

**M**ontage is a non-profit registered charitable organization that provides residential and community support to adults with physical and developmental challenges.

Building on a foundation of individual abilities and personal dreams, we develop innovative and inclusive services that encourage meaningful participation in each person's community.

Montage is a member of:

- OASIS
- Volunteer Toronto
- Social Enterprise Alliance
- Community Living Ontario

## OUR MISSION

Montage Support Services is committed to providing quality support to people with disabilities. Through a shared focus of family, staff and volunteers, we promote opportunities for individual growth, ensuring dignity and respect. Our dynamic response to change challenges us to take risks and open new doors to excellence.



### **MAKING WORK WORK** Customized Employment Program is a fee-for-service option

For rates or more information  
please contact  
[mmackenzie@montagesupport.ca](mailto:mmackenzie@montagesupport.ca)  
416-606-6375

**MONTAGE SUPPORT SERVICES**  
504 Oakwood Avenue  
Toronto, ON M6E 2X1  
Tel: 416-780-9630 | Fax: 416-780-9382

Visit us at  
[www.montagesupport.ca](http://www.montagesupport.ca)

**MAKING**  
DISCOVERING OPPORTUNITIES  
**WORK**  
BY BRINGING PEOPLE TOGETHER  
**WORK**



## EMPLOYMENT





# CUSTOMIZED EMPLOYMENT

This is a foundation that identifies and builds on the innate gifts, talents and skills development of the person.

**M**AKING WORK WORK is a creative, person-centred program offered by Montage Support Services.

By using an approach to work defined as **CUSTOMIZED EMPLOYMENT**, we focus on the relationships between employers and the person seeking work by blending and building on the needs of the employer with the person's abilities.

## THE VALUE IN THIS PROCESS SIGNIFICANTLY **REDUCES**:

- The necessity to start from scratch each time a job search is required
- The number of mis-matched jobs or work placements
- Individual job turn-over

## **INCREASES**:

- The likelihood of a job match that is a 'fit'
- The sustainability of the person to keep the job
- Motivation, dependability and reliability - the three key factors that employers look for
- The range of job opportunities

## DISCOVERY: PHASE ONE

### Informing the Plan

- The person's 'perspective', their concept of work, other life experiences, interests and personal preferences
- Actively engaging family, friends, community connections and networks
- 1:1 observation at home and in the community, watching how interests, activities, reactions etc. play into potential work and social roles
- Defining specific themes that reflect information gathered

## DEVELOPMENT: PHASE TWO

### Creating the Plan

- Site 'visits' based on themes to observe activities, what the person is drawn to, and how they are reacting to what they are seeing
- Developing a personal profile document (résumé)
- Defining the scope of the search
- Site visits and tours with prospective employers (still exploratory) observation and sampling tasks
- Formalizing the plan

## DOING: PHASE THREE

### Implementing the Plan

- Actively looks for employment opportunities in the scope of the identified themes
- Approaches prospects identified from information gathering
- Focuses on smaller businesses where job roles and opportunities are less narrow/competitive
- Gets the worker job 'ready' for specific environment and tasks

## ONCE HIRED

- Job coaching on-site for task training
- Education and engagement of co-workers
- Tracking of training and skills retention
- Participant and Employer evaluation/check in
- Job Coach fade out

## END RESULT

- Ideally a part time or full time job
- A collected tracking file of themes, search, contacts and trials
- A personal profile (résumé)
- A resource for future searches