considered severe. However, not long after, her condition deteriorated and she was advised to make an appeal to the Medical Board.

Following the appeal, upon looking at the severity of her condition, the Invalidity Pension was awarded. However the monthly pension which she received was insufficient especially when she had to take care of three children.

As she shared her plight with the doctors on how desperately she needed to do something to be able to raise her children and to pay the monthly rent and manage household expenses, Kaliyani was subsequently referred to the Return to Work Program.

Kaliyani was well aware that exerting herself by going out to work would only cause more problems and cause her children to be neglected. She knew that if she was hospitalised due to her carelessness, her children would have no one to turn to. After careful thought and discussions with her Case Manager, it was determined that it was best that she acquire a new skill to help her work from home. As she had an interest in sewing, she was sent for vocational training to attend a sewing course at the Yayasan Pendidikan dan Latihan Vokasional Wanita in Petaling Jaya where the cost was borne by SOCSO.

Kaliyani was initially worried as to whether the training centre was going to accept her since she was only able to attend classes three times a week as she needed to undergo dialysis. However, her Case Manager negotiated to have the training schedule tailored to suit her dialysis treatment requirement. The head of training could not give her an immediate answer as consultation with the management was required.

It did not take long for the management to call Kaliyani's Case Manager to share with her the good news that they were willing to accommodate Kaliyani. The course was structured in such a manner so that Kaliyani was able to complete her course, although a slightly longer duration was required. She travelled from Klang to

Petaling Jaya by bus to attend her sewing classes. Her trainers duly praised her commitment as she managed to complete all assignments on time despite having to undergo treatment and having to deal with the side effects which came with her illness. Occasionally she missed classes whenever she was ill.

On completion of her training, a good samaritan she was introduced to by her Case Manager, bought her a sewing machine after hearing her plight. His gesture did not go to waste as it is this machine she works on to earn a living now. She is now able to rent a single storey terrace house as her customer base is growing.

Kaliyani is very thankful for the training although initially she felt terribly guilty leaving her children unattended at home. Things have turned out for the better for her and her children as she has carved a viable pathway. Kaliyani does not intend to stop here as she aspires to have her own business premise and would like to employ persons with a similar fate.

Case Manager:

Emy Baizura Azrin Mohd Hakke



▲ Kaliyani taking her customer's measurements



▲ Kaliyani with her Case Manager, Emy Baizura



A photograph of a man with dark hair, wearing a white sleeveless shirt and light-colored shorts, standing and using a four-wheeled walker. He is in a room with yellow walls and patterned curtains. To his right, a wooden table holds several white boxes. The image is partially framed by a large white triangle on the left and a teal triangle at the bottom.

JAMAL ABDUL LAJAN

LIFE CHANGING EXPERIENCE
AFTER RETURN TO WORK

JAMAL ABDUL LAJAN

Home Based Employee

Jamal was an Invalidity Pension recipient at the age of 31 when he had a sudden onset of numbness affecting both lower limbs. He became weak and was unable to see to his personal needs. Prior to being struck with the illness, he worked as a store keeper for two years in a manufacturing company where his wife too worked as a production operator.

For weeks Jamal experienced numbness and stiffness from his waist down. He was brought to the emergency room at the hospital near his home when his condition worsened. Following a series of tests, he was diagnosed as suffering from Spine Tuberculosis with Meningitis.

The doctors advised Jamal that there were not many options for treatment. However there was one with high risks. The treatment which the doctor referred to was a risky procedure where a tube from the brain to the spinal cord would be inserted to remove the excess cerebral fluid which would subsequently reduce the pressure in the brain.

It was a difficult decision for Jamal and his family members as there were risks involved if he did the procedure and equally risky if he did not go through with the procedure. The better option in Jamal's opinion, was to go through with the procedure with the hope that he may recover. He was proven wrong to his dismay. He became paralysed on his left side with incomplete paraplegia as well as a foot drop which he sustained due to complications arising from the surgery.

The wheelchair became his best friend after the surgery as it helped him to be mobile and do some of his work at home. He was gifted to have a supportive wife and children who helped him around the house. As Jamal was on the road to recovery, he was referred to the Return to Work Program by the Medical Board, an independent



Faizlinda,
Case Manager,
monitoring Jamal's
home based job at
his residence

Case Manager:
Faizlinda Yusof

Jamal with some of
the label rolls which
he is required to
cut out.



board consisting of government doctors and specialists that determines the impairment and invalidity status of an Insured Person.

After meeting Jamal for the first time during the Initial Assessment, (a process which is done by the Case Manager to determine limitations, weakness and strengths of an Insured Person), the first step was initiated as the Case Manager accompanied Jamal for his subsequent appointment to take stock of Jamal's medical restrictions. Discussions on appropriate medical and labour market interventions that could be administered to assist him to become more functional were also discussed.

Several orthotic equipments were prescribed by Jamal's treating doctor to enable him to carry out his day-to-day activities. Simultaneously, Jamal was also referred for physiotherapy to increase his functional capacity. To improve his stability further and to assist with his foot drop, an ankle foot orthotics was also provided. With that and consistent physiotherapy monitored by his rehabilitation specialist and Case Manager, Jamal began to get back on his feet once again.

Jamal never thought that he would be able to feel the cold ground again after the doctor pronounced that he may not be able to walk again. Further, supporting rehabilitation equipment which included a walking frame was provided to assist him to walk independently, especially when he was at home, to prevent unnecessary falls. He then graduated to using the armpit crutches to move around more comfortably.

Jamal now works from home through a lead that was provided by his Case Manager. The home-based job involves Jamal having to cut product labels where he is paid one sen for each cut-out. Jamal is given a box a week consisting of ten rolls with 2,000 product labels. He is thus gainfully employed through a home based job which fetches him almost RM 200 a week depending on the time he takes to complete the task. Jamal feels so much at ease as he is able to contribute towards the household income.



LAM WEE YIK

LIFE CHANGING EXPERIENCE
AFTER RETURN TO WORK

LAM WEE YIK

Welder

Lian Huat Bakery Machinery Sdn Bhd



Lam Wee Yik
performing his tasks
as a welder

Lam Wee Yik worked as a supervisor at an engineering firm in Batu Pahat. Apart from his supervisory tasks, he was also required to perform duties of a welder having to carry heavy loads of steel. To Lam, safety aspects were a must.

One evening when Lam was resting during one of his breaks and was getting ready to resume his duties, he accidentally stepped on a nail. Lam was bleeding profusely. Being diabetic, the wound became infected very rapidly where the doctors in the emergency ward had to amputate his left leg as it would otherwise become life threatening.

Lam was on a prolonged disability duration. He had initially applied for the temporary disablement benefit, a benefit which is provided by SOCSO as a replacement of income in the period of being absent from work due to an employment injury. However, as his condition worsened with continuous fluctuations in his blood sugar level and poor mobility, Lam decided to apply for the Invalidity Pension as a preparation in the event that he was unable to return to work.

Lam was subsequently referred to the Return to Work Program where an initial assessment was first done by the Case Manager to determine if Lam was motivated to return to work. As Lam was guided on how the program was going to assist him to become productive once again, Lam agreed to participate actively.

SOCSO provided Lam with a prosthesis as per recommendations made by the treating specialist upon consultation by the Case Manager. However, in the course of getting adjusted to his prosthesis, Lam faced several

challenges as he was still dealing with the notion of a phantom limb. His Case Manager supported and motivated him reassuring him that this feeling was common among many amputees.

As Lam's gait was rather unstable, additional physiotherapy which included gait training was provided by one of SOCSO's rehabilitation providers in Batu Pahat. Lam underwent vigorous therapy for improvement of his gait.

In the meantime, his Case Manager began preparing him for re-entry to work, with a new employer. Lam was adamant that he wished to continue as a welder as that was something he was good at and liked doing. As the Case Manager began to look for suitable jobs through the traditional and digital media, Lam came across an advertisement that suited his interest, and to his benefit, with a higher starting pay.

After an interview with the Human Resources (HR) Manager, Lam was given the job as his technical skills were very much appreciated. The HR Manager was pleased with his capability and did not mind providing him a chair to sit on while performing his tasks.

Lam was assigned with working on steel components used for making bread and oven appliances. Lam is happy as he is not required to carry heavy loads and is blessed to have a thirty percent increment over his previous income.

Case Manager:

Mohd Asri Yahya



HR & Accounts
General Manager,
Lee Hong Chai
taking a look at
Lam Wee Yik at
work

PATHMASHRI PANDIAN



LIFE CHANGING EXPERIENCE
AFTER RETURN TO WORK

PATHMASHRI PANDIAN

Sales Assistant

Mydin (Klang Branch)

“This Program has helped me to get a job and to build my career”

A scuffle with robbers in his neighbour's house left Padmashri losing his entire left hand and three fingers on his right hand.

In April 2011, the factory worker was at home when he heard noises coming from his neighbour's house. When he went to help, he was beaten up by the robbers and his fingers were severed during the scuffle.

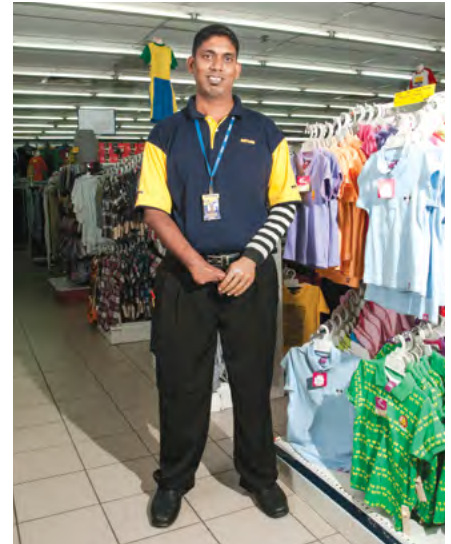
As the injury was not a workplace accident, Pathmashri applied for the Invalidity Pension. His invalidity application was rejected as he was only eligible for Invalidity Grant due to insufficient contributions. Although Pathmashri was not eligible for the Invalidity Pension, he was unaware that he was entitled for rehabilitation benefits.

During his treatment at the Tuanku Ampuan Rahimah Hospital, he was referred to the Return to Work Program by one of the rehabilitation specialists when he began to recover from the traumatic incident both physically and mentally. Through the clinical discussions held in the presence of the Case Manager, SOCSO provided Pathmashri a Terminal Device of Left Upper Limb Prosthesis and was subsequently referred for job placement since he was ready for employment.

It was a challenge for both the Case Manager and the Job Placement Officer initially as many employers were not receptive to the idea of employing someone who has only two functioning fingers. Who would want to employ someone who is not able to write?

The Case Manager, on her own initiative, helped Pathmashri to practice writing using two fingers and with more practise, he improved. This was a plus point for the Placement Officer in negotiating with employers to secure a job for him.

Pathmashri attended numerous interviews but sadly he was turned down. Mydin Holdings, an employer who works closely with the Return to Work Program was the



first employer who agreed to consider looking into the possibility of employing Pathmashri. As he stayed in the Klang vicinity, he was asked to attend an interview at one of the Mydin branches in Klang.

The interviewers found it difficult to ascertain what Pathmashri could do with merely two fingers. Nevertheless, the officers in Mydin asked Pathmashri to try out a few tasks which he was comfortable with. Realising this was a golden opportunity to prove himself, he did his best. Convinced of his ability and determination, Pathmashri was employed on the 15th of April 2013 as a Sales Assistant in the men's section.

Showing great strength of character, Pathmashri travels to work using public transport as he is no longer able to drive. His employers reported that Pathmashri is a good employee and hence gave him a greater responsibility to manage a larger area six months after he assumed his position as a permanent staff. Pathmashri is often referred to as a role model for other employees with disabilities employed in Mydin.

Case Manager:
Nor'ain Mohd Salleh

Job Placement Officer:
Mohd Shopian Harun



MOHD ZAKI HASSAN

LIFE CHANGING EXPERIENCE
AFTER RETURN TO WORK

MOHD ZAKI HASSAN

*Food & Beverage Captain
Royal Penang Hotel*



A proud Zaki at his work station

Zaki, a Food & Beverage Captain at a hotel, was only 30 years old when he was involved in a road accident on his way back from work. He was a single parent with three children as his wife had passed away a year prior to the accident. Just learning to cope with the loss of his wife, Zaki had another challenge to deal with in the prime of his life. He sustained an open comminuted fracture on his right thigh, a fracture in which the bone fragmented into several pieces and he was required to undergo surgery for plating and bone grafting. Despite undergoing the prescribed procedures and treatment, Zaki was unable to walk and perform his day-to-day activities with ease.

Zaki was referred to the Return to Work Program while treatment was ongoing. His Case Manager met up with the doctors and discussed the possibility of intensive rehabilitation so as to enable him to return to work soon. Prior to the rehabilitation session, Zaki had limited movement of his right knee and difficulty in extending and flexing his right leg. After three months of rehabilitation, Zaki showed tremendous improvement and was able to walk with the aid of elbow crutches.

Eventually, Zaki was able to ambulate independently as his muscle power increased after continuous rehabilitation despite having some leg length discrepancy. Soon after his medical leave had finished,

Zaki resumed work at the cafeteria near the hotel lobby. The Case Manager carried out a worksite visit together with Zaki's employer to identify if he was able to carry out his tasks which included carrying heavy objects. As his right knee was still painful, it was not advisable for him to continue carrying heavy objects. Therefore it was determined that a task modification was necessary to enable Zaki to carry on working. Zaki's main duties currently include attending to guests, taking room service orders and cashiering. Zaki was able to perform his modified tasks and his employers were certainly happy to have him back at work.

Zaki continues to work through good support provided by this employer. He is happy to be a role model for his children as he showcases that sheer determination and positivity can enable one to carry on with life despite the setbacks.



Zaki sharing a light moment during a discussion with his colleagues

Case Manager:
Ooi Han Siang



DEVARAJA KARAPANAN

LIFE CHANGING EXPERIENCE
AFTER RETURN TO WORK

DEVARAJA KARAPANAN

Sales Advisor
Proton Edar Sdn Bhd
(Taman Wahyu Branch)

"I am thankful to SOCSO through the rehabilitation program provided as it has made me a lot more positive, spirited and confident to carry on with my career and life"

Devaraja is known as a dedicated worker who does his duties responsibly even though he has limitations. Losing one of his lower limbs was no reason for him not to be able to earn respect and a good name which he did earn as an employee at Proton Edar Sdn Bhd.

Devaraja lost his left leg when he was 49 years old due to diabetes. As he was predominantly self-employed prior to being diagnosed with diabetes, statutory contributions to SOCSO were not compulsory.

As a result, Devaraja was unable to receive the Invalidity Pension when he made a claim for his disability due to insufficient contributions. Nevertheless, he was eligible to receive rehabilitation benefits through SOCSO's Return to Work Program since he was eligible for the Invalidity Grant. Invalidity Grant is payable to eligible Insured Persons who have been certified invalid by the Medical Board or Appellate Medical Board but not eligible for Invalidity Pension due to failure to meet qualifying conditions.

During the program, Devaraja received treatment at the Sungai Buloh Hospital complemented by physiotherapy sessions at the Sau Seng Lum Rehabilitation Centre. This is one of the rehabilitation providers appointed by SOCSO to provide rehabilitation services for Insured Persons under the Return to Work Program. Discussions with the therapists and treating doctors were done on a regular basis by the Case Manager to view his rehabilitation progress.

In due time, Devaraja's doctors recommended that he be fitted with prosthesis. SOCSO was to provide a



Devaraja having a feel of the car at the showroom at the Proton Edar Sales Office ▲

suitable type of prosthesis based on the input provided by the Case Manager and Devaraja's return to work plans. While waiting to be fitted with the prosthesis, a walking frame was also provided to enable Devaraja to ambulate around his house.

Apart from the medical interventions, it was recognised that it was going to be difficult for Devaraja to travel as he drove a manual transmission car. A driving assessment test was arranged to determine if he could apply for Persons With Disability (PWD) licence and subsequently obtain approval for modifications to his car. On receiving the green light that he was able to drive safely, the Case Manager made arrangements for the car to be switched from a manual transmission to an automatic transmission system. A power steering wheel as well as a grab bar were among the modifications made to enable Devaraja to drive the car with ease.

Soon when he was comfortable with his prosthesis and was able to walk unaided by gradually reducing dependence on the walking frame, he commenced on his business plan. Devaraja's Case Manager assisted him by providing him leads as well as supporting documents to apply for loans and grants through the Welfare Department as well as through various institutions. However, as Devaraja was nearing his 50's, his application was rejected as the institutions had reservations as to his ability to manage the business and finances.

As time passed by, Devaraja became more desperate. He had been unemployed for a long period and it became a big concern since he had to take care of his children's education and family's needs. As there were no positive outcomes for the application of his loan or business grant despite appeals, Devaraja finally conceded that the next best alternative was to seek open employment. Devaraja was subsequently referred to a Job Placement Officer in SOCSO to assist him to be able to return to work based on his capacity following his disability. The Placement Officer arranged several interviews before he was successfully employed as a sales advisor in one of Malaysia's national car manufacturers in Kepong. Devaraja has adjusted well at his workplace and received praise for his hard work and determination proving that disability is not an obstacle to him as he drives to various places to seal deals.



Devaraja having a discussion with his supervisor on sales performance ▲

Case Manager :
Annis Fadilla Mohd Sukery

Job Placment Officer:
Suriana Md Hamil
Mohd Shopian Harun



▲ Devaraja with his Case Manager, Annis Fadilla, at Proton Edar during a worksite assessment



NORDIN AHMAD

LIFE CHANGING EXPERIENCE
AFTER RETURN TO WORK



NORDIN AHMAD

Security Officer
Smart Force Security



Nordin at one of the security check points which he frequents

A highly myopic degeneration leading to blindness in the right eye due to total retinal detachment was among the many diagnosis given to Nordin. He already had extremely poor left eye vision and was diagnosed with myopic peripheral degeneration and dense cataract. He thus faced the potential risk of being totally blind.

All this began in year 2000, when Nordin was only 32. He underwent various treatments including surgery for his right eye. Unfortunately, he lost his right eye vision.

To preserve the vision of his left eye, various treatment were accorded. He had to undergo surgery including a cataract and lens replacement. Eye rehabilitation was also provided after the Case Manager discussed with the Optometrist on his rehabilitation requirements.

Besides rehabilitation, Nordin was also provided with a special lense which he was to use to lessen the pressure on the eyes as well as regular glasses for everyday use. Excess pressure was dangerous. As Nordin was committed to the rehabilitation process and with good eye care he was soon deemed to have attained maximum eye capacity. As this stage, the Case Manager was advised by the ophthalmologist and optometrist that he was ready to commence work.

During the job placement process, Nordin attended many job carnivals organised by SOCSO as well as other agencies. His Job Placement Officer secured more than ten job interviews, all of which Nordin attended faithfully.

Through persistent follow-ups, Nordin was subsequently employed at Cemerlang Protection as a security officer. Getting this job at Cemerlang Protection was the best gift as he did not succeed in other interviews due to his age factor and his need to work during the morning shift only since his eyes were sensitive to light. Nordin was required to use dark glasses to ensure that he was protected from excessive stress from bright sunlight on his eye. Nordin has progressed well in his career and now works at Smart Force Security where his tasks include performing security checks on the premise and administrative work.

Case Manager:
Nurul Nadia Md Arif

Job Placement Officer:
Intan Nazira Amran



Nordin with his Case Manager, Nurul Nadia at the University Islam Antarabangsa where he currently works

MOHD AMINUDIN ABDUL MULUK



LIFE CHANGING EXPERIENCE
AFTER RETURN TO WORK

MOHD AMINUDIN ABDUL MULUK

Cashier

KPJ Hospital Kajang Parking Station



Aminudin serving his customers at the parking space in the Kajang KPJ Hospital ▲

Aminudin was diagnosed with 'Right Cerebral Vascular Accident with Left Hemiparesis' after falling in the bathroom and unattended for a long period in 2010. Due to the fall, his speech became slurred and he could not walk steadily. Aminudin who frequently traveled to various sites had now become dependent on a quadripod to walk.

Aminudin had previously earned more than RM 5000 as a Site Quantity Surveyor. As he was holding a relatively high post in his organization, he was asked to leave as he could no longer hold this position due to his disability. With three children and previously having a comfortable life managing his financial commitments well, Aminudin found it hard to accept his fate. His sadness manifested in behavioural changes where he became angry very quickly and occasionally depressed, which was difficult for his wife to watch as he was a calm person before the fall.

Aminudin decided to apply for the Invalidity Pension in 2011. During the proceeding with the Medical Board, the doctors noticed some potential for an increase in his physical capacity if systematic disability management was provided and subsequently referred Aminudin to the Return to Work Program. His wife, who happened to also hear from a neighbour friend about how the Return to Work Program assisted persons with injuries or illness to return to work, called up the Case Manager to enquire further.

As the call to the Case Manager hinted at urgency, an appointment was immediately arranged. Following the

assessment and the design of the rehabilitation plan for interventions, an appointment with the treating doctor was arranged to discuss the need for intensive rehabilitation including physiotherapy and vocational rehabilitation to prepare him to go to work.

Periodic visits were made to check on Aminudin's progress. His determination continued to impress the Case Manager. On his own effort, Aminudin forced himself to walk as far as he could to places near his home with the hope that he could walk faster.

As he progressively became stronger and had better stability in walking after three months, he began to attend interviews which were arranged by SOCSO's Job Placement Officer. He attended more than five interviews from the numerous calls made by the Job Placement Officer before he was awarded a job as a data entry clerk in SOCSO. With only work in his mind, he did not mind even if the jobs which he had applied for were lower ranking jobs with much lower salaries than his previous drawn salary.

Aminudin was monitored for a period of six months at his workplace. He performed well and mingled easily with his colleagues. As it is a standard operating procedure for all cases under the Return to Work Program to be monitored for a minimum of six months to ensure that the Insured Person is able to sustain at work, it was established that Aminudin was able to cope and no longer required support.

However, over time, Aminudin's health condition deteriorated requiring him to be hospitalised from time to time. This prevented him from attending work on a regular basis. SOCSO's disability management team continued to assist him further as he needed new employment. Once again the Case Manager met with treating doctors for a subsequent plan on how Aminudin could best be supported.

As it was determined by the doctors that a job with flexible working hours would be suitable for him, a job was then secured for him at the Metro Parking Cyberjaya within weeks. Aminudin was lucky to have landed a job with very supportive employers to the extent that the management agreed to equip his workstation with a 'pulley', a rehabilitation equipment that is used to increase a persons's range of motion. With this, he is able to continue his rehabilitation exercises on his own during break time and does no longer have to attend extensive physiotherapy at the hospital. He is now working as a parking attendant in the KPJ Hospital in Kajang under the management of Metro Parking as the hospital is closer to Aminudin's home.



▲ Aminuddin, with his Case Manager Emy Baizura, in front of the payment booth where he works.

Case Manager:

Emy Baizura Azrin Mohamed Hakke

Job Placement Officer:

Masthan Maspor

Suriana Md Hamil





MOHD HAFFIZ ZAMRI

LIFE CHANGING EXPERIENCE
AFTER RETURN TO WORK

MOHD HAFFIZ ZAMRI

Management Assistant
Pedas Plaza Toll

Haffiz, aged 27, was a toll teller stationed at the Seremban – Kuala Lumpur Toll Plaza. It was business as usual and for Haffiz it was a regular day at work until he screamed in pain after looking at blood oozing from his leg on the 19th of June 2012. Everything had happened so fast but the incident remains fresh in his memory.

Haffiz was a victim of a snatch theft on that fateful day. His colleague was riding a motorcycle and they were on their way to deliver the cash collection to the PLUS office when a car with three robbers rammed into the motorcycle and held them at gunpoint. Three shots, believed to be from a pump gun were fired at Haffiz and his colleague. One of the robbers rushed out of the car towards Haffiz and grabbed a bag containing cash worth more than RM 2,000.

Being there at the wrong time, one of the shots that was fired had hit Haffiz's right leg. He was rushed to the Tuanku Jaafar Hospital in Seremban as he was bleeding profusely and was screaming in excruciating pain. Due to the severity of the injury, his leg had to be amputated. Haffiz was severely traumatised and refused to speak much.

Eight days after his injury, Haffiz was referred to the Return to Work Program by his employer who had a working relationship with the Case Manager in SOCSO. The quick action by his employer was commendable as it is mentioned in many studies that the quicker the rehabilitation or disability management is implemented, the higher are the chances for the individual to return to work.



Haffiz taking a break ▲
at his workstation in
the management office

The Case Manager met Haffiz at his ward the next day and spoke to him to motivate him and to explain to him as to how the program could assist him to get back on his feet. The first thing which the Case Manager did upon acceptance from Haffiz to be managed under the Return to Work Program, was to insert his name in the Return to Work Clinic at the Hospital Tuanku Jaafar Seremban (Rehabilitation Department) to discuss treatment and rehabilitation requirements for Haffiz. This meeting, which was attended by the Case Manager and rehabilitation specialists on a periodic basis, recommended that prosthesis be provided for Haffiz based on his work requirements as well as other orthotic equipment that should be provided by SOCSO to enable him to ambulate before he receives his prosthesis.

Due to the shocking experience, Haffiz showed symptoms of post-traumatic stress manifested by severe phobia and behavioural changes. Counselling sessions were arranged

by the rehabilitation specialists to ensure that a holistic rehabilitation approach, which not only looked into the physical needs but also the psychological aspects was provided to enable Haffiz to get back to work soon.

While the interventions that had been planned by the rehabilitation specialist and Case Manager were taking place, a workplace visit was held together with Haffiz's supervisor to discuss his scope of work prior to the injury and to determine if he was able to do the same after the injury. Safety measures had also to be discussed as all toll tellers are required to walk from one toll booth to another. As the toll plaza is a busy place with oncoming cars going through the toll every second, it was ascertained that the Seremban – Kuala Lumpur Toll Plaza was not a suitable place for Haffiz due to the physical structure of the booth.

Acknowledging the safety aspects, Haffiz was placed at the Pedas Toll Plaza where he was appointed as a Management Assistant. This post included administrative work without having to go out to the toll booths. In addition to that, upon recommendations made by the Case Manager to enable Haffiz to work comfortably, the management also agreed to modify the existing toilet so that it was more Persons with Disability (PWD) friendly.

All the interventions that were planned smoothly were set up for Haffiz to return to work three months after the incident. Haffiz is now a highly confident person and is no longer embarrassed about his leg. He is able to mix well with his friends and takes part actively in all programs organised by his employers.

Haffiz has also taken up archery as a hobby and has even represented Negeri Sembilan in the Paralympic Games. He is now trying out weight lifting and is training hard after working hours to increase his physical fitness. As a result of this incident, Haffiz realizes that he has a strong determination which will see him through adversities and he is proud for having achieved more than what he had accomplished previously.

Case Manager:
Saharudin Mohd Nor



Haffiz with his supervisor ▲



Haffiz with his Case Manager, Saharudin ▲



**MUTHU KUMAR
SANGGAPILLAI**



LIFE CHANGING EXPERIENCE
AFTER RETURN TO WORK

MUTHU KUMAR SANGGAPILLAI

Wheelchair Technician
Rehab Mobility Equipment



Muthukumar
at work

Muthu Kumar, the eldest in his family, became paralysed from his waist down when he was 35 years old due to a motor vehicle accident. Muthu was hit by a car and was subsequently paralysed as he sustained spinal cord injuries.

Muthu worked as a technician in a company near his home. Knowing that there was no social security protection provided by his employer, he also worked part time as a security officer. Thus he had some form of social security protection in the event of any mishap befalling him. His friend had told him about the facilities SOCSO offers in the event of an adversity.

Muthu Kumar was gifted, in a sense, as he generally planned things ahead. Realising that anything could happen to him at any point in his life, he had plans to minimise the impact of any adversity on his family. It was his smart planning which enabled him to make a claim through the Invalidity Pension. His case was then referred to the Return to Work Department for disability management.

After the first meeting with his Case Manager, Muthu Kumar's rehabilitation requirements and plans for return to work were discussed with the rehabilitation specialists at these Return to Work Clinics with were regularly at the Tuanku Jaafar Hospital, Seremban to assist Insured Persons like Muthu Kumar to earn a living again.

Apart from attending rehabilitation at the hospital, Muthu Kumar also attended additional rehabilitation at the Negeri Sembilan Chinese Maternity Hospital to complement his existing physiotherapy sessions. In both hospitals, Muthu was taught to independently transfer himself from the wheelchair to the bed or chair without help.



Muthukumar with
the owner of Rehab
Mobility Equipment

At the end of 2011, as he regained confidence and his self-esteem increased, Muthu Kumar decided to enroll himself in the Vocational Rehabilitation Centre in Bangi after discussing with his Case Manager on his career path. He underwent a wheel chair repair course for two years. During the training period, the Case Manager called him on a periodic basis and visited him occasionally, giving him the motivation and support to do well so that on completion, the Job Placement Officer could assist him to secure a job based on his qualification and interest.

Muthu Kumar completed the course in 2013. The Case Manager and Job Placement officer ascertained that he was keen to look for jobs which included repair of wheelchairs. The Job Placement Officer together with the Case Manager contacted rehabilitation service providers throughout Kuala Lumpur and Seremban to determine if there were vacancies available.

It took SOCSO's Job Placement Officer almost five months of continuous follow-up before Muthu was employed by Rehab Mobility Equipment, a company based in Seremban. Many of the interviews which Muthu attended prior to that were unsuccessful due to factors which included distance from his home, jobs which did not suit his physical capacity or poor PWD friendly facilities.

Muthu has reintegrated himself within the society by not only having a decent job as a wheelchair technician but is also actively involved in sports. He is a table tennis player and has participated in the Malaysia Paralympic Games.

Case Manager:
Saharudin Mohd Nor

Job Placement Officer:
Anis Amira Rajis



MOHD QAIYUM MD. SALLEH

LIFE CHANGING EXPERIENCE
AFTER RETURN TO WORK

MOHD QAIYUM MD. SALLEH

Maintenance Worker
at Eco Glass Industries



Qaiyum reminiscing the incident which caused him to lose his left leg

Qaiyum was only 21 when he met with a horrific accident at his workplace, causing him to lose his left leg.

The maintenance worker was performing checks on a four tonne machine when the belt from the rubber extracting machine gave way. The belt got caught around his left leg and Qaiyum was dragged towards the machine and flung up into the air where he hung suspended.

Qaiyum was initially sent to the Batu Pahat Hospital before being referred to the General Hospital in Kuala Lumpur for further treatment. Due to the severity of the injury, Qaiyum's left leg had to be amputated due to lack of blood supply. He was given medical leave which amounted to 116 days after which he applied for permanent disability compensation.

In July 2007, Qaiyum was referred to the Medical Board and was determined to have 60 percent whole person impairment. The board recommended that prosthesis be provided to him to enable him to ambulate and to be able to return to work. However due to the poor adjustments in using his prosthesis, Qaiyum did not last long at his workplace and become unemployed for a long period.

As Qaiyum regularly visited the SOCSO office near his home for his claims purposes, he had occasional conversations with the claims officers on quiet days. Qaiyum bemoaned that as he had left his job, and was beginning to feel the financial strain as his permanent disability claim was the only source of funds he and his family had to depend on. An immediate referral to the Case Manager was effected.

During the first meeting with the Case Manager, Qaiyum spoke about nothing else but the need to get back to work in order to reduce his financial burden. Firstly, Qaiyum's Case Manager checked that his prosthesis was in good condition and assessed if he was ready for job placement. He was subsequently referred for job placement, a process which Insured Persons in the Return to Work Program go through when they are unable to return to employment with their previous employers.

SOCSO's Job Placement Officer found him several jobs, some of which he declined as the salary offered was not sufficient to meet his expenses. Some of the jobs did not suit his physical capacity after the injury nor did Qaiyum's academic qualifications meet the job requirement. Among the jobs that were secured for him included the posts of security officer, production operator and toll operator. Finding a job for Qaiyum was a challenge, nevertheless, his determination to work was evident.

After a year of finding jobs which suited Qaiyum's physical capacity and interest, Qaiyum was fortunate to be offered a job at Eco Glass Industries Sdn Bhd. The management of Eco Glass were supportive and were willing to employ him despite his disability. The Case Manager and Job Placement Officer contacted Qaiyum every month to monitor his progress at work and to check how he was coping. The monitoring process is a standard protocol which is done for a minimum of six months after the Insured Person has been restored back into employment.

Qaiyum's progress at work was also discussed with his supervisors and managers on a periodic basis to ascertain if he was able to deliver and perform well at work. Today Qaiyum earns a decent salary and is able to comfortably manage his finances.

Qaiyum realizes the importance of continuing to work and to be as active as friends of his age are. He frequently reflects and imagines what would his fate have been had he continued to depend on his extended family members and friends to help out with finance.



Qaiyum with his Case Manager, Mohd Asri

Case Manager :
Mohd Asri Yahya

Job Placement Officer:
Siti Fazrina Suboh

MOHAMED FAROUK SHAIK MOHAMED



LIFE CHANGING EXPERIENCE
AFTER RETURN TO WORK

MOHAMED FAROUK SHAIK MOHAMED

Technician,

AEON Co.(M) Bhd (Seberang Prai City Branch)



Farouk and his Case Manager, Fatimah, during a follow-up to check on Farouk's progress at work

Farouk is known for his spirit of being a fighter despite being diagnosed with Muscular Dystrophy at a young age. A brave man, he never let his ailment demoralise him and always has positive thoughts in his mind.

Farouk worked in AEON Seberang Perai as a technician since 2008. He was the breadwinner and is married with a child. There was a twist in Farouk's fate four years after his marriage when his muscles became weaker progressively and he could no longer work as before. He was diagnosed with Muscular Dystrophy by his treating medical specialists after a series of tests. Muscular Dystrophy is a group of genetic diseases in which muscle fibers are unusually susceptible to damage. The damaged muscles become progressively weaker and there are no medications available to treat this degenerative disease.

Farouk had mobility problems where he had poor gait due to muscle weakness. Hence his Case Manager discussed with the rehabilitation specialist at Hospital Pulau Pinang for Farouk to be warded for rehabilitation optimisation by the rehabilitation specialists together with other therapists in order to increase his functional capacity. His progress was discussed on a periodic basis at the Multidisciplinary Team meetings.

Whilst the rehabilitation sessions were taking place, the Case Manager together with the medical officer and Occupational Therapist performed a worksite assessment to determine if the current job which Farouk was doing was according to his actual functional capacity and if it was safe. The assessment yielded negative results as it was found

"I thank Allah' for it is with His Will that I have been able to continue working at AEON.Co (M) Bhd and I thank all parties involved in assisting me to continue working even after being diagnosed with Muscular Dystrophy"

that the job he was doing was not suitable with his current condition. Therefore, a special meeting which included the rehabilitation specialist, medical doctor, rehabilitation nurse, physiotherapist, occupational therapists together with the employers including Farouk's Human Resources (HR) manager, supervisor, Farouk himself and the Case Manager was held to discuss the possibility of work modification. Arising from this discussion, his employer decided to retain Farouk by giving him a modified task which was more suited to his physical capacity at that time.

As his prior work duties required him to climb ladders to fix bulbs in and outside the building, fixing air conditioners, checking water levels and performing plumbing works which was not safe for Farouk, his employers assigned him technical jobs which did not require him to kneel, climb or crawl. Now Farouk is no longer required to carry anything more than 5kgs. and looks into more administrative matters which includes doing weekly checklists, supervising contractors, reading meters besides performing other lighter technical jobs.

On the 9th of September 2013, Farouk was certified invalid by the Medical Board of SOCSO. Many Insured Persons experiencing conditions similar to Farouk's may have opted for the Invalidity Pension. However, to his credit, Farouk rejected the invalidity with the determination to continue to work as long as his condition permits with the commendable support provided by the rehabilitation team, employers and his Case Manager.

Case Manager:
Fatimah Zahra Abd Malek

MUHAMMAD FAIZ FAKHRULLAH SOHAIMI



LIFE CHANGING EXPERIENCE
AFTER RETURN TO WORK

MUHAMMAD FAIZ FAKHRULLAH SOHAIMI

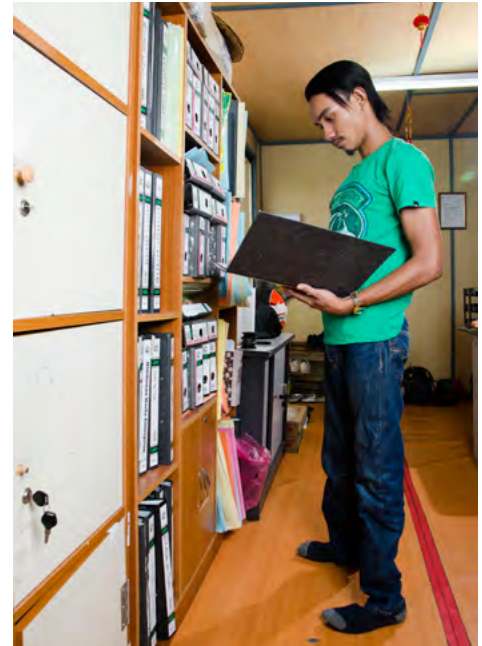
*Admin Assistant
Eurasia Express Sdn Bhd*

Muhammad Faiz was 18 when his legs were crushed by a large rubbish container while at work. He was working as a general worker at a waste management company where he sustained severe crush injury on the right foot, open fracture of the left distal 3rd of the tibial and fibula bone with vascular injury which necessitated an amputation at the level of his tarsometatarsal joint.

A few weeks later, his left lower limb turned gangrenous which required a below knee amputation. He was devastated as life wasn't going to be the same at such an important phase in his life.

Faiz was referred to the Return to Work Program four months later. The immediate action taken by the Case Manager, including arranging an appointment to see the rehabilitation specialists, providing him with a suitable prosthesis as well as physiotherapy for gait training, gave Faiz new hope.

As Faiz began to accept his fate, other problems arose from a wound caused by pressure on the stump despite making adjustments to the prosthesis. To add on to his despair, the rehabilitation specialist and orthopaedic surgeon advised him to undergo a second surgery to amputate the right leg, rendering it to become a below knee amputation. Faiz could not accept the advice of the doctors and fell into a state of depression as he was in denial and refused to undergo surgery. Faiz's parents, having lost all the hopes they had



Faiz doing his routine work ▲

for Faiz now had to deal with their son being in that state, refusing to talk to them and making them feel helpless.

Discerning Faiz's mental state, the Case Manager immediately arranged for a meeting with Faiz and his parents. The proactive Case Manager also shared several video clips of bilateral knee amputee athletes who have shown the world that their disability did not prevent them from moving forward. A few months later, after much coaxing and cajoling, Faiz finally agreed to have the amputation done.

As Faiz stabilised after the amputation, the Case Manager made contact with Faiz's employers who were supportive of employing Faiz despite his disability. A worksite visit was done to observe the workplace and to recommend tasks suitable for Faiz based on his current capacity. The employer agreed to relocate Faiz as a weighing office operator; his tasks included recording incoming and outgoing garbage trucks. During the worksite visit, it was noted that there was risk of falling near the office area, hence the area was cemented so that Faiz could assume his job safely.

While he settled at work, the Case Manager needed to ensure that he continued to be independent. Upon discussion, he was referred to the Occupational Therapist for driving assessment by the rehabilitation specialist. Since he was able to ride a scooter safely, modification to the vehicle was not necessary. Faiz received his Persons With Disability (PWD) licence from the Road Transport Department (JPJ) and currently rides to work. Faiz now works as an administrative assistant.



▲ Faiz having a short discussion with his co-workers

Case Manager:
Ooi Han Siang

"I sincerely thank SOCSO for giving me the chance to carry on with my life by providing me a prosthesis. Before I started to walk using my prosthesis, I was given a wheelchair and it hurt me so much to see my father having to carry me up the stairs whenever there were no lifts. I hated life so much before I received my new pair of legs. Once I received my prosthesis, it took me many falls but I did not give up. My Case Manager who cared for me so much and I certainly owe him a lot. He took pains in having to visit my workplace and discuss with employers on the modification needed so that I could carry on to work. I am now able to work and I even drive to work. I hope that those who have the similar fate I experienced do not give up as it may be difficult at first but never give up hope. I am thankful that with all the support and motivation given to me, I am able to live just like everyone else"



**MUHAMMAD ZHARIF
ZAINAL ARIFIN**



LIFE CHANGING EXPERIENCE
AFTER RETURN TO WORK

MUHAMMAD ZHARIF BIN ZAINAL ARIFIN

Owner of Zhariff Tortilla



A proud brand ▲
'Zharif Tortilla' to his own credit

A brain injury, fracture and injuries to the neck and a permanent impairment of not being able to clench his fists, who would have imagined of a person opening his own Tortilla Branch a year after his recovery.

Zharif was only in his 20's when he met with an accident on his way to work after attending his cousins wedding. Zharif worked as a commis(chef) in a hotel in Seremban as cooking was his all-time passion.

Due to several complications from his injury, undergoing a few surgeries and various procedures, Zharif was in and out of hospitals until he was referred to the Tuanku Jaafar Hospital in Seremban since his family was residing nearby. To intensify his rehabilitation and to prepare him to return to work, he was referred to the Return to Work Program in December 2012, almost a year after his injury.

Through rehabilitation, he was soon able to attend job interviews. He was successfully employed as a pizza delivery rider in May 2013. Before this, Zharif had attended many interviews and was beginning to feel dejected as he was not getting any feedback from the interviews which he had attended.

After working for a short period as a pizza delivery rider, due to a minor accident, Zharif resigned, deciding that

he wanted a different path in his life. Zharif together with his mother met the Case Manager at the SOCSO office to discuss the possibilities of him moving forward. Zharif's determination and his evident passion for cooking was the catalyst that propelled him to turn his life around.

The Case Manager gathered information on franchising packages and business start-up financing and assisted Zharif to prepare a detailed business plan proposal. This enabled him to receive a startup capital of RM 2,000. Zharif, a smart individual he knew that opening a tortilla business during the Ramadhan Bazaar in 2013 would be a good start.

In a small district in Seremban, word spread fast about Zharif's tasty tortilla chips. More customers visited his store and was able to make good profits.

Within a few months, Zharif progressed further and opened another store in Sikamat, Seremban near the Family Store. Today, Zharif has his own franchise called Zhariff Tortilla's to his own credit.

Case Manager:
Saharudin Mohd Nor

Job Placement Officer:
Anis Amira Rajis



Zharif with his Case Manager, Saharudin ▲



GANASAN ANDIAPPEN

LIFE CHANGING EXPERIENCE
AFTER RETURN TO WORK

GANASAN ANDIAPPEN

Mechanical Assistant

IMERYS MINERALS MALAYSIA SDN BHD



Ganasan doing his routine work

Having three children and being the breadwinner of his family, meeting with an accident on 19th June 2012 was a nightmare for Ganasan. A mechanical supervisor nearing age fifty at that time one thought of the worst. The incident remains fresh in his mind.

In a commuting accident which occurred on his way back home from work, Ganasan sustained severe injuries on his left knee with anterior cruciate ligament and meniscus tear. He underwent several treatments including a post left knee arthroscopy.

Ganasan was referred to the Return to Work Program by his treating orthopedic specialist in Hospital Pantai, Ipoh. As he had major limitations and poor range of

motion on his knee, he was not able to bend his left knee. His stability was also compromised. After discussions with the rehabilitation specialists, he was referred for intensive physiotherapy. During his physiotherapy sessions, his Case Manager ensured that Ganasan was always in good spirits and kept him motivated that he was going to get back to work soon. Orthotic equipment including a knee guard with patella support was provided so that he would have better stability when working or when carrying out his activities of daily living.

A visit to Ganasan's workplace was undertaken by the Case Manager who observed Ganasan's workstation to ensure that he had access to safe working conditions which would not cause problems to his previously injured knee. Further discussions were held with Ganasan's Human Resources (HR) Manager to determine if he was able to return to work following rehabilitation.

Ganasan's employers provided the Case Manager great support by considering to accept him despite his disability as he was still able to perform his previous duties. During the monitoring process over a period of six months, the Case Manager was happy to hear positive notes from Ganasan's supervisor on his work performance.

He is now able to return to his usual activities and maintains his responsibility as a father and husband. He is very thankful for the early intervention and support from the Case Manager and supervisor as his limitations could have been worse had he not undergone physiotherapy at the right time, and face the possibility of being unemployed.

Case Manager:
Sabrina Ibrahim



Ganasan with his Case Manager, Sabrina (middle) and Human Resource Executive, En. Mohd Puat Bin Yusop

MUHAMMAD HAIRUMAN MISKON



LIFE CHANGING EXPERIENCE
AFTER RETURN TO WORK

MUHAMMAD HAIRUMAN MISKON

Customer Services Officer
Efinite Value Sdn Bhd



Hairuman taking a break at his workstation ▲

The palm oil estate where Hairuman worked was a second home to him and his brother ever since they were orphans, having to take care of two disabled sisters. Work was as usual until one day while plucking the palm fruits, Hairuman was thrown unconscious, struck by a high voltage wire. He was then rushed to the new Tanjung Karang Hospital as he sustained burns all over his body. Hairuman's injury was rather severe requiring intensive care where he was subsequently rushed to the Klang Hospital to undergo surgery. Both his hands were amputated up to the elbow as a result of the injury. He lost his left toe too. Hairuman was subsequently transferred to the Kuala Lumpur General Hospital for further treatment when one of his blood vessels burst in his left leg, requiring an amputation up to the knee level. Hairuman also had a foot drop on his left leg making him wheelchair-bound as he was not able to walk.

At the Kuala Lumpur General Hospital, the rehabilitation specialists assessed Hairuman's condition and advised him to participate in Socso's Return to Work Program



Hairuman after a long day at work ◀

as she felt that with the right prosthesis and proper management, Hairuman may be able to return to work. Several prosthesis and orthotics which included insoles, a myoelectric prosthesis for his hand and leg prosthesis were provided. Once the fittings were done, Hairuman underwent intensive rehabilitation where he was required to be warded for a few months to intensify training on the usage of his prosthesis and to enable him to become independent to carry out his day-to-day activities.

Two years after his injury, treatment and fitting of all the prosthesis, in the process of getting ready to return to work, Hairuman attended a job carnival which was organized by SOCSO. At the Job Carnival, Hairuman attended several interviews where he was successful in an interview at Efinite Value Sdn Bhd. Being very supportive employers, Hairuman's return to work experience was bliss to him, which he cherishes till today. A year after, Hairuman, on his own initiative embarked on a further study in Information Technology and has successfully completed and received his certificate. Hairuman has also applied for a Persons With Disability (PWD) car licence and is able to drive and integrate himself within the society.

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RETURN TO WORK PROGRAM

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AWARDS IN RECOGNITION OF SOCSO's RETURN TO WORK PROGRAM



"The Right To Work: Innovative Policies And Good Practices For Persons With Disabilities"
By World Future Council 2012



International Social Security Association Good Practice Award
(Certificate Of Merit) For Asia And Pacific



Human Rights Award 2013
Human Rights Commission (SUHAKAM)

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