# Project SEARCH A Transition and Recruitment Best Practice Presenters: Robyn Persaud Oly Backstrom Project SEARCH Holland Blorview Kids Rehabilitation Hospital


## What We'll Discuss Today

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- What is Project SEARCH?
- What makes it unique?
- Why does it make sense?
- How does it happen?





### **Conundrums**

# For High School Students with Developmental Disabilities

- The transition to adult life (with employment expectations) can be jarring
- Might have a stilted idea of work life
  - Nature of some work experiences
  - Nature of feedback from business supervisor
  - What school can sometimes inadvertently teach us about what is "good enough"
  - School "soft skills" are different from work "soft skills", e.g.
    - Small talk
    - When can I interrupt my supervisors





### **Conundrums**

### For Large Businesses/Organizations

- May have a desire and/or mandate to have a more diverse workforce, however...
- May struggle to determine where there are good fits
  - May have limited points of reference re: what kinds of jobs that people with developmental disabilities can do
  - Supported Employment organizations/staff may struggle to determine who might be a good fit because they don't understand
    - what a larger business needs are
    - What the internal processes are
    - What the jobs/tasks are















## Project SEARCH Philosophy

People with disabilities have the right to choose a path toward education and employment. However, while freedom of choice is given, the right to work is earned. Earning the right to work is dependent upon the student's preparation.

(Simon, Stephen, ADA Quarterly, Fall 1998)





## What is Project SEARCH?

- Immersion into a large business
- Training in real work settings
- Ongoing feedback from Project SEARCH and business staff
- Ongoing support to insure success
- Hiring students who are "good fit"



















## Cincinnati Example: Jill/Clinical Sterilization

- Begin with several high volume, simple trays versus mastering all of the trays in the department
- Learn more complex trays over time
- Attention to detail
- Requires homework









## Students at work...

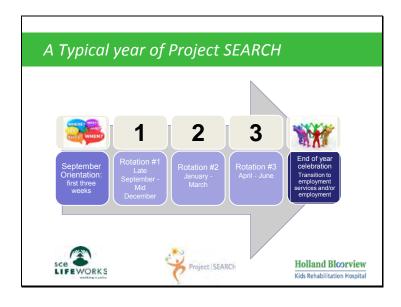
- 10-12 Students in their last year of high school
- Start and end day at classroom located within business site host
- · Work related curriculum
- 4-5 hours per day within site host
- Certified teacher and skills trainers

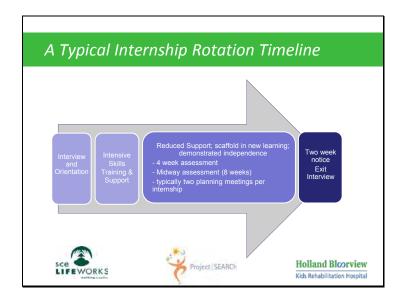






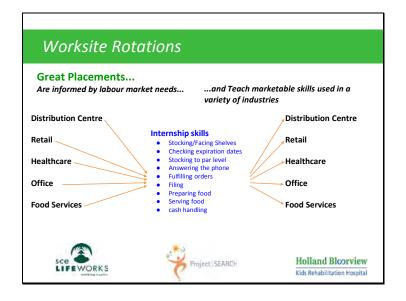


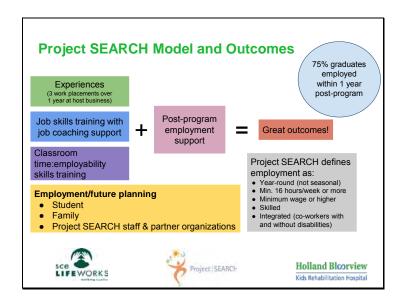












# Feedback • Emphasis on feedback — Skills Trainers, Teacher, Supervisors • Supervisors • Support Team involvement — 4-6 Employment Planning Meetings Figure Supervisors Figure Supervisors Figure Supervisors Figure Supervisors • Support Team involvement — 4-6 Employment Planning Meetings Figure Supervisors Figure Matter Supervisors Figure Supervisors Figure Supervisors Figure Supervisors Figure Matter Supervisors Figure Supervisors Figure Matter Supe

# Warehouse/Physical Work Could involve: Working alone or in team Using tools Working safely Reading and counting Walking, bending, lifting Project SEARCH Holland Bloorview Kids Rehabilitation Hospital

# Housekeeping/Maintenance Could involve: Working alone or in team Using tools & equipment Working safely Working quickly Getting dirty Walking, bending, lifting Walking, bending, lifting


## Administrative/Reception/Mail Services







Could involve:

- Customer service
- Answering phones; appointment reminder calls
- Using a computer
- Filing, sorting, organizing
- · Walking or seated work








# Health Care Support Roles Could involve: Working in patient, lab, or processing areas Working safely Customer service Walking, bending, lifting Following dress code & hygiene Holland Bloorview Kids Rehabilitation Hospital


# Could involve: Working in team Serving/seating customers Knife skills Using kitchen equipment Cash handling Walking, bending, lifting Holland Bloorview Kids Rehabilitation Hospital


• 1st Rotation: Food Services

Receiving, stocking, dishwashing, food prep, cash, customer service

• 2nd Rotation: Environmental Services

Event set-up, linen stocking & delivery, responding to 'on call' requests, co-worker communications

• 3rd Rotation: To be confirmed: Corporate Services company (off site) or Food Services (offsite partner) Additional food prep experience, increasing pace and volume of work









- 1st Rotation: Foundation Workplace self-management (focus, personal vs professional relationships, etc), financial skills, preparing kits
- 2nd Rotation: Client Registration Data entry - accuracy & volume (focus), following multi-step procedures, customer service









• 1st Rotation: Switchboard Operator, directing people's calls.

Phone skills and customer service.

- 2nd Rotation: File Clerk, Summary Convictions. Pace and productivity on high volume, numerical filing.
- 3rd Rotation: File Clerk & Front Reception. Focus on serving customers, answering the phones, payment transactions at Abuse Registry Desk.









Deby: Materials Distribution Agency (Government of Manitoba) as a picker/packer

Jordan: Standard Aero Parts Clerk.

Mark: Parian Logistics, Distribution

Support Staff

Steve: Walmart, Warehouse Supervisor













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Why does Project	SEARCH make sense	e for students?
<ul><li>Learn (classroom to the content of the cont</li></ul>		
•Potential for lesso adjustment ("teachable mod sce	ment")	Holland Bloorview
SCE LIFEWORKS	Project   SEARCH	Holland Bloo Kids Rehabilitation

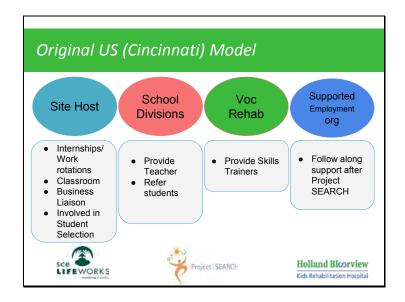

### Why does Project SEARCH make sense for businesses?

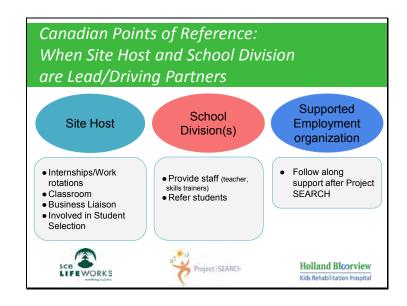
- It is a diversity/recruitment strategy developed originally by an Employer:
  - The "power of presence"

    - transformative experience for work culturenew points of reference; new possibilities seen
  - Teaching hospital model
    - see who fits where, and with what tasks
    - low risk hire









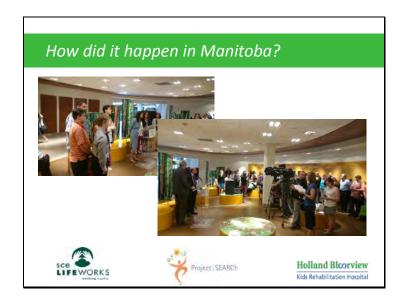







When Supporte	ed Employment Org	g. is Coordinator
Site Host	Supported Employment organization	School Divisions
Internships/Work rotations     Classroom     Business Liaison     Involved in Intern Selection	Coordinate Project     SEARCH     Provide staff (teacher, skills trainers)     Organize student recruitment     Follow along support after Project SEARCH	Refer students     Fund student     participation in Project     SEARCH
sce LIFEWORKS	Project   SEARCH	Holland Bloorview Kids Rehabilitation Hospital


# Health Sciences Centre Health Sciences Centre Winnipeg How did it happen in Manitoba? Met with school division representatives (there are eight divisions in Winnipeg) Where are eight divisions in Winnipeg) Where East Permisina Trails Perm

## Core Elements of Project SEARCH

- Site host
  - classroom

  - internshipsBusiness Liaison
- Students/Interns
- Teacher & Skills Trainers
- Follow along employment support after Project SEARCH







## How does it happen from a standing start?

- Understand the Model
- Engage Project SEARCH HQ/Erin Riehle
  - O Attend the Annual Conference if you can
- Connect with us!
- Identify Potential Partners
  - O Site Host Business
  - o School Division(s) (funder and referral source)
- Project SEARCH License
  - o Implementation Package/Portal/Database
  - o Technical Support
  - o Curriculum
  - o Use of logo













## **Contact Information**

**Oly Backstrom** President & CEO, SCE LifeWorks obackstrom@lifeworks.mb.ca; 204 775 9402

### **Robyn Persaud**

Life Skills Coach, Holland Bloorview Kids Rehabilitation Hospital represaud@hollandbloorview.ca; 416-425-6220 ext. 3296

Project SEARCH HQ ("start a site" page and email link): https://www.projectsearch.us/start-a-project-search/

### Thank You!



