Success Stories: Customized Employment

**Filing Assistant**

**Business:** Egg producer

**Business’s contact person:** HR manager, representing the employer

**Organizational need:** The accountant is highly skilled and is a valuable employee. However, she is terrible at organization: many files are stacked and scattered throughout the office. She seems to be getting up from her desk frequently and sorting anxiously through stacks of needed files.

A service provider visits this business and identifies the potential for a customized employment opportunity.

The employer recognizes that a filing assistant position would provide support to the accountant and would most likely increase her productivity.

The employer identifies a specific set of non-essential tasks performed by the specialized worker (accountant) to be reallocated to a customized position (filing assistant). These steps would create a new position and meet the company’s organizational needs.

The employer finds the right person by arranging a working interview, during which a candidate with a disability is able to demonstrate her ability to file documents for the accountant. Although the candidate is not a proficient reader, she knows the alphabet backwards and forwards and has the needed skills to file adequately.

The employer explores further opportunities to increase the service level and offers the same type of support to other specialized employees.

The new employee’s workplace integration requires minimal service provider support.

**BUSINESS RESULTS AND RETURN ON INVESTMENT:**

1. The accountant’s productivity increased as invoices were processed much more efficiently, and payments were received much sooner.

2. The new employee is now working five days a week as an assistant to other specialized workers.

Community Futures of the South Fraser, Chilliwack, BC
Success Stories: Customized Employment

Seamstress “Picker”

**Business:** Small alteration shop

**Business’s contact person:** Owner/operator (seamstress)

**Organizational need:** There is an overload of work and the specialized worker is backed up. There is a need to increase her capacity to complete more projects.

A service provider visits the business and identifies the potential for a customized employment opportunity.

The employer recognizes that the specialized worker’s overload is affecting customer service.

The employer identifies a specific set of non-essential tasks performed by the specialized worker (seamstress) to be reallocated to a customized position (“picker”). Taking these steps would create a new position and meet the business’s organizational needs.

The service provider and the employer analyze and review the work process and quickly identify measures to reduce the workload.

The new employee’s workplace integration requires minimal service provider support.

**BUSINESS RESULTS AND RETURN ON INVESTMENT:**

1. There is an increase in the volume of finished products because of less backlog.
2. Overall work conditions have improved for all employees.
3. The new employee has honed her skills and is now able to assist the seamstress directly or complete level one sewing projects.

In collaboration with Seasons Health Therapies, CHANGE program, Kamloops, B.C
Success Stories: Customized Employment

Repurposing Wasted Materials

**Business**: Cardboard manufacturer

**Business’s contact person**: Business owner

**Organizational need**: This company manufactures pizza boxes. Although the manufacturing processes were effective, the owner discovered that many produced units had non-conformities, and much waste was created. Owner finds a way to generate revenue from the wasted material but does not succeed in maintaining employment for this position with repetitive tasks.

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**Service provider** identifies the potential for customized employment opportunity.

**Employer recognizes** the strong potential of a business venture by re-purposing off-cuts of pizza box into corners to protect picture frames but struggles to get this value-added business as it is difficult to find the right person for the job.

**Service provider** identifies potential employee for the position who is willing to test the job. The candidate is blind and has a developmental disability.

**Employer allows** candidate to test the job.

**New employee’s** workplace adjustments are minor, such as providing a sit-stand stool and some rearrangement of containers.

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**BUSINESS RESULTS and RETURN ON INVESTMENT:**

1. The new business generated much profit from wasted material.
2. New employee holds this job for many years.

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Community Futures of the South Fraser, Chilliwack, BC

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HIRE for TALENT has made every effort to use the most respectful words possible while writing these materials. We realize, however, that the most appropriate terminology may change over time. We developed these materials with the intent to respect the dignity and inherent rights of all individuals.
Success Stories: Customized Employment

Welder’s Assistant

**Business:** Local small welding shop

**Business’s contact person:** Owner

**Organizational need:** Because specialized workers spend on average 30 minutes of their shift time to clean up work stations, store equipment, and refill supplies, there is a need to increase specialized workers’ productive time.

**Service provider** identifies the potential for customized employment opportunity.

**Employer** identifies a specific set of non-essential tasks from the specialized worker (welder) to be reallocated to a customized position (cleaner) and creates a new position to meet its organizational needs.

**Employer recognizes** that the “end of shift” cleaning task load of the specialized worker impedes on productive time.

**New employee**’s workplace integration support is minimal.

**BUSINESS RESULTS and RETURN ON INVESTMENT:**

1. Welders are able to perform their essential tasks for their entire duration of their shift, thus increasing specialized workers’ productive time.

2. Employer’s overtime costs are drastically reduced.

3. New employee with disabilities obtains stable and significant employment.

In collaboration with Langley Association for Community Living, Langley, B.C

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Assistant Physiotherapist

**Business:** Busy physiotherapy office

**Business’s contact person:** Office Manager – Representing the employer

**Organizational need:** Physiotherapists use much of their time to accomplish non-essential tasks such as refilling bottles of product, disinfecting areas and equipment, doing laundry, general daily maintenance and cleaning.

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**Service provider** visits business and identifies the potential for customized employment opportunity.

**Employer** recognizes that a physiotherapist assistant would increase therapist’s productivity.

**Employer** identifies a specific set of non-essential tasks from the specialized worker (physiotherapist) to be reallocated to a customized position (assistant physiotherapist) and creates a new position to meet its organizational needs.

**Employer** further explores opportunities to increase its level of service and replicates this measure to several other offices in their franchise.

**New employee’s workplace integration** needed minimal Service provider’s support.

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**BUSINESS RESULTS and RETURN ON INVESTMENT:**

1. The business saw an increase of productivity from the physiotherapists as more appointments could be booked and more clients could be served, resulting in increased sales.

2. Many new employees with disabilities are now working in various offices according to their skills and abilities.

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Community Futures of the South Fraser, Chilliwack, BC